



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 • www.eagle-trace.com

MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: May 20, 2008

RE: Manager's Report

Summer is here! The last few weeks have been very tough on all the staff as we, like everyone else, try to battle with the drought conditions. The last few weeks have been a test of our irrigation system especially with the new flowers and trees. Hopefully there will be rain on the horizon followed shortly by the beginning of the rainy season.

Of course now is the time of year that we turn our attention to the upcoming hurricane season. Over the next several weeks the staff will be checking out all of our equipment to make sure we are ready in the event of a storm.

I would like to thank the Board and the community for sending me to Orlando for the Community Association Institute Annual Convention and Trade Show. I was able to get many new ideas that hopefully we will be able to talk about over the next few months. The seminars ranged from security issues to how to train and motivate employees. I was also able to meet and talk with managers from all over the country. We were able to trade many good and interesting tips on running communities. Several vendors will be visiting me over the next few weeks to talk about new products dealing mainly with security and administrative technology. Next year's show will be in New Orleans and hopefully I will again be able to attend.

Office Management- During the next month the primary goal of the staff will be preparing for the 2008 hurricane season. You will be receiving a mailing with a copy of your current guest list. All residents will be encouraged to update their list so that we are prepared in case our computer system goes down for an extended period of time.

We are also waiting for the installation of the generators at the gatehouses. Several weeks ago the power for the entire Eagle Trace community went out for 45 minutes. The generator at the office kicked in and worked like a champ and we

barely knew that there was an outage. We are looking for the same type of service at our gatehouses once those generators are in place. Currently the plans are with the city for permitting and it is hoped that we will be able to start installation by the middle of June.

The fiber optic project has been completed and it is working perfectly. I am currently meeting with different security vendors to learn about surveillance cameras. I hope to have a proposal to present at the June Board meeting.

Marian has been working with the Architectural Review Committee on better defining the roof and paint pallet for the community. Once this task is completed the pallet will be review by the city and then submitted to the Board for final approval. They hope to have this completed in time for the June meeting.

Neighborhood Associations: Operations of the neighborhood associations under the management of ETCA are all running well. As of May 1, 2008 this office took over the management of the Glen Condos inside of the Hampton's. This leaves only Highland Place and Steeplechase being managed by outside vendors.

Our current staff is still able to handle all the maintenance needs of these communities without having to cut corners or add staff or overtime.

Inspections— Monthly inspections for May are being completed this week. I have decided to go a little easier on those residents with landscaping issues because of the current weather conditions. Many lawns are looking very brown due to the lack of rain.

Last month you received a report on the properties that are currently vacant. Attached to this report is an update for your review.

Marty Freidman has been working with the city on getting additional help from code enforcement to hopefully take care of some of the more chronic problems within the community.

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 daily because of the new flowers and trees. We will need to cut back our watering to two days a week in the near future.

As mentioned above the planting of the spring annuals was completed in early April and the flowers are doing very well.

Recently we also planted replacement trees along Lakeview Drive and Coral Ridge Drive. This project was done in order to take advantage of a city grant that will pay back \$5000 to the community. Also planted were trees on Pinehurst Way and on Eagle Trace Blvd. East. These trees do not qualify for a grant since they are on private roads.

Eagle Trace has also submitted an application to the city for an additional matching grant for up to \$5000 dollars. The project that Nina and I decided on was the sign at the corner of Lakeview and Coral Ridge. This was chosen so as not to

interfere with the Master Plan project at the gates. We should know within the next month if we will be getting any of the money.

The tree trimming project has been completed. I have received many positive comments concerning the cutting and the way the staff did the work and cleaned up afterwards.

As you are all aware the survey concerning the Master Landscaping Plan was mailed to all residents in April with a deadline for return of May 10, 2008. On that date the staff tabulated the results:

- 510 Total Responses (56% of the community responded)
- 99 Total Yes responses (19% of respondents)
- 411 Total No responses (80% of respondents)

For those that said Yes the results of the question dealing with the payment was as follows:

- 23 Quarterly payments over 1 year
- 23 Quarterly payments over 2 years
- 51 Quarterly payments over 3 years

There were also 114 residents that took the time to write comments on their surveys. All of the surveys are available in the management office for the Board Members review.

The Board will now have to decide their course of action. There is immediate work that needs to be done at all of the gates even if the entire project cannot move forward.

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.

It is the recommendation of Management that we suspend the on street parking rule for the summer. Many residents have come forward and said that with children home from school that they do not have enough space in their garage and driveway. This practice has been done in past years with no problems. The parking rules will be put back into effect toward the middle of August.

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. Gabriel, our tennis pro, has found a company that will sponsor him for Immigration proposes and Eagle Trace will contract with this company for his services. This will keep Eagle Trace totally out of his immigration situation and will make the process totally clear for the community. Mr. Weinberg is working out the final agreement with all the parties.

I have been approached by three groups of ladies to have teams at Eagle Trace. The first group will be a small summer league that will use three courts on

Wednesday mornings. The second team is the team that currently plays on Monday mornings. This group will start play again in September and will require the use of 5 courts. The third and final request came from resident Susan Waters who requested to have another team playing here also on Wednesday mornings. I have talked with both teams and they assure me that there will be no conflicts and that only one team will play here on any given Wednesday morning. I have stressed that the Board and Management will not referee any scheduling disputes.

All three teams have submitted rosters and meet the requirements set forth in the rules and regulations for the tennis courts. Management therefore recommends that all three requests be approved.

Back in March I sent a letter to the team that was playing out of Eagle Trace on Friday nights concerning their lack of residents. I received a response and an apology. They claim that the problem was caused by injuries. I informed them that they will not be able to play again unless they have the required number of players. They have completed their season and have not submitted a request for next year as of yet.

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 or who are unaware of our current 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 problem with the golf course employees continues. Marty has addressed this matter with the city and they have issued a citation. There has been no response from TPC concerning this nor did we receive a response from our letter after March's meeting.

Street Sign Refurbishment – Many of our street signs are in need of being refaced. This is a fairly inexpensive project and once we have a list together I will obtain a proposal from Mailbox World.

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 – I hope that everyone was pleased with our last community party. Despite the weather we had a great turnout and everyone seemed to have a great time. The cost of the party was \$13,300.04 which was \$2,000 more than I originally planned. I will now look at our budget for the Halloween Party and make some adjustments to keep the social budget in line.

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

Sincerely,

**Louis Brawer
Association Manager**