

I hope you're having a cool and relaxing summer.

I write this letter with mixed emotions. I am thrilled with the direction of Crystal Bay, I am excited for my personal future, but I am sad that I am unable to continue as your President.

I have witnessed, experienced and learned a lot these past 6 months. My hope for Crystal Bay is for the community to stay involved. Please continue to give your input and challenge the board to continue to evolve.

Many of you have emailed me daily with wants and needs for the community. I challenge you to put your name in the running to become a board member. It is now your turn to step up and make those emails become a reality. Use your passion to help and improve the community. Being a board member is a commitment, however it is also very rewarding. We are currently at a very exciting point where you can help shape the future and set Crystal Bay on a very bright path forward.

If you decide that a board position isn't the right fit for you, that is okay.

However, please remember those on the board are volunteers (with most working full time). Please remember those on the board and in management are humans. Please remember everyone has feelings. Being a board member or a manager doesn't make you immune to feelings. Just because someone is a board member or a manager, that doesn't give you, a resident of Crystal Bay, the right to harass, attack, demean or belittle the person. The only way to continue to head in the direction of accomplishing our goals, is to do so together. As a team.

Please get involved – please ask the tough questions – please help with coming up with solutions. If you only complain, nothing will get accomplished.

We have 232 units in Crystal Bay – it is easy to send an email complaining – I challenge you to become part of the solution.

Thank you again for allowing me to lead you - I am still in the area and only an email / phone call away. If I can help in any way, please reach out.

Matt Shapiro