



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:** July 24, 2008  
**RE:** Manager's Report

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Each day I look up in the sky for rain clouds and also for any sign of hurricanes. We have been fortunate so far this season and I pray that our luck continues. You can be assured, however, that the staff and our vendors are ready to go in the event that a storm should threaten us.

Summer has also allowed us to work on projects that we cannot do during the rest of the year. So far we have been able to paint the inside of each of the gatehouses and install Plexiglas on the doors to keep them looking clean and neat. We have been able to get a lot of our streets pressure cleaned and now we are going around cleaning the inside of our street lights. Additional painting projects have included: fire hydrants, street lights, and decorative columns throughout the community.

We have also gone around cleaning the street signs and I am now getting a list together of those signs that should be refaced or need maintenance. This will be scheduled in time for the November/December holidays.

On a daily basis the staff inspects all storm drains to remove leaves and debris that could cause flooding. We have not had a major problem even during heavy rains.

***Office Management-*** During the next month Marian and I will be bringing the new software for tracking violations on line. Once operating this should be a major help in keeping the community looking good.

The installation of the gatehouse generators is progressing and should be completed within the next two weeks.

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 several proposals to present at the August Board meeting. The cost of this project should be in the range of \$50,000 to \$80,000. The system will be turn key and will be able to be viewed from the Management Office and the old North Gate office which will become a training room for United Global.

Marian has been working with the Architectural Review Committee and they are ready to present a revised paint pallet for Board approval.

***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 July are being done next week. I have been keeping close eyes on properties that are empty and/or in foreclosure. Potter Lawn and Landscaping have been sent out to cut lawns as needed.

I have decided not to empty any pools as I am concerned with the liability especially if we order the work done. Even with the pools drained there is still some standing water that can breed mosquitoes.

Marty and I have been meeting with city officials to get their help with code enforcement and foreclosure issues.

***Landscaping*** – The landscaping of the community continues to good. All of the beds received mulch last month and I have gotten both positive and negative comments concerning the mulch color choice. In light of these comments I feel that we should return to the red mulch in the fall.

Our next set of annuals will be planted in August. These will carry us through till the beginning of November when we will again put in Inpatients for the holidays.

Mr. Berk has asked about placing mulch around the trees on Lakeview and Coral Ridge Drive. Potter has given me a quote of \$3215 for this. I am concerned that this mulch will wash away quickly due to the large amount of water that flows into these swales from both the street and the sidewalks.

I had a preliminary meeting with Rhett Roy concerning the Master Plan. He would like to come back to the Board with a revised budget plan that would be in the \$200,000 to \$300,000 range. We also need to look at the paving of the gates especially the East Gate which is developing many pot holes.

We have received payment from the city for the tree planting along Lakeview and Coral Ridge Drive. The amount of the payment was \$5000. We have also received the \$5000 grant for the landscaping on the corner of Lakeview and Coral Ridge. Nina is working on the plan and this project should be completed in August.

***Pick-up trucks and Parking Violations***— Pick up truck violators continue to get stickers on a daily basis. I have suspended the stickering of on street parking until our college students go back to school in mid August. The office has received many requests for exceptions and we have granted them for the good of customer service.

We have also received complaints from residents who claim that their guests, who have parked on the street, are just staying until 1:00 or 2:00am. This has created a problem since the Rove does his final sweep between midnight and 2:00am. During the school year this is normally not a problem.

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. The agreement between Gabriel's new employer, Nextennis, and Eagle Trace has been completed. This arrangement is a positive both for the community and Gabriel. There will be no difference to the community either in the compensation or the terms of the agreement.

Ladies league play continues with the summer league winding down and the fall league getting ready to start play in September. There have been no scheduling conflicts to date.

Gabriel has been running a summer tennis camp in the mornings. There have been no conflicts between the campers and our residents that play in the morning. He will return to afternoon programs once school starts.

***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. Common problems seem to be coming mainly from residents that have guests with limited ability to speak English and do not know the full name and address of where they are going. United Global has started a procedure of having guests that cannot communicate clearly to write down information for the officers. So far this seems to be helping.

We continue to field noise complaints from residents concerning the golf course. The city Code Enforcement officer has been brought into the situation and have met with T.P.C. A noise level test was performed on Tuesday and the level is below the maximum level allowed prior to 7:00am. T.P.C. has made some scheduling changes and it is hoped that this will stop the problems. Residents that continue to be inconvenienced are urged to contact Code Enforcement.

The installation of the generators at the gatehouses has been started. The generators and fuel tanks are in place and the electrical work will be started next week. The project should be completed within two weeks.

***Street Sign Refurbishment*** – The resurfacing and straightening of our street signs will be done in November after hurricane season.

***Communications*** – It seems that we our having a difficult timing getting the Eagle Tracer written and out. Volunteer help on this will be greatly appreciated.

At the last meeting I brought up to the Board the telephone notification system concept and was told to hold off. At the same time Georgetown also looked at the program and decided to give it a try. I am pleased to report that they are very happy with it and I would again like the Board to reconsider it for the future.

***Community Party*** – Plans have begun for our annual Halloween Party. The proposed date is Saturday, October 25, 2008. The party will again be a children's oriented party with BBQ, rides, and a DJ. Full details will be presented at the next meeting.

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

Sincerely,

Louis Brawer  
Association Manager