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MEMORANDUM

TO: Board of Governors
FROM: LOU BRAWER, ASSOCIATION MANAGER
DATE: April 14, 2011
RE: Association Manager's Report

Since the last time the Board received this report the Management Office has been extremely busy with the general upkeep of the community as well as major projects including the completion of the tennis court renovation project.

Office Management- The project of turning the management office into a "paper less" office continues and both Marian and I have notice several major pluses:

- 1.) Files being scanned are easier to find saving time.
- 2.) Paper and copier usage has decreased.
- 3.) Turn around time on work has increased since now it is not necessary to file the massive amount of documents that we gather each day allowing more time for customer service and other tasks.
- 4.) Less clutter around the office.

Even though we still have a long way to go until this project is fully implemented it appears that we have made great strides and it is hoped that this will continue for the remainder of the year and beyond.

We have also implemented evening office hours one day a month. A tentative schedule is attached to this report. If this program is successful Marian and I will look at making evening hours a weekly event.

We are still waiting for final plans to be completed so that the office will be allowed to accept homeowner maintenance payments. Details will be announced as soon as they are ready.

Reserve Study – The Reserve Study has been completed and the written report was received by management on Tuesday. Since it is a very in depth report I will be holding off on presenting it till the May meeting. It is hoped that there will not be any major surprises to report.

Georgetown was the only neighborhood to take advantage of the reduced price and they had a study done as well. The other neighborhoods did not feel that the report was necessary as they have minimal common elements.

Inspections— Monthly inspections for April have been completed. It appears that many residents are doing work on their properties. The results of the inspections are as follows:

1st warnings – 28

2nd warnings – 26

Final warnings – 13

Matters turned over to the attorney - 5

Matters in the hands of the attorney – 7

The Board should also be aware that all residents receiving second and final warnings letters are reported to the City Code Enforcement Department has part of the Code Ranger program. It is too early to see if this has had any affect of compliance.

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 continues to be in possession of one home which they have been able to rent out and it now generating income for that Association.

The Hampton's also had a very successful block party this past Sunday. Many residents attended and enjoyed food, music, a bounce house, and good conversation with their neighbors.

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 continues to do work on the property. 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 now be moving forward on foreclosure.

Eagle Trace Realty Holdings and Vacant Properties – Last month the Association took title to one home. This was quickly renovated and is now occupied by a tenant. The house needed a lot of work which was not realized till after we were able to gain access. Some of the items needing to be renovated included:

Installation of two A/C units which were removed

Replacement of all counters tops which were removed
Repairs to walls and doors which were purposely damaged by the former owner
Replacement of all appliances which were removed
Replacement of all the pool equipment

It is hoped that now the rent income will be able to pay this back prior to the house being returned to the bank.

Another home was turned over to the Association by the Broward County Sheriff today. Condition of this home is unknown at this time.

The following is the status on the seven 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 been evicted. Renovations to this home seem minimal except for what appears to be one roof leak. Our roofing contractor will be out next week and will try to repair it. We have the names of three or four people looking to rent homes and Marian will contact them next week. It is hoped that this home will be rented and again occupied by May 1st.

1790 NW 127th Way – New property mentioned above.

1451 NW 126th Drive – Second property mentioned above

Landscaping – Dyna Serv continues to make progress on improving the condition of the community. They have completed their first fertilization application and having also treated all common areas as part of the pest control program.

The Landscape Committee is making progress on the renovations to the entrances and it is hoped that proposals will come to the Board for approval at the May meeting. Luisa has resigned as chairperson of the committee and Ron Cohen has taken over. Luisa will remain as a member of the committee.

Security — There have been no major service complaints reported by residents.

A new type of LED reflectors is being tested on the speed humps just inside the North gate along Eagle Trace Blvd. North. These seem to be brighter than the ones installed inside the West Gate. Please go and check these out and let me know what you think.

We are again meeting with vendors concerning cameras and this will be presented to the Board in the very near future.

SafeHouse is working on a proposal for surge protection for the actual gates. This is the last piece of the project that was started last summer that provided protection to the gatehouses, phones, and cable television lines coming into each of the buildings. The cost of this protection should be around \$2,000.

Our semi annual generator inspection and service was completed today and everything is ready for the storm season.

As mentioned at a previous meeting one of our residents who builds customer furniture approached me in hopes of trading new gatehouse furniture for past due maintenance. The first gatehouse has been completed and the quality and workmanship is excellent. The East gate will be installed next week and a new counter top for the North Gate will be done shortly thereafter. The Association did very well on this transaction.

Recreation Facility— The renovations to the tennis courts have been completed and most tennis players have been happy with the new surface.

The new Tennis Committee has met several times and has addressed issues of concern to tennis players. They have also planned an Open House which will be held on Saturday, May 14th from 9:00am till noon. Refreshments will be served and it is hoped that residents will come down and discover the amenities that are available to them.

Residents are also now required to sign in prior to using the courts. This is being done on the honor system.

In the months ahead the committee will be reviewing the contract for our teaching pro and the allocation of courts especially during weekday mornings and weekends.

The fall community party will also be planned by this committee.

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