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MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: February 17, 2011

RE: Association Manager's Report

The New Year has begun very well within the community and has been extremely busy with routine maintenance as well as new projects. Since our last meeting our new landscaper has begun his work and while it is very hard to see immediate change I can report that they have done a lot of extra cleanup work that has made a difference in the overall appearance of the community. I also had the unpleasant task of officially saying goodbye to Grant and Nina Potter on behalf of the Master Association Board. The meeting went very well and they acted very professionally right down to the last day. You will still see them around the community as they have been retained by Ascot Villas and Georgetown for their landscape work. They have also made themselves available to Eagle Trace for special projects and storm cleanup work.

Office Management- Last month I talked about a major change that Marian and I are undertaking involving records retention and moving toward a paper less office. Major steps have already occurred:

- 1.) Two desk top scanners have been purchased and are in operation
- 2.) Meetings were held with Kim Juda of Goldman, Juda, and Eskew as well as Rob Belline of SafeHouse Systems to review our current computer systems and advise what additional equipment will be needed. The good news is that all of our computer equipment is in good shape and the only additional equipment that will be needed is some backup devices that will need to be installed in the office and at the North Gate. An off site backup service will also need to be retained. The total cost of all of this should not exceed \$4000 and additional quotes are being obtained and will be presented to the Board. In the meantime all current data is being backed up to SafeHouse's off site server with all of our access control data.

- 3.) Major cleaning has occurred at the North Gate and this week a shredding company will come in to remove all of the old files that we have been told by both Goldman, Juda, and Eskew and Steve Weinberg are not needed.
- 4.) Marian has started to scan all the current homeowner files. This is a long and slow process that we hope to have completed by the end of 2011.
- 5.) Other office files are also being scanned. Documents that will be retained will then be moved to the cabinets at the North Gate as the number of files will be minimal.

I also talked last month about implementing evening office hours. This will be started immediately after the tennis court renovation project is complete. We are shooting for the second Wednesday of each month but this schedule has not been finalized at this time.

Plans are also being finalized to allow the office to accept homeowner payments. It is hoped that this will be available by the beginning of the second quarter. It will be announced via phone messages and possibly a mailing.

Reserve Study – All plans are in the works and Reserve Advisors has requested and have received much of their needed background materials. The engineers will be on site starting on February 28th.

Quotes for the Neighborhood Associations were requested and forward to the respective Boards. So far none of the Neighborhoods are interested in having individual studies done.

As a result of the Neighborhood Associations having their own reserves the cost of the Master Association study will be reduced by \$200.

Inspections— Monthly inspections for February will be completed next week. It appears that many residents are doing work to their homes as a result of inspection letters received from the Association. The city's Code Enforcement Department has also helped with several residents that chose not to accept the requests of the Association. Residents who come with specific complaints are encouraged to notify Code Enforcement and this too has helped pushing homeowners to get needed work completed.

The Association continues to do necessary work on foreclosed and Association owned 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 – One of the homes that were bank owned and vacant has been sold and the new owner has started to do work on the property. It is hoped that this home will be occupied in the near future. All back owed money for this unit has been paid. Georgetown still has another home that is owned by the bank and is vacant.

Glen Condo – One 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 – One additional property was obtained by the Association since last month's meeting. This property has been vacant for some time and we are waiting for the Certificate of Title to be issued so that we may enter the unit and assess what work it needing so that it can hopefully be rented out. We continue to keep close eyes on properties that are empty and/or in foreclosure. Maintenance bids for the landscaping of these homes will be obtained from Dyna Serv and compared to the prices being charged by Potter. Potter has expressed an interest in continuing to do the maintenance work on these homes.

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

12344 Classic Drive – The current tenant continues to pay their rent on time. The trees surrounding this home need to be trimmed as animals are getting onto the roof. It is hoped that this will be completed this week.

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. The tenant has placed back rent money with the court as he is disputing our eviction claim. This matter should be resolved this month.

1790 NW 127th Way – New property mentioned above.

Landscaping – As mentioned earlier Dyna Serv has started their contracted work. They have also had one meeting with the Landscape Committee and their design team is expected to come up with some ideas for the entrance gates within the next two weeks. They are also working on a plant pallet that will be the bases for all plantings with the community. The next committee meeting will be next Wednesday.

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.

Two of the lighted roadway markers have been installed at the speed bump just inside the West Gate near Steeplechase. Several more have been ordered from another vendor and once they are installed a comparison will be made prior to making a decision on additional purchases.

The Association has purchased a new patrol vehicle. It is felt that this vehicle will give better visibility to the patrol officer. The vehicle is a 2011 Toyota Scion. The total purchase price was under \$13,000.

Finally we are meeting with several camera vendors to investigate how to upgrade our surveillance cameras at the gates. A report on this will be made at a future Board meeting once all the information is compiled.

Recreation Facility— As everyone is aware the renovations on the tennis courts began this past Monday. Originally it was hoped to keep courts open during the process but after meeting with the vendors it was determined that it would be better and quicker to close all the courts. The vendors have committed to supplying us with two crews each in order that the work can move along faster.

After this decision was made Gabriel came and asked that he be allowed to use one court so as not to totally shut down his business. After some discussion it was decided to allow this to happen for as long as possible during the process. He was informed however that there may be a time toward the end of the project where there will not be a court available to him and he fully understands this.

Other residents have complained about the short notice that was given. This was a result of the contractors giving us short notice and the last minute decision to close more courts than were originally planned. While I regret the inconvenience I still believe that it is the correct decision for the smooth implementation of the project.

The court rental fee that Gabriel pays will be adjusted as a result of the work being done on the facility.

Repairs were made last week to the basketball courts. These repairs made it necessary to close the playground as well as the basketball through last weekend. Both facilities were opened on Monday.

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