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MEMORANDUM

TO: Board of Governors
FROM: LOU BRAWER, ASSOCIATION MANAGER
DATE: February 17, 2009
RE: Manager's Report

The new year of 2009 has started off very uneventfully but with a lot of thought as to how we are going to deal with the challenges that will be facing us both individually and as an Association.

Staff meetings were held at the end of the year and everyone was informed that they will need to do anything and everything possible to keep expenses to a minimum. Staff was reassured that their jobs were safe as long as they all work at cutting expenses and giving 110%. Everyone seems to understand and is on board with our needs. Only time will now tell if we will be successful.

As a result of the economic times no major projects are being scheduled. We will continue, however, to work toward the implementation of the transponder system which is already in the budget and landscaping improvements which can be handled within the constraints of the Operating Budget. More of this will be discussed during the course of tonight's meeting.

Management will continue to work with residents and our contractors to keep the community and individual properties looking as good as possible without impacting our budget. We will continue to do our best to make sure that foreclosed and abandoned properties are kept up as best as possible so that full dues paying members of the Association can enjoy their property as much as possible. This will be the most challenging aspect of 2009.

Office Management- As is normal for this time of year a lot of time and effort is being spent on packing away 2008 and setting up 2009. This should be completed by the end of February and all necessary information for both the Master Association and the Neighborhoods are turned over to the accountants for end of the year audits and preparation of tax returns.

Early in January we had a major computer failure with my office computer. Both SafeHouse Systems and Dr. Ackerman tried to save data but in the end some reports for the end of 2008 were lost. The good news is that just about everything that was lost has either been found on paper copies or was able to be recreated. All financial information for the Neighborhood Association was not lost. As a result of this a new computer was ordered and new systems of back ups were established to prevent this from ever happening again. All data is being backed up to our community's server which is then backed up to SafeHouse Systems off site secured server. We have also installed a backup hard drive as another source of back up. Financial data for the Neighborhood Associations is all being backed up weekly to a portable zip drive that is locked up in a secure and fireproof cabinet.

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

January saw the installation of a system that allows Neighborhood Association bank deposits to be done electronically. A special scanner was installed (at no expense to the Association) that allows checks to be scanned and sent to the bank for immediate deposit and since we do not accept cash there will be no need for staff to go to the bank to make deposits saving much time and expense. All Neighborhood Association bank accounts were moved from Wachovia to 1st United Bank.

The installation of this system and the streamlining of our accounting system have allowed us to offer Neighborhood Associations the ability to collect their assessments on a monthly basis. Several have accepted this offer however it is still too early in the year to evaluate if it has helped or hurt collections.

As with the Master Association the neighborhoods are keeping a very close eye on their collections. Currently none of the Neighborhoods managed by Eagle Trace have experienced any cash flow issues. Below is a summary of the foreclosure situation in the Neighborhood Associations:

Ascot Villas	0
Eagle Landing	3
Georgetown	0
Glen Condo	1
Hamptons	3

These figures have held constant since the fourth quarter of last year.

Inspections— Monthly inspections for January were completed and one hundred and thirty violation letters were mailed out. In addition five matters were turned over to the attorney for legal letters since these residents have received and ignored our three previous requests.

We have been keeping close eyes on properties that are empty and/or in foreclosure. Potter Lawn and Landscaping have been sent out to cut lawns as needed. Since we are currently in a slow growing period we have not had to send out Potter as often and management will continue to work on cutting service costs as we move into the rainy season.

Within the next month a report will be prepared for the Board outlining potential safety issues that will need to be addressed with vacant houses prior to hurricane season. The Board and our attorney will need to determine the best course of action to minimize possible dangers to residents and their property.

Landscaping – Management has been working very closely with Potter Lawn and Landscaping to come up with landscaping projects that will enhance the appearance of the community at minimal costs. Tonight you will be presented with suggestions to use our 2009 landscaping replacement budget. It is hoped that some or all of these projects can be accomplished in 2009. A copy of the proposal is attached to this report and will be placed on the web site for residents to review.

The Board will also need to address how to allocate the money set aside for the planting of annuals during 2009.

The infestation of White Fly seems to have been stopped in Eagle Trace. No additional spots have been discovered and it seems like some of the affected plants have started to get new growth. It is hard to tell for sure as this is the slow growing period for ficus. Management and Potter will continue to closely monitor all hedges and plants very carefully.

Pick-up trucks and Parking Violations – Parking violations continue at a constant level and violators continue to receive stickers and letters. There have been a few questions of the timing of when the patrol does its last rounds for violations and I have addressed these concerns with United Global.

Residents continue to leave garage doors open even after receiving phone calls and letters. I guess some people will never learn!

Tennis/Recreation Facility— Operations continue to run smoothly with only minor complaints from players.

League teams play at Eagle Trace on Monday mornings and Wednesday evenings.

Gabriel continues to teach private lessons to both residents and non residents. He also is operating his after school program for children of all ages. Gabriel has also seen the effects of the economy in his business and is working very hard to generate more income. He continues to be able to pay his monthly rent in a timely manner.

The tennis courts will have a small amount of clay installed in early April which will hopefully carry us through till after the rainy season. The courts are constantly monitored and repairs made as needed. Of course costs will be monitored here as well.

The basketball courts and the playground also continue to get steady use.

Community Security- There was an incident where a private investigator got into the community by saying he was going to the TPC. As a result of this incident management has been working closely with TPC management to establish new measures to insure people saying they are going to TPC are actually going there. All these systems seem to be working and are being improved as needed.

We are now working on ways to do the same with those coming in to play tennis. This is a little bit harder since there are outside people who are allowed to use the courts without reservations. There have not been any issues with the tennis courts.

Management would like to encourage the Board to move forward with the transponder system even during these tough times. The costs of equipment and labor have both come down and if we act soon we can take advantage of these savings. The current proposal from SafeHouse is being presented this evening.

Gatehouse complaints have gone way down and residents continue to be very pleased with the level of service that we are getting from United Global.

TPC Eagle Trace – There is again a new General Manager at TPC Eagle Trace. His name is Bob Holtzman and he replaced Brian Bartolec who left the company to take a position in Naples. Bob seems to be very eager to work with the community as is evident by his willingness to again allow us to hold our monthly meeting at the clubhouse. We wish Mr. Holtzman the best of luck and management looks forward to working with him.

Brian Stone who assumed the role of Acting General Manager immediately after Mr. Bartolec's departure returned to his old role of Head Golf Professional.

There have been no additional problems with the grounds staff starting work prior to 7:00am.

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

Sincerely,

Louis Brawer
Association Manager