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MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: January 20, 2011

RE: Association Manager's Report

I will start off tonight's report by wishing everyone again a Happy New Year. I hope that the holiday season went well and that now everyone is ready to begin another year. Many of the challenges that we had in 2010 will continue but I hope that what we learned last year will make it easier for us to move forward as an Association in the year ahead.

Marian and I have established several goals for the year and you will see these mentioned throughout this report.

Office Management- During the past several weeks Marian and I have been involved in packing up our 2010 records and setting up files for 2011. This leads me to GOAL 1 for 2011 and that is to better manage and organize the office and move toward a paper LESS office. We had a lengthy meeting with Carol Eskew on this subject and she and her staff will be working to help set this up. We will also be going through all the old files that are located in the North gate and preparing them to be shredded and discarded. We hope to have this accomplished by the end of the first quarter of this year. We will also be scanning many of the paper files of the office. This is a much longer and harder job and will be accomplished by starting first with new materials that are received and then work backward. Examples of items that will be scanned include contracts, insurance policies, and payroll time sheets and reports. We will also be setting up electronic files on all new homeowners and tenants. As time permits all current homeowner files will be cleaned out and scanned.

I am also working with several of our vendors in finding the correct equipment to service our needs. This project will also be a major discussion point when we start looking at a new copier later in 2011.

Our second GOAL for 2011 is to further enhance our customer service by offering early evening office hours one night each month in addition to our monthly Saturday morning hours. The schedule for the evenings will be announced shortly while the Saturday schedule is already on our web site. Residents will be notified of these days and times by phone messages and gate signs.

We are also investigating with Goldman, Juda, and Eskew the feasibility of allowing residents to make their HOA payments in our office. Once a plan is in place for this it will be announced to the Board and the community.

Inspections— Monthly inspections for January have been started and violation letters will be in the mail on Monday. The Association is doing everything possible to keep up on the maintenance on foreclosed properties.

Neighborhood Associations: Operations of the neighborhood associations under the management of ETCA continue to run well.

Collections for the Neighborhood Associations are still in good shape.

The Hampton's is in possession of one home which they have been able to rent out and it now generating income for that Association.

Eagle Landing – Two units continue to be seriously past due and the Board is determining if foreclosure should be started

Georgetown – Two units are currently bank owned and they are attempting to collect past and current money from the banks.

Glen Condo – The one home that was owned by the bank in 2010 has been sold and the new owner has already moved in. Another unit owner is seriously past due and the Board will need to make a decision on whether to move forward on foreclosure.

Eagle Trace Realty Holdings and Vacant Properties - We continue to keep close eyes on properties that are empty and/or in foreclosure. Potter Lawn and Landscaping continues to keep these properties maintained on a regular schedule.

The following is the status on the three properties currently owned by Eagle Trace Realty Holdings LLC:

12344 Classic Drive – The current tenant continues to pay their rent on time.

1970 Las Colinas Way – Not rentable. Bank activity on this property has stopped. Several local Realtors have looked at this property in hopes of making short sale offers.

12468 NW 19th Place – This property has been rented and there has been no bank activity. Our tenant has been paying rent in full and on time.

1875 Merion Lane – Tenant is current on their rent and the Association has not had to spend any money to make repairs to this home.

12702 NW 17th Street – Tenant has stopped making rent payment and we are currently in the process of getting them evicted.

Landscaping – Over the past several weeks I have been working closely with Dyna Serv in finalizing the contract and making plans for the transition on February 1, 2011. Mickey and I met with Potter earlier this month and while they were upset with the news they acted very professionally and are being extremely helpful with the transition.

I will be setting up a meeting with the Landscape committee to start talking about their GOALS for 2011 and setting priorities so that when we meet with the designers from Dyna Serv we will be ready to move forward quickly.

Security – There have been no major service complaints reported by residents. There are two major GOALS in regard to security. The first is to get our visitors logged in and on their way quicker. I am looking at a device that will allow the officers to swipe driver's license and have that enter all necessary information into the entry system. I hope to be able to test this sometime in March or April.

I have also ordered for testing some lighted roadway markers that will be used in front of speed humps for better visibility. The test pieces will be in shortly and will be installed immediately upon arrival.

We will be looking shortly at a new replacement patrol vehicle as our now has more than 100,000 miles on it. In late 2010 we took \$10,000 of our under budget and issued a check that will be used for the purchase along with the money that was allocated in 2011.

Finally we will continue to investigate different camera systems in order to enhance our surveillance at our gates.

Recreation Facility— Operations are running very smoothly and I am happy to report that there have been no reported problems either with the tennis or basketballs courts reported.

As mentioned at last month's meeting proposals have been received for major clay replacement, the painting of fences, and the replacement of wind screens and nets. It is hoped that the necessary funds will be approved tonight and the work can be scheduled shortly.

Mr. Mattezzi continues to pay his reduced court rental fees and the Tennis Committee will be discussing this situation in the near future.

Should you have any questions about these or other issues I will be more than happy to address them.