

Welcome from Our CEO



Dear Homeowner,

On behalf of everyone at Towne Housing Real Estate, I would like to personally welcome you to our community family.

We understand that **your home is more than just a place to live—it is where memories are made, families grow, and investments are protected.** It is a responsibility we do not take lightly, and we are grateful for the opportunity to serve you and your community.

At Towne Housing, our mission is simple: provide responsive service, transparent communication, and proactive management that helps your community thrive today and for years to come.

We believe great communities are built through strong partnerships, and we are committed to working alongside your Board and residents to create a place everyone is proud to call home.

As our company continues to grow, one thing remains unchanged: people come first. We maintain an open-door philosophy, and we encourage you to reach out whenever you have questions, concerns, ideas, or simply need assistance. Our team is here to help.

Thank you for placing your trust in us. We are excited about the future of your community and look forward to serving you for many years to come.

Welcome to Towne Housing Real Estate.



Jeremy Ballsmith
Jeremy Ballsmith
Chief Executive Officer
Towne Housing Real Estate



TOWNE HOUSING REAL ESTATE

NOTICE TO HOMEOWNERS

Re: Sale of Fairwood Management to Towne Housing Real Estate

Dear River Edge Homeowners,

We are pleased to share important news regarding the continued growth and support of your community's management services. In early October of 2025, Fairwood Management began a strategic partnership with Towne Housing Real Estate with the goal of merging operations for improved quality of service. Effective June 29th, 2026, Towne Housing Real Estate has acquired Fairwood Management Group. You will continue to interact with **Joe Ubanczyk** as your Property Manager, as well as your Board being served by others of our staff.

Our teams are working closely together and closely with your Board of Directors to ensure this transition is smooth, organized, and minimally disruptive. Your Board members have been engaged throughout this process for many months, ensuring that our service aligns with the expectations of the organization and of you, the valued resident. Our staff remain committed to the same mission: ***providing reliable management, strong communication, and exceptional service to your community.***

This transition brings your community under the leadership of Towne Housing, a Western New York-based real estate firm with extensive experience in community association management, property management, and lawn, snow, construction, and maintenance services. Towne Housing Real Estate currently manages more than 700 residential rentals, over 200,000 square feet of commercial space, student housing, and community association units across more than 50 communities throughout Western New York. We are committed to maintaining the high level of service your association expects while expanding the resources available to your community.

What This Means for Your Community

Our priority throughout this transition is to ensure continuity while strengthening the resources available to your association and designated association manager. As a homeowner, you can expect the same level of professionalism and responsiveness you have come to rely on and expect — now supported by expanded infrastructure and service capabilities.

Community Management

Your current property manager will remain the same. They will continue overseeing operations, communications, and board support without interruption. There are no planned changes to your day-to-day management contacts.

Expanded Maintenance Support

You will also now benefit from access to Towne Housing Real Estate's professional maintenance division. This experienced team supports thousands of properties across Western New York and is equipped to deliver timely, high-quality service with improved coordination and communication. Over time, you may notice enhanced responsiveness, broader service capabilities, and greater efficiency in addressing maintenance needs. The maintenance team also offers an integrated Handyman Service for in-unit needs, lawn and snow services, and a 24/7 emergency call center and response.

Main Office & Mailing Address Update

To streamline operations and improve administrative efficiency, our main office and mailing address will now be consolidated under Towne Housing Real Estate. Over the past three months, we have transitioned all community files, technology people, and day-to-day Fairwood Management operations to our downtown headquarters.

Effective immediately, please mail all payments and correspondence to:

Towne Housing Real Estate
ATTN: River Edge Homeowners Association
344 Delaware Avenue, Suite 300
Buffalo, NY 14202

YOU MUST CONTINUE TO MAKE CHECKS PAYABLE TO THE COMMUNITY'S NAME, NOT TO TOWNE HOUSING REAL ESTATE. MEMO SHOULD BE YOUR ADDRESS.

***If you pay through Alliance please reference the included flyer outlining your continued payment instructions through the Alliance Bank system.**

If you utilize automatic payments through your bank's bill pay service, please remember to update the mailing address to avoid any delays in processing.

We are honored to welcome your community into the Towne Housing family and look forward to supporting your association for many years to come.

Should you have any questions, please do not hesitate to contact your property manager or our office directly. Thank you for your continued trust and confidence.

Warm regards,

Towne Housing Real Estate