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MEMORANDUM

TO: Board of Governors
FROM: LOU BRAWER, ASSOCIATION MANAGER
DATE: April 22, 2010
RE: Manager's Report

The time since the last Board meeting has been extremely busy for the office as well as the community. I have been working very closely with our new President and am very pleased with his interest in the day to day operations of Eagle Trace.

Mother Nature has also made the month very interesting with a very heavy leaf drop and some extremely heavy rain. I must commend the staff for giving 120% effort to keep the community clean and for clearing heavy flooding.

Maintenance Projects – Maintenance projects have been placed on the back burner in order to concentrate our efforts on keeping the community clean and free from leaves. It is hoped that starting this month we will be able to get back on some of the major projects started earlier in the year. These included:

- 1.) Line painting and reflector replacement on the street
- 2.) Fire hydrant painting
- 3.) Pressure cleaning
- 4.) Tennis court clay replacement

Office Management- The office has returned to normal now that elections have been completed. Marian has been involved in collections and has been given full charge in working with the ARC committee. She has also assisted me in working with our vendors and just taking care of routine office work which has allowed me to be out in the community working with our staff and our vendors.

I must also praise Marian for the job she did during the major flooding. On that Monday I had Jury Duty and she took full charge of the maintenance while fielding numerous calls from concerned residents. I received many compliments about how she handled herself on the phones during this very stressful day.

During the past month I have also been working closely with Mickey, Jeff, and Renee on a review and evaluation of our insurance policies. The following changes have been made:

Our property insurance agent was changed to Plastridge Insurance. They were able to again give us windstorm coverage at a low premium and with a deductible on each individual section of the property and not as a total of all of the property values. The premium stayed pretty much the same but in reality became a savings because of the inclusion of the wind storm coverage.

Russo Insurance helped us in evaluating and making changes to our employee health insurance. The policy changes that were made ended up saving the community approx. \$1400 per month and while the benefits are not quite as good for the employees they are still able to receive quality medical benefits with a small amount of out of pocket expenses and no employee contribution to the premium. The employees have been advised of these changes.

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.

Last month I announced the Presidents for our Neighborhood Associations. Since my last report Eagle Creek and the Glen Master held their elections and Marc Goldberg was elected President of both these Associations. I look forward to again working with Marc and his Boards.

Ascot Villas has approved a project for the renovation of their mailboxes. This project should be started shortly. They will also be looking into the painting of their exterior wall and front entrance sign.

The Glen Condo has awarded a contract for the repairs to several flat roofs. This project should be done and completed prior to the start of rainy season even though I think it may have already started.

The Hampton's will be holding a special Meeting next Thursday, April 29th to discuss the installation of speed humps along Glenmore Drive.

Eagle Landing is investigating some landscaping to their front entrance and will be making some decisions on this in the next two weeks.

Inspections— Monthly inspections for April have been completed and the next inspections are set for the first week in May. Attached to this report is a complete inspection report.

Management has received three bids for the cleaning of roofs on homes that are either vacant or has not complied with our repeated requests. The Board will hopefully approve a vendor tonight and then our attorney will send the necessary notices and we will be able to get the work done shortly.

Eagle Trace Realty Holdings and Vacant Properties - We continue to keep close eyes on properties that are empty and/or in foreclosure. Potter Lawn and Landscaping continues to keep these properties maintained on a regular schedule.

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

12688 Classic Drive – This property has been turned over to the bank and they have already started to do the maintenance. Our accounting firm is working on collecting past due maintenance from the bank at this time.

12344 Classic Drive – Currently rented with no bank activity

1970 Las Colinas Way – Not rentable and no current bank activity

12468 NW 19th Place – Renovations have been completed and the renter from 12688 Classic Drive has moved over to this property. Cost of cleanup was approx. \$2000.

Landscaping – I must start off today by commending Potter for all the assistance they have given us during the leaf and water clean up. Our staff would not have been able to have taken care of these situations without their assistance. Potter has also been doing a lot of other clean up efforts around the community. During the past month Potter has been:

Applying feed and weed to all turf areas

Fertilizing some of the plant beds

Additional clearing of the berm behind NW 14th Street and NW 127th Avenue

I have also been working closely with Potter on projects for the near future. These involve the cul-de-sacs all around the community and the berm along Eagle Trace Blvd. West. Tonight the proposal for the berm will be presented and next meeting we will be ready to talk about the cul-de-sacs.

During the next several months we will be reviewing the landscaping specifications in preparation of next year's budget. We will be reaching out to experts in the area for assistance with revising our specs so that we are assured that the community is getting the best services for its money.

The tree trimming project has been completed.

Security — I have been working very closely with the principles of United Global in hopes of improving the quality of service and bring it to even a higher level than we have now.

There have been no service complaints from our residents. When issues do arise our Site Supervisor immediately contacts the residents and works on a quick and permanent resolution to the concern. The office is always apprised of the problem and the final solution.

Tennis/Recreation Facility— Operations continue to run smoothly.

The replacement of the lines has been completed.

Gabriel continues to again grow his program and has been paying his rent on a regular basis.

Now that we are in times of longer daylight the responsibility for turning on and off the court lights has been given to the Patrol officer. I do not foresee any issue with this change.

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

Sincerely,

**Louis Brawer
Association Manager**