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MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: April 21, 2009

RE: Manager's Report

The tough times of 2009 continue and your staff continues to move along doing whatever is needed to keep our budget in line and the community running smoothly. Be assured that every penny being spent is not going for unnecessary purposes on projects. While some may say that we should not be spending any money I think that the majority of the residents want the community to continue to be the premier one that they bought into. The community is a living entity that continues to need improvement and maintenance and to let it go will only result in additional spending further down the road. Board members will be informed of needed repairs and improvements and we will hold off on things whenever possible but be assured that we will not allow the community to look shabby or run down.

Eagle Trace does not exist within a bubble and must rely on the community around for support. With this in mind management has started to make a presence outside the community in order to help the area and get the Eagle Trace name out. I have participated in several community functions within the last several weeks including:

A career day at Cypress Elementary School in order to educate students on how communities such as Eagle Trace function and hopefully get these youngsters to appreciate their neighborhoods and work to keep them looking good.

A presentation before the city's Architectural Review Committee in hopes of getting more involved in the setting of standards for the city which will also affect the community.

It has been suggested that I join the city's Community Emergency Response Team and I am looking into at least going through the training program. This will assist the community in the event of an emergency.

I have been approached to serve on the board of Crime Stoppers and will be accepting this position in order to be more recognized within the law enforcement community.

Finally I had a meeting with Vice Mayor Vince Bocart in hopes of getting more involved in our city's government in order to bring attention to the needs of Eagle Trace. It is very easy for city officials to forget about their gated communities and just assume that they are taking care of themselves. I stressed that we needed the assistance of city departments and they can't just assume that we will take care of everything ourselves.

Even with all of the above my major responsibility will continue to be Eagle Trace and its operations. I will always make sure that community business is taken care of prior to doing anything outside the community.

Office Management- During the past month the office has been trying very hard to keep up on collections for the Neighborhood Associations and follow up to the numerous issues addressed in our last bunch of violation letters.

The computer issues that were reported last month have been resolved and we are slowly restoring the data that was lost as a result of the crash.

We are finally starting to prepare for the transition to the transponder system and all the necessary work that will be needed to make sure this project moves forward without problems.

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

Cash flow and budgets are being monitored very closely and collections are a major task. The number of past due and foreclosed properties within the neighborhood remains constant since the last quarter of 2008.

Last week Marty and I held a meeting with all the Neighborhood Presidents. The meeting was very informal and was mainly a brainstorming on ways of improving the community.

They were also updated on the projects that will be happening.

Inspections— Monthly inspections for April were completed and 188 violation letters were mailed out.

The following is a summary of the letters that were sent out for the Master Assoc:

1 st Notices	47	
2 nd Notices	28	
Final Notices	12	
Attorney Matters	20	(3 new matters)

In addition 49 violations were sent out on behalf of the neighborhoods that are managed by Eagle Trace.

We continue to keep close eyes on properties that are empty and/or in foreclosure. Potter Lawn and Landscaping continues to be 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.

Progress continues well on our home made tracking software. I am very pleased with the results and am confident that we will not need to renew or lease on the system that we started with in 2008. This will save the community several thousand dollars.

Landscaping – Work continues on the landscape enhancements at the gates. The approved work should be completed within the next two weeks.

We have completed another spraying for White Fly and I am happy to report that there have been no further areas that have become affected. The areas along Lakeview Drive that were hit are starting to come back and should be fully repaired once rainy season starts. There seems to be no need for the replacement of any plants.

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

One resident has again asked for an exception to the pick up truck rule and were not given much hope that the Board would grant an exception. We did however offer them the opportunity to come and address the Board.

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 and maintenance issues which are immediately addressed by staff. Policy questions are referred to the Board member in charge of tennis for advice and guidance.

League play is winding down for the season. I have already received one request for 2009 – 2010. Once we see if any other requests are received recommendations on policy changes will be made to the Board if they are necessary. We have not received any summer league requests to date.

Gabriel has been forced to return to Argentina to resolve his visa situation. He is not sure how long he will be gone. Nextennis has found a replacement for Gabriel until he returns and programs are continuing as normal.

The use of the basketball courts has increased and staff is carefully monitoring the play to make sure there are no problems or vandalism. So far the only problems have been minor.

Clay replacement has begun and two courts are being done weekly will weather permits. The spring application of clay will be completed in early May.

Community Security- Work continues on the installation of the transponder system. All of the wiring will be completed this week and then we will need to just wait for the readers and the transponders to be delivered. All of the computer programming work has already been completed and all that will need to be done is to input the transponder numbers once they are completed.

It is hoped that this evening the Rules and Regulations will be approved. Once this is done and we have a more definite schedule a letter will be drafted to the community announcing the program and the schedule.

The cameras that are being installed by United Global and SafeHouse are on order and we expect delivery anytime now. Once they are received they will be immediately installed.

TPC Eagle Trace – Our relationship with TPC continues to improve. We did however receive some bad news in that the new golf course grounds manager has decided to leave Eagle Trace and follow Brian Bartolec to Naples. General Manager Bob Holtzman has assured me that we will have the same relationship with the new superintendent once he is hired. He hopes to have this person on board in the very near future.

I have also had some preliminary discussions with Mr. Holtzman about finding ways to allow Eagle Trace residents to have better access to the club for at least food service. He and I will continue to talk and once a plan is developed it will be presented to the Board.

Finally there was one issue with their maintenance crews out on the course before 7:00am. The problem was immediately addressed and corrected.

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

Sincerely,

Louis Brawer
Association Manager