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## **MEMORANDUM**

**TO: Board of Governors**

**FROM: LOU BRAWER, ASSOCIATION MANAGER**

**DATE: August 18, 2009**

**RE: Manager's Report**

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It is hoped that this report reaches you after a relaxing and enjoyable summer. I am sure many of you are now gearing up for school. I know that I am looking forward to the normal but crazy routine of the school year. For those with children going off to school for the first time I wish them the best of luck.

Eagle Trace has had a very busy but productive summer. The transponder project is moving forward very well. There have been very few problems and for the most part residents have been very cooperative. As of today:

747 households have submitted all the necessary paperwork (83% of the community)

510 household have all of their transponders installed

237 households have had some but not all of their transponders installed

142 households have not responded to any of our mailings or phone calls (17% of the community)

The problems that have been encountered:

12 cars have special windshields and need a special transponder which will be available this week

6 residents have informed us that they work or own some type of car dealership and have requested some type of portable device. These are available if the Board wishes to allow these residents to purchase them. It is the recommendation of management that these devices be made available on a one per household basis and that if the household abuses the use then they will be revoked.

These portable units can be made available to all residents again on a one per household basis. It is recommended that we charge \$100 for these. The above few residents should not have to pay this fee. The Board does not need to make this decision at this time.

At the present time all transponders are in operation but at anytime units can be turned off for those residents that have not paid dues or for other violations as approved by the Board. It is again recommended that the Board review the proposal that Mr. Berk presented several years ago concerning different violations and penalties. A copy of this is attached for review and discussion.

Management is still aiming at turning off the clicker system on Tuesday, September 8, 2009. This date was chosen to avoid problems over the Labor Day holiday weekend.

Office hours will be extended from now through at least the September 8<sup>th</sup> switch over date. The following is the schedule:

Monday	8:00am – 7:00pm
Tuesday	8:00am – 5:00pm
Wednesday	8:00am – 7:00pm
Thursday	8:00am – 5:00pm
Friday	8:00am – 4:00pm
Saturday	9:00am – 11:00am (except for August 22 <sup>nd</sup> )

I will also open on the Monday morning of Labor Day from 9:00am till 11:00am if it still looks like residents need last minute installations.

We have also had 60 residents apply for transponders for non residents and 28 golf members have asked for transponders. All of these applications have been processed and are being installed.

Staff has also been busy with summer projects which have included:

- Pressure Cleaning
- Painting of the interiors of all the gatehouses
- Cleaning of the street lights
- Hurricane preparation

Another project has been the removal of debris for all of the vacant homes within the community that could blow around in the event of a storm. This is being completed this week and bills have been submitted to Goldman, Juda, and Eskew so that the charges can be included in the owner's account. Hopefully we will be paid for this service when the home is purchased or taken over by the bank.

Vacant properties are inspected regularly and Potter Lawn and Landscaping has been sent in to take care of landscaping when necessary. Management has also looked into cleaning the roof of the house at 1970 Las Colinas Way which the Association owns. The contractor we talked with would not do this work since there are so many loose and broken tiles.

***Office Management-*** Since the time of our last meeting your office staff has been working mostly on the transponder distribution. Marian has worked extremely hard and has put in many extra hours on behalf of the Association. She has agreed to take these hours as comp time so that we did not overspend our payroll budget. Her working on this project has allowed me to concentrate on other aspects of the community that need my attention. This included work

required by Neighborhood Associations, inspections, and supervising our staff. All in all it was a very busy but productive summer.

***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 concern. The number of past due and foreclosed properties within the neighborhood remains constant.

***Inspections***— Monthly inspections for August will be completed this week and letters will be sent out shortly thereafter.

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 the fast growing season some of these properties have required two cuttings a month. I have also taken the opportunity to take care of some hedge problems on these properties.

There is one property that is currently in foreclosure that is in dire need of painting. I have contacted a painting contractor and have gotten a price of \$1,750 for a basic paint job. The Board needs to decide if spending money on this property is in the best interest of the community.

***Landscaping*** — I have asked Nina Potter to prepare a landscaping report highlighting our accomplishments for the year as well as point out areas that continue to need attention. This report will be the bases that I will use in preparing our 2010 landscaping budget.

It was recommended that we spray all of our ficus again for White Fly. This was completed last week. It seems that all areas that were affected are coming back nicely. One section of hedge along Lakeview has been affected again but this spraying should take care of it. Many people are helping us monitor these insects to make sure affected areas are treated quickly.

***Pick-up trucks and Parking Violations*** — All parking rules will be placed back into affect on Tuesday, September 8<sup>th</sup>. On that date all on street parking violations and pick up trucks will again be stickered and will receive violation letters.

Recently we had a meeting with Representative Ari Porth, the Police Chief, and a member of the city's legal staff to again discuss speeding and finding ways for the police to again issue tickets within Eagle Trace. It was suggested that we again look to a engineer and work toward a road agreement with the city. I hope to have some preliminary information in time for the next Board meeting.

***Tennis/Recreation Facility***— Operations continue to run smoothly with only minor complaints from players dealing mostly with court availability after rain storms. Management tries to stay out of these disputes and let the players work out the problems among themselves.

Nextennis was only able to pay half of their court rental fee this month. This was a result of Gabriel still being in Argentina trying to work out his visa problems. He still has no idea when he will be returning.

League teams have completed their summer play. One team has requested court space for the fall and this request has been granted.

***Community Security-*** There have been no unusual problems or complaints concerning our security officers. Resident questions or concerns are handled by management or United Global.

***TPC Eagle Trace*** – I am very pleased to report that the working relationship between Eagle Trace and TPC continues to be very positive. All TPC management has been issued transponders and they, like everyone else, is very pleased with their operation. All members have been given the opportunity to purchase transponders.

Also for the first time in many years special golf and membership promotions have been offered to residents. Very few residents have taken advantage of these offers however.

Mr. Hollzman has informed me that they are now working on a special Eagle Trace Social Membership which will allow use of the restaurant and maybe even limited golf. His proposal is being reviewed by their corporate office and he will let me know if it is approved.

There continues to be few problems with their maintenance staff being on the golf course prior to 7:00am.

***Halloween Party*** – It is now time to start planning our annual Halloween Block Party. While we currently have money allocated in the budget I would like the Board to review this party to make sure that it is appropriate in light of the current economic times.

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

Sincerely,

Louis Brawer  
Association Manager