



To: Westford Client Residents
From: Your Manager
Re: Weather Conditions
Date: February 1, 2011

As everyone is well aware, every property in the region is encountering severe weather-related difficulties, primarily issues of snowplowing (quantities, contractor performance, frequency of storms) and ice damming and their resultant leaks. The forecast for more snow and ice is a further concern, and depending on how this week's weather unfolds, could exacerbate these problems particularly if power outages occur.

Our maintenance staff, your customary contractors and virtually every contractor we can identify all are fully engaged in attending to complaints and concerns, but there still is a backlog of even high priority matters. In short, there are few additional resources that immediately can be brought to bear on these problems. As calls and e-mails reach us we are recording them and trying to prioritize them in the most effective manner possible. We will attend to everyone as soon as we are able. All Westford employees are focused on these problems, including their insurance aspects. Owners who contact us are advised of these limitations and of the steps they can take themselves while they await service.

Our immediate focus is leaks and structural concerns, and will remain our main concern for the next several days or longer. Routine maintenance and other administrative tasks are necessarily receiving a lesser priority during this critical time.

The weather could affect Westford's own operations especially on Wednesday depending on the severity of the weather and power outages. Although employees who cannot travel are able to work from remote locations, operations are affected. But if power to Westford's offices is lost, employees' ability to work from home will be extremely limited.

We appreciate your cooperation during these conditions, and will update you as circumstances warrant. We encourage you to help inform all residents of the weather's impact on operations through your website if available, e-mail or other posting. Last, we will strive to keep a positive and constructive posture, and request your patience and understanding. Thank you.