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MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: August 19, 2010

RE: Association Manager's Report

Summer is now slowly coming to an end. School starts on Monday and I would like to start off by wishing all those students heading back to class the best of luck for a successful year.

Thankfully hurricane season has been quiet. We had one minor scare in July but that turned out to be more of a staff rehearsal than anything else. I must commend Marian and the staff for the great job they did. I was not in town for this storm and they handled everything perfectly. I am very confident that we are ready to go if a real storm were to threaten us.

Summer projects were not as numerous as they were in past years because I decided not to hire any extra laborers this year. The regular staff were however able to get things done and will continue projects during the course of their regular workload. We were able to complete the annual cleaning of streetlights and some pressure cleaning. Painting projects will be handled during the cooling and drier months.

The Architectural Committee will again have a set of updated photos of all homes. These pictures are used in determining acceptable paint colors and to verify if work was done without proper approval. During the past years these photos have been a big help to the committee.

Hurricane Management- As mentioned above I am very confident that we are well prepared in the event of a storm warning. In addition to continually checking our equipment and supplies our staff also inspect vacant properties and make sure that debris and discarded items are removed and discarded.

During the past several months we had two major lightening storms that caused damaged to community property. During storm number damaged happened to the

West gate and Office Generators as well as the transponder reader at the West Gate. An insurance claim was made and payment has been received. The second storm damaged the West Exit Gate Operator and another transponder reader. As a result of these storms surge protectors were installed on all electrical panels, telephone lines, and our cable line that runs from the West Gate to the Management Office. This will NOT prevent all lightening damage but will certainly cut down the chances of damage.

Inspections— Monthly inspections for August have been completed. For the month the following letters have been sent out:

1st notices –

2nd notices –

Final notices –

Cases that will need attorney letters (new) –

Attorney cases that still have not complied -

I am also monitoring very closely those residents that are keeping hurricane shutters closed prior to warnings being issued. We will address these situations on a case by case basis.

I am working very closely with the city's Code Enforcement Department in order to put more weight to our inspection program. The city has implemented a new Code Ranger program that will allow me to have direct contact with code officials. City is also looking into if our violation letters can be used as first warnings for the city. We should know this within the next several weeks.

The city has also put me in touch with a vendor that has a solution to the pools that have become stagnate. The process involves draining the pools, cleaning the walls and bottom, removing the main drain plug, and then placing warning tape around the pool to keep people out. The cost of this service is \$650 which is far less than having the pools covered. I would like to recommend that the Board approve trying this on two pools and then study the results and see if more should be done.

I have also been doing an inventory of those valley gutters that need to be repaired as a result of tree root damage. Georgetown tackled this problem about a year ago and has been pleased with the results. The contractor for their repairs is working on a package price for us that will allow us to budget these repairs in 2011.

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.

The following projects are either in the works or are being planed for the near future:

Ascot Villas – repair and painting of all mailboxes – in process

Glen Condo – sealing of parking area – being looked at for 2011 budget

Georgetown – additional landscaping – being looked at for 2011 budget

Eagle Landing – entrance landscaping renovations – completed

Hampton's – clubhouse landscaping – completed

The Hampton's were forced to take back a home as a result of non payment of dues. This home has now been rented and is generating income for the Association.

The following are collection issues within the Neighborhood Associations:

Ascot Villas – one unit is past due for the 3rd quarter

Eagle Landing – two units are seriously past due and the Board is determining if foreclosure should be started

Georgetown – two units are currently bank owned but all units except one are current with the Association

Glen Condo – one unit was just taken over by the bank and another is in bank foreclosure. These are the only units that are not current with the Association

Hampton's – one unit is in bank foreclosure. All others are paying current with the Association

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 three properties currently owned by Eagle Trace Realty Holdings LLC:

12344 Classic Drive – Currently rented with no bank activity

1970 Las Colinas Way – Not rentable. The bank is now moving forward on their foreclosure of this property. The roof has been cleaned by the Association. Bank activity has begun. Pool needs to be cleaned.

12468 NW 19th Place – This property has been rented and there has been no bank activity. The roof has been cleaned by the Association.

Landscaping – The work of the Landscaping Committee has been on hold as different committee members have been on vacation. The work that was approved by the Board has been completed.

The renovation of the berm along Eagle Trace Blvd. West was completed however it was determined that the sod that was installed was infested with bugs and was removed. The areas have been treated by UPC pest Control and new sod will be installed by Potters at no cost to the Association.

The East Gate had the Copper Leaf plants replaced since the committee and residents were not happy with the variety that was chosen. This change was also done at no cost to the Association.

Once the committee again meets the front of the North Gate and additional plantings for the East gate will be discussed. Plans for 2011 will also be formalized in preparation for the budget.

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.

Tailgating continues to be a problem however it seems to be getting better. The Board may want to investigate adding a speed hump somewhere on the resident side to slow down drivers. This will allow the rapid gate arm to perform as

designed. Currently cars that are very close together will be able to get under the arm due to the safety features built into the system.

There were some problems that developed with the new readers that were to be installed at the East and North gates. The installation has now been postponed for a month to allow the manufacturer to work out the problems. Our current readers continue to work well.

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.

Recreation Facility— Operations are running very smoothly and I am happy to report that there have been no reported problems either with the tennis or basketballs courts reported.

Several residents have talked to me about problems with scheduling tennis courts for early morning hours. Renee and I are working with Dr. Eric Ackerman on some changes to make the system fairer to all tennis players. Dr. Ackerman promises to address these issues after school starts and his personal time frees up.

Mr. Mattezzi has seen a drop in his enrollment as a result of the economy. He has reported a very slow summer program as well as a drop off in his private lessons. He is working on some ideas for building his program. This month he was only able to pay half of his rent. He promises the remainder will be paid within the next week.

Three teams have requested use of the courts for the fall. All teams meet the requirements and none of the schedules overlap. All teams were approved for play.

Both the basketball courts and playground are receiving great use if no security or vandalism

Community Party – The proposed date for this year's Halloween Block Party is Saturday, October 23, 2010 if the Board wants to move forward. I have given the date to our caterer and we will be working with the Recreation Committee to finalize other plans and activities. Details will be sent to all Board members as they are set.

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

Sincerely,

Louis Brawer
Association Manager