



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: August 26, 2008**

**RE: Manager's Report**

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During the past month we have seen a true South Florida summer with daily rain storms with hot and humid conditions. We have also experienced Tropical Storm Fay and while we did receive much needed rain the community was fortunate in not receiving any damage. The storm never got bad enough for gate operations to stop and we were able to keep guards and the patrol on duty at all times.

We were also fortunate in that our new generators were made fully operational just days before the storm came through. While we never lost power it was good to know that we had back up power just in case. This also played a key role in our decision to keep officers in place throughout the storm.

Also during the last two weeks we said goodbye to our summer helpers. Michael, Jordan, and Steven all were a great help and really contributed many hours of hard work under very tough conditions. Steven and Jordan will continue to work on Saturdays during the school year and Michael will be joining us again during vacations when he returns home from college. I wish them all the best of luck.

Our regular staff members will continue to work on projects in addition to their regular day to day chores. Projects between now and the holidays will include additional painting, pressure cleaning, and cement repairs around the community. We will also schedule clay replacement for the tennis courts once the rains start to ease up.

In addition to everything else 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-*** The installation of the violation tracking software continues while it has been a bit slower than was originally planned. We were held

up waiting for the maps that we provided to be put into the system and be matched to the name and address data. I am confident that this should be completed within the next two weeks and at that point we should be ready to operate.

Marian continues to take on more office responsibilities and this month she celebrated her one year anniversary working with us. I look for things only to get better in the future and I look forward to continuing to work with her. She is currently responsible for all architectural applications and making sure the committees review them in a timely manner. She also assists me with inspections and has been trained on programming clickers as well as entering and orienting all new residents. She will continue to take on more responsibilities as time moves on.

Attached to this report are proposed meeting dates for the remainder of 2008 and the first half of 2009. I have done this so that Board members can plan trips and residents can have a better idea of upcoming meetings.

***Neighborhood Associations:*** Operations of the neighborhood associations under the management of ETCA are all running well.

Georgetown has been the first association within Eagle Trace to subscribe to the telephone notification system. Besides being used for emergency announcements they have used it to announce community parties and their Board meetings. The reaction from both residents and Board members to the system has been very positive. The Board of the Hamptons has also decided to add the system.

I have had a conversation with the owners of the service and requested, if the Board is interested, that they allow Eagle Trace to pro rate the remainder of 2008 And to pay for 2009 in full come January so that it can be included in next year's budget. I hope that the Board will consider funding this very valuable service for the community. The cost for the remainder of 2008 would be \$1500 and the yearly fee for 2009 would be \$4,500. If approved we would be able to implement the system in just a few days.

As with the Master Association I have asked the Neighborhood Presidents to try to schedule their meetings in advance. I hope that by next month I can have a master calendar available for Board Members and residents.

***Inspections***— Monthly inspections for August 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.

***Landscaping*** – The landscaping of the community continues to look good. After the tropical storm passed our second set of annuals were installed. For this planting we used two different plants. This planting will carry us through the end of October at which time we will again install our Inpatients.

I have had conversations with Rhett Roy and Nina Potter concerning the gates. Rhett has come back with a budget for a scaled down version of the plan that would cost between \$200,000 and \$300,000. This plan included the irrigation and lighting. After hearing the comments of residents it is management's opinion that

we should look at just the plantings at this time and continue to work with the current irrigation and make only minor lighting repairs as needed. This should bring the cost of the project down to less than \$200,000.

The renovation of the North Gate fountain has been started but the company is not pleased with the spray nozzles that they choose and has ordered new ones. They should be installed by the end of this week. We have not been required to pay any money toward this project.

The palm trees that were approved for purchase at the last meeting have not been delivered as of yet. The project that they were coming from has been delayed. It is to our advantage that delivery be held off as long as possible so that we can have installation toward the end of hurricane season.

The renovation of the sign at Coral Ridge and Lakeview should be completed this month. Potter has been delayed due to all the rain of late.

The sod installation along Eagle Trace Blvd. West was also delayed due to the recent storms. Sod was not available due to the heavy rains. Potter estimates that this project will be completed next week.

***Pick-up trucks and Parking Violations***— Pick up truck violators continue to get stickers on a daily basis. All parking rules will be put back into full force immediately following Labor Day. We had few problems with parking throughout the summer.

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.

The summer lady's league has completed their summer league play and the fall league will begin in late September. There were no conflicts reported during the summer even with Gabriel's summer camp program running concurrently.

Gabriel has started his after school program again.

***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.

I am pleased to report that T.P.C. has been living up to the agreement that they presented at the last meeting concerning early morning noise. I have not received any complaints since the last meeting.

As reported earlier the generators have been fully installed and are operational. Today we received our full training. We are now waiting for the city to give their final permit approval and for the company to install the gas monitoring system. Both these items should be completed this month.

United Global will be holding their security seminar for residents on Wednesday, September 17, 2008. The Open House will take place at T.P.C. and will center on protecting your home and yourself. Dr. Eric Ackerman has also agreed to do a segment on protecting your identity especially over the internet. Eric has also agreed to record the meeting and to have it available on our web site for those residents that are not able to attend.

United Global will also hold CPR/IED training in September for our staff and any Board member that wants to be certified. Please let me know if you are interested. Residents will also be accommodated if space is available.

On August 16, 2008 there was again vandalism done to the grass area along Burning Tree Lane. Due to the vigilance of one of our residents the police were able to track down the teens that did the damage. The repair proposal was forwarded to our attorney who will contact the parents for payment.

***Road Resurfacing*** – It has become evident that the roadway at the East Entrance and Exit gates is in very poor condition. There are several pot holes that have been repaired over time and they are now starting to form again. Other areas of the roadway are very rough and not appealing to visitors and residents. Management would like to recommend that the Board consider resurfacing the East gate. The cost of this project will be approx. \$28,112 and will include the installation of new control loops for the gates. The above price would also include some patch work as needed at the other two gates. The contractors that I have met with do not feel that the other gates need to be totally resurfaced at this time.

If this project is approved I will work closely with the contractor to minimize the time that the gate would need to be closed and the inconvenience to our residents.

***Storm Drain Permit Renewals*** – We have been contacted by Coral Springs Improvement District that our drainage permits for all the streets need to be renewed. This is a five year requirement that has been over looked in the past. These permit renewals are now due and are being followed up on by the district to make sure they are completed. The procedure for renewal involves the cleaning and inspection of each catch basin and a certification by a civil engineer that they are in good condition. I have been working with a resident, Ira Almas who does this for a business and it has been determined that the cost of this project will be \$46,300.

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

***Community Party*** – Plans have begun for our annual Halloween Party. The date is Saturday, October 25, 2008. The party will again be a children's oriented party with BBQ, rides, and a DJ. Marian will be in charge of organizing this event.

***Halloween Night*** – I have been in contact with the Florida Highway Patrol to again use their officers. I have requested 8 officers for this year but they have not been able to guarantee my request. Hopefully this will be finalized in the next two or three weeks. I am also working with United Global for additional manpower. A precise game plan will be announced at the September meeting and a request for volunteers will go out with the mailing for the Halloween Party as in the past.

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

Sincerely,

Louis Brawer  
Association Manager