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MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: September 23, 2008

RE: Manager's Report

With this report I am proud to be starting my ninth year as the Manager for Eagle Trace. During the past eight years I have witnessed many changes within the community. The community has come a long way and I am very proud of the work that we have been able to accomplish together. While I, along with your help, have been able to change the workings of the community I have also noticed many changes with the community that we are not able to change. These have to do with the attitude and the way our residents view a Homeowner's Association and the rules and regulations that they must follow.

I will throughout this report point out areas that I believe the Board must look to change in the near future in order to keep up with the changes that have been occurred especially over the past year or so.

I have attached to this report a copy of our New Resident Packet. The material contained in this package is reviewed with each new resident by either Marian or me. We spend approximately 20 minutes with each new resident that includes setting them up in the access control system and going over the materials contained in this packet. Lately it seems that the residents come in and don't understand or care to understand what is being explained to them.

I would like each Board member to review the New Resident Packet and let me know if you can come up with suggestions to make the orientation process and the package of information more user friendly and understandable.

I also believe that we have many renters that are not told by their landlords or realtors that they must be registered and are just given use of the owner's clickers and security code. This is a serious security breach that must be fixed.

We have been very fortunate with this hurricane season. We have dodged several major bullets. Hurricane Ike gave us an opportunity to test out our preparation procedures and everything came together very well.

The staff on a daily bases continue to make sure all areas are kept clear in the event that we have a normal summer rain. The inspection and cleaning of the storm drains has been completed. While debris, animal waste bags, and garbage were found in many of the basins the engineer found that our drainage system was clear and working well. He confirmed that the flooding that we have after heavy rains is caused by debris staying on the basin grates and not by blockages in the lines. The staff will continue to check drains and remove debris daily.

Office Management- The installation of the violation tracking software has been completed and both Marian and I are learning how to use the system and everything that it has to offer. The first set of violation letters generated by the system will be going out in October.

Marian has been given the responsibility for sure all the data is correct and at the same time she has been checking our other systems to make sure that they are correct as well.

We have also completed the implementation of the Telephone Notification System. This system has had a few opening bumps in the road but now seem to be working well. Several messages have been sent out and except for one technical problem with AT&T have been received without problems.

I have also started to work on the 2009 budget and I am pleased to deliver to each of you a first draft tonight. The community's budget meeting will be held in October. I am sure that we will discuss the amount of an increase and more importantly the level that our Reserves should be maintained at.

Please review the draft as soon as possible and let me know if you have any concerns with the budget. Please also feel free to contact Harvey or Marty with your concerns and proposed changes.

Neighborhood Associations: Operations of the neighborhood associations under the management of ETCA continue to run well.

As with the Master Association the neighborhoods are keeping a very close eye on their collections. So far there as not been major problems and all the Associations have been able to pay their bills without problems.

Once the Master Association completes its budget I will begin work on the Neighborhood Association budgets. All budgets will be completed and approved by the end of November.

Inspections— Monthly inspections for September have been completed and violation letters sent. While the community is still struggling with properties that are not being maintained due to the owner's financial situation others are also showing signs of not being maintained to the level appropriate to the stature of our community. While some residents are not able to maintain their property due to financial reasons other are not keeping their properties up because they either don't understand or are not willing to follow the rules set forth by the Board. This is another area of the community's rules that the Board needs to review and hopefully change.

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.

The renovations to the North Gate fountain have been completed and I hope everyone is pleased with the results. It would have been nice to do more with the fountain but the size limited the options available to us.

The palm trees that were approved for purchase still have not be delivered. 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 done closer to the end of hurricane season.

The renovation of the sign at Coral Ridge and Lakeview should be completed by the end of this week.

The pavement replacement at the East Gate is scheduled to be done starting next Monday. The work will take a week to complete and will cause minimal inconvenience to residents and guests. Daily work will begin after 9:30am and will be wrapped up by 4:30. This will allow for vendors and service people to be processed early in the morning without delays. Work will be completed prior to the evening rush hour. Phone messages and signs will be used to notify residents of the upcoming work.

In the past I have stressed the need for landscaping work at our entrances to be done equally to all gates. I now must change my feelings and urge the Board to consider doing work at the North Gate immediately. I have had conversations with Potter Lawn and Landscaping and we have come up with a bare bones plan to make this gate look good with minimal expense. Work at the other gates and other areas of the community can be put off till the future as funds become available.

Pick-up trucks and Parking Violations— Pick up truck and on street parking violators continue to get stickers on a daily basis. All parking rules are back in full force.

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 and Gabriel is now moving forward with his immigration status.

Gabriel continues to teach private lessons to both residents and non residents. He also is again running his after school program for children of all ages.

Every Monday we have a ladies league match at Eagle Trace. Two teams call Eagle Trace home and they alternate play on Monday morning. We will also have a men's league starting to play here on Tuesday evenings in October. None of these league matches have caused any scheduling conflicts or complaints. All of these teams meet the 60% resident requirement.

The tennis courts are in need of clay but this work will not be done until after hurricane season ends in November. The Board will need to consider major clay work by an outside vendor in 2009.

The basketball courts and the playground also continue to get steady use.

Community Security- There have been no major security incidents since my last report however I do feel that the time has come to start looking into a replacement system for our clickers. We currently have 2360 clickers that are active in our system. It is impossible to tell how many of these clickers have been programmed into vehicles of non residents. There have been many changes in technology since the system was purchased 10 years ago. We must keep up with these changes and upgrade our system in order to give residents and their guests as much protection as possible. In the next thirty days I will present a comprehensive report and proposal for a new system. This will cost money but I feel that the community cannot wait. Changes have occurred that make a new system more important now than in the past.

I am continuing to work on our proposal for security cameras. While I still feel that it is very important to have these cameras I now feel that a replacement to our clicker system is more important and the cameras should be looked at as an addition to that project.

I am pleased to report that T.P.C. has been living up to the agreement that they presented in regards to their maintenance activities early in the morning. No resident complaints have been received by management or the city since Mr. Bartolec appeared before the Board.

United Global held a very successful security seminar this past Wednesday. Nearly forty people attended and heard of ways to protect themselves both at home and on the road. Dr. Eric Ackerman gave suggestions on how everyone can protect themselves while on the internet. Eric also taped the meeting and will place the video on our web site so other can view it.

United Global will also hold CPR/IED training in early October 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.

Road Resurfacing – As mentioned earlier the work will begin on Monday, September 29, 2008. The work will be done as follows:

Monday – All of the current pavement will be removed. New loop detectors will be installed to keep gate operations running smoothly.

Tuesday & Wednesday – The entrance lanes will be repaved one at a time. Limited traffic interruption is expected.

Thursday & Friday – The exit lanes will be repaved. Traffic will be funneled into a single lane as needed.

Storm Drain Permit Renewals – Again as reported earlier this project has been completed and the reports have been received by management. They are currently being prepared for submission to the Coral Springs Improvement District. Once this is done we will be set for another five years.

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

Community Party – Plans are being finalized for our annual Halloween Party. The date is Saturday, October 25, 2008. The party will again be oriented toward children with a BBQ, rides, and a DJ. Marian will be in charge of organizing this event. This year we will charge an admission of one can of food in response to the request made by Chris Harris at our last Board meeting. Of course since this is still a community event no resident will be turned away if they do not bring the canned food item.

Invitations will be mailed out the first week in October.

Halloween Night – The Florida Highway Patrol has confirmed that we will have eight off duty officers for Halloween Night. The cost will be \$250 per officer and they will patrol from 6:00pm till 11:00pm. Kids will be asked to leave the community at 10:00pm or retire to homes.

I am currently working with United Global on extra officers from their force. I am looking at two of their officers for each gate plus a patrol person and an officer to patrol along Lakeview and Coral Ridge Drive.

In addition I will be asking for resident volunteers to help patrol in golf carts provided by TPC.

We will do everything possible to make sure unauthorized people are kept out of the community.

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

Sincerely,

Louis Brawer
Association Manager