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MEMORANDUM

TO: Board of Governors
FROM: LOU BRAWER, ASSOCIATION MANAGER
DATE: March 19, 2009
RE: Manager's Report

As the year continues on so does the work of the Association. It continues to be a challenge to keep everything working and looking its best while trying to stay within budget. Weather conditions have also produced some challenges but the staff has been able to work through them.

Our staff and our vendors have also been trying to keep vacant homes looking as presentable as possible. The weather also has produced challenges especially since these properties do not have water or electric.

Management will continue to work with residents on their individual issues while still trying to maintain the image of an upscale community. Work will continue on foreclosed and vacant property so that full dues paying members of the Association can enjoy their property and receive full value for their dues. This will be the most challenging aspect of 2009.

Office Management- 2008 has finally been wrapped up and our auditor has delivered the 2008 audit and tax returns to us. Again this year there were no major problems. A postcard has been mailed to all residents advising them that copies of the audit are available for their review. This is a requirement of the Florida Statutes.

The computer failure reported last month is now a part of history as a new machine and monitor has been installed and is working well. All files are now being stored on our local server and are backed up daily to SafeHouse Systems off site server. Another backup location is also being worked on just in case.

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

The electronic deposit scanner supplied to us by 1st United Bank has been up and running for over a month and is running exceptionally well. It is a real time saver not having to run to the bank to make deposits and having the actual checks as backup is very reassuring and helpful in researching resident questions. By the end of the month all accounts in Wachovia Bank will be closed and all funds transferred to 1st United. The Association that have adopted monthly collections have helped with cash flow and are pleased with being offered the additional service.

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 March were completed and 188 violation letters were mailed out. This month there were 23 homes that were slated to be turned over to the attorney. Of these 23 Master Association homes 13 are in collections and therefore were not turned over to the attorney in order not to incur any additional legal costs.

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 with little or no rain 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. Potter will go out and clean up six homes this week.

Management has been working with the inspection tracking software that the Board leased late in 2008 but has also been working on a home made version which is coming along very nicely. It is not felt that we will need to renew our lease when it comes up later in the year.

Landscaping – At the last meeting the Board approved a project that will enhance the gates and medians while still working with the budget set last year. The first phase of the project is almost completed with old plant material being removed from all approved areas. After the plants were removed the staff found many problems with both irrigation and lighting especially at the North Gate. The irrigation issues were repaired by our staff including running a new surface mounted mainline along the wall on the entrance side of the gate. The lighting at the North Gate had many conduit pipes that were rusted out exposing wires which created safety hazards along both the entrance and exit sides. On the entrance side new conduit and fixtures were installed on the wall that will allow for back lighting of all the trees. Since the fixtures were mounted on the wall it is less likely that they will be damaged by tree roots, people walking, or landscapers cleaning the beds. On the exit side fixtures were also raised off the ground and additional fixtures were added as a result of comments made at the last meeting. While the

cost of these repairs were not included in the original budget they were deemed necessary in order to avoid possible safety issues.

The infestation of White Fly seems to have been stopped in Eagle Trace. No additional spots have been discovered and the infected areas are showing new growth even though this is the dormant season. All hedges will again be sprayed to help prevent future infestation.

Pick-up trucks and Parking Violations — Parking violations continue at a constant level and violators continue to receive stickers and letters.

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. Complaints mainly had to do with the surface condition which is being addressed. Other issues were forwarded to the Tennis Committee Chair for responses and guidance.

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 been notified that he must return to Argentina for two months. He has found another pro to cover his clients and assures us that his rent will continue to be paid. I have reached out to Nextennis to make sure that the pro that will be covering for Gabriel is covered under their insurance.

Starting this week clay will be added to all the courts. This will carry the courts through the rainy season.

The basketball courts and the playground also continue to get steady use. Last Friday some minor vandalism was discovered on the basketball courts. Repairs were made by our staff but a report was still made with Coral Springs Police. The staff will be paying closer attention to the courts especially in the late afternoon and early evening hours.

Community Security- As a result of the incident involving a private investigator getting into the community I have asked our attorney if we should allow these people to enter the community without the authorization of the resident. He determined that we should not unless the investigator is escorted by a police officer. A copy of his opinion letter is attached. As a result of this letter changes were immediately made to the Post Orders of United Global.

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. Rob Belline of SafeHouse Systems will present his proposal to the Board this evening. The system can be up and running within twelve weeks of approval. The staff understands the amount of extra time that will be needed to be able to service all of our residents.

TPC Eagle Trace — I am very pleased to report that the working relationship between Eagle Trace and TPC has greatly improved under the leadership of Mr. Holtzman. In addition to again opening up their clubhouse for our meetings they

have also done all the clean up work at the maintenance compound that we have requested for the last several years. Their maintenance staff has also started to work closer with our staff.

Finally there have been no problems with their maintenance staff being on the golf course 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