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MEMORANDUM

TO: Board of Governors
FROM: LOU BRAWER, ASSOCIATION MANAGER
DATE: January 21, 2010
RE: Manager's Report

Now that the holiday season is behind us the focus of this office and the Association will be set on 2010 and the challenges that confront us. The economic situation will dictate many of our projects and decisions to be made during the coming year and I can assure you that cost saving measures will be implemented on all expenditures that will be made during the course of the year.

Office Management- Since my last report the main focus of the Management Office has been the mailing of 2010 payment coupons for the Neighborhood Associations as well as letters requesting candidates both for the Master Association and the individual neighborhood boards. Attached to this report you will find a calendar showing all the meetings leading up to the Master Association Election Meeting on March 18, 2010. Please remember that our Meet The Candidates Night is scheduled for February 17, 2010. All those current Board Members that wish to again run for office should inform this office of their intentions in writing by January 29, 2010.

The installation of transponders was steady during the holiday period and I will now send letters out to those residents that have not picked up transponders that were ordered. They will also be informed that it will be necessary to resubmit all information when they choose to come in.

The Board will need to decide how to handle those residents that want clicker refunds or exchanges.

The deactivation for non payment of 1st quarter dues will be done on or about February 15, 2010. All those residents will receive a letter from this office prior to that date.

Marian and I are also in the process of packing up our 2009 files and setting up our files for 2010. All accounting files will be sent over to our auditor by the end of January so that our 2009 audit and tax returns can be prepared in a timely manner.

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. There is only one Association that is tight on cash flow and I am monitoring this very closely.

Georgetown Association has approved some landscaping improvements to their entrance way and this work will be completed in February or early March depending on weather conditions.

Georgetown also completed a major repair to their streets caused by roots lifting the valley gutters. This project cost \$15,000 and was completed just prior to the Christmas holidays. The residents were pleased with the results.

The Glen Condos is planning to make some repairs to the flat roofs on two of their buildings. These repairs are being paid for through a special assessment.

No other major projects are being planned at this time by any of the other Associations being managed by Eagle Trace.

Inspections— Monthly inspections for December were completed and the following letters were sent out:

1st Notices – 43

2nd Notices – 26

Final Warnings – 19

New matters to be turned over to the attorney – 3

Old matters for the attorney to do follow up – 13

Properties that have violations that are on HOLD - 15

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.

Currently we are looking into the possibility of having the roofs of some foreclosed properties cleaned in order to keep the neighborhood looking as good as possible. I have talked to several licensed and insured contractors and the cost will be between \$400 and \$500 to home. It is recommended that our attorney advise us if this type of work is feasible.

We are currently receiving rent of 2 of the 4 properties that are owned by Eagle Trace Realty Holdings LLC. Of the other two one cannot be rented due to the condition of the property and the other is in the process of having the occupants removed through court order. This should be completed within the next month.

The rental of 12688 Classic Drive has been completed and the tenant moved in as of December 1, 2009. We collected the first and last months rent and one month's security. Their next rent payment will be due of January 1, 2010.

The previous tenant of 12344 Classic Drive has come to agreement with us to continue renting the property. He will be paying \$2000 per month.

Landscaping – Our winter like weather took a serious toll on our planting especially the annuals. It will be necessary to remove most of these plants in the next few weeks and at that time a decision will need to be made on what type of plantings should be installed and what the timetable should be. This matter will be brought before the Board at the February meeting.

The Landscaping Committee held their first meeting this past Tuesday. They will be looking at the old plans for the North Gate as well as the plans developed by our landscape architect in order to come up with a recommendation to the Board for use of the replacement budget. This review should be completed within the next month however it is recommended that the presentation be held off until after the new Board is elected so that they will have some input.

The tree trimming project continues to move forward. During the past week the crews have been working on Eagle Trace Blvd. and around the Recreation Center. In the coming weeks the Classic Drive area will be done followed by the Fairways, Greens and the Neighborhoods. Potter reports that they have received a good number of calls from residents wanting private work done.

Security – Enforcement of all parking rules is back in full force. Letters continue to be sent out to all violators and nightly calls are made to those residents that leave their garage doors open.

There have been no major issues with the performance of the guards. Any issues are handled promptly by United Global. All gate issues are also being reviewed on video tape and we are working with SafeHouse on the cameras and the audio.

The Web Guest program was brought on line as of January 4, 2010. The use by residents has been slow and over the next few weeks signs will be placed at the gates reminding residents of this service. Reminders will also be placed in the election mailings.

We are having a serious problem with cars breaking the new gate arms at the East and West gates. It is believed that this is being done on purpose since the drivers know that the arms, which are padded, will not arm their cars. I am working with Safehouse on adjusting the cameras in hopes on catching these drivers. I would also like to discuss tasking the coverings off the gate arms and just have the lights.

Tennis/Recreation Facility— Operations continue to run smoothly. Several residents have voiced concern over the condition of the lines even after clay was put down on the courts. This week Renee and I met with an individual that is able to reinstall the lines for us. It is hoped that this work can be completed within the next several weeks.

Gabriel continues to again grow his program and has been paying his rent on a regular basis.

The revised work schedule for our maintenance staff has worked well. The Patrol officer now turns off the court lights and locks the building Monday through Friday at 9:30pm. This has allowed our maintenance staff to work during the more

productive daylight hours. There have been no problems at the Recreation during the hours where no staff is present.

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

Sincerely,

**Louis Brawer
Association Manager**