



Office: 954-796-5013  
Fax: 954-341-6129  
Cell: 954-275-6241

**Louis H. Brawer**  
Association Manager

1000 Eagle Trace Blvd. West • Coral Springs, FL 33071  
Email: [loubrawer@eagle-trace.com](mailto:loubrawer@eagle-trace.com) • [www.eagle-trace.com](http://www.eagle-trace.com)

## **MEMORANDUM**

**TO:** Board of Governors  
**FROM:** LOU BRAWER, ASSOCIATION MANAGER  
**DATE:** March 25, 2008  
**RE:** Manager's Report

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Election Night is here again and the community is now ready to have yet another non-changing of the guard. I am proud of the fact that this non-change in Board members will occur with little or no interruptions to community operations. It is evident from the low number of votes cast that the residents are very satisfied with the condition and the manner in which the community is being run. This is due in large part to the business attitude that this and past Boards have brought to Eagle Trace.

On a personal note I need to thank Marty Friedman for taking the time to be the day to day liaison between the Board and myself. This avenue of communications have made day to day operations run smoothly and efficiently.

***Office Management-*** The administrative concentration during the next month will be on bringing our Board Members up to speed on operational issues. I will make myself available for group or private meetings and am always just a phone call away to answer any questions.

Our 2007 audit and tax returns have been completed and mailed. Copies of the returns and the audit are available if you would like to review them. A new state law now requires that we mail to every resident a postcard telling them that the audit is available. This card will be going out this week.

We have just received our insurance renewals for 2008 – 2009 and I am happy to report that our premiums went down about \$2000. As always we made sure that we had the best possible coverage available at the best price. Our agent, Ralph Russo, is always checking this for us.

***Neighborhood Associations:*** Operations of the neighborhood associations under the management of ETCA are all running well.

All of the Neighborhood Associations have had their elections for the Master Association and non were able to establish a quorum except for Ascot Villas.

The Hamptons, Ascot Villas, and Eagle Landing also had elections for their Boards. There will be no changes to these individual Boards.

Maintenance is still able to handle the work that is being required by the Neighborhood Associations without additional staff or overtime.

***Inspections***— Monthly inspections for March have been completed and violation letters have been sent. Most residents have been following up on our requests. Several residents have been turned over to the attorney for demand letters. You will see that many of these are also on our Collections Report.

We are also trying to get a meeting with our city Code Enforcement Officer to help us with some of our on going violations.

***Landscaping*** – The landscaping of the community continues to look fairly good especially with the water restrictions which the Association must follow just like any other resident. We are currently watering all common areas one day a week.

Our next annual planting will take place the first week in April. Since we will be installing new plants we will be able to water more than the current one day a week.

I am working with Potter on establishing our tree replacement needs and to see how this can be incorporated into our budget. We are also looking at renovations to some of the most badly needed cul-de-sacs.

The tree trimming project will be completed this month. I have received many positive comments concerning the cutting and the way the staff did the work and cleaned up afterwards.

At tonight's meeting our landscape architect, Rhett Roy, will present his concepts for the landscaping of the entrances. If the Board agrees the next step would be to do a mailing and questionnaire to the community to make sure they are on board with this project. I would like to recommend:

- 1.) That this mailing goes out within the next week.
- 2.) That a resident workshop be held in early April so that residents may come and ask questions.
- 3.) That the Board votes on the project and the financing at the regular April Board meeting.

If the project is a go then the architect can start preparing the necessary drawings needed to get bids and permits.

***Pick-up trucks and Parking Violations***— Parking and pick up truck violations continue on a daily basis. Letters have been going out and we are monitoring several residents for possible referral to the attorney.

Open garage doors continue to be a major problem. I would like to have the attorney write letters to several residents about this.

***Tennis/Recreation Facility***— Operations continue to run smoothly. We are working closely with our pro Gabriel concerning his Immigration status. We are working on having his employment changed to a private company which will in turn lease the courts for Eagle Trace. If this succeeds Eagle Trace will be totally out of the loop.

Currently we have two teams that are playing out of our facility. One team is a women's team that plays on Monday mornings. The other is a mixed team that plays on Friday night. As you are aware the community requires that a team have 60% residents. It was found that the Friday night team currently does not meet that requirement even though they did when they signed up for the courts. I have sent them a letter telling them that they finish up this season but that they will not be able to sign up again unless the rules are followed for the entire season. I have not gotten a response to my letter.

I have also been approached by another group of ladies that want to have a team play on Wednesday. They asked if the resident requirement be changed to 50%. The Board will need to make a decision on this.

***Community Security***- Gate operations continue to improve and resident complaints have decreased. Residents with problems and complaints are handled on a case by case basis with personal phone calls by one of the principles of United Global. It seems that our problems are caused mainly by residents that do not want to follow rules.

The closing of the resident gate between 2:00am and 6:00am continues without complaints from residents. I will continue to monitor this and report back to the Board.

The installation of the Fiber Optic cable is moving along on schedule. The actual cable has been run between the three gates and the office. SafeHouse Systems is currently doing the hook ups and once this is complete they will run tests and hopefully the computers will all be hooked up within the next two weeks. Once this is complete they will have to do some clean up work. We will then be able to start looking at and testing different cameras.

We have been having problems with the golf course maintenance staff being out on the golf course as early as 6:00am. We have been in contact with the city and have been informed that the city does not permit the cutting of grass and the use of landscape equipment before 7:00am. I am trying to work with the club's management.

***Mailbox Refurbishment*** — Mailbox World has completed this project and now that all the dust has settled I am happy to report that only two residents were unhappy enough to request their money back. There were a few other complaints that were addressed and resolved. Generally it is felt that the project was a success.

***The Eagle Tracer*** — I have again but off the Eagle Tracer. I am now working on an issue with the following subjects:

The election both of the Master and the Neighborhoods  
The Landscaping Master Plan

**Vandalism  
Inspections  
Rules and Regulations  
Landscaping and the drought  
Security and the scheduling of our community security meeting**

***Community Party*** – Plans have been completed for what looks to be a very exciting community dinner party. I am sure that you all have gotten your invitations and I hope you all will be attending. The menu will be Italian and will include:

**Chicken Cacciatore  
Sausage and Peppers  
Baked Ziti  
Grilled Eggplant Parmesan  
Grilled Vegetables  
Tossed Salad  
Cake and Italian Ices**

**The entertainment will be from a DJ that combines the music with Guest Star Impersonations and Audience participation.**

**There will also be a limited amount of activities on the grass lot for children.**

**Marian and I have some other surprises up our sleeves!**

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

**Sincerely,**

**Louis Brawer  
Association Manager**