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## **MEMORANDUM**

**TO: Board of Governors**

**FROM: LOU BRAWER, ASSOCIATION MANAGER**

**DATE: October 16, 2007**

**RE: Property Manager's Report**

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The fall season is here and thankfully we have not had to use that awful "H" word so far this year. We all pray that our luck will continue.

This is the time when the maintenance staff and our vendors move full steam forward on projects that will prepare the community for the upcoming holiday season. Before you know it we will be putting the holiday lights on the guardhouses and preparing for the New Year.

With the help of Marian the office continues toward its goal of 100% customer service and total efficiency. This month for the first time we called all residents of the Neighborhood Associations that we manage that were Past Due and reminded them of their missing payments. Most seemed very appreciative. This week we are going to try calling the past Due residents of the Master Association.

We have also instituted a "Work Order" program that will allow us to better track the assignments given to the Maintenance Staff and make sure that resident problems are handled in a more timely fashion. This system will also allow for better and more accurate billing to our Neighborhood Associations.

***Neighborhood Associations:*** Ascot Villas had their first meeting since we took over management and their Board is very pleased on our service. The Hamptons has their meeting on October 25, 2007.

Georgetown had their annual election meeting and I am pleased to announce that due to a lack of a quorum Marty Friedman and Mike Newman will continue to serve along with Christina Shantz.

During the last several months two of our Neighborhood Associations have contracted with Potter Lawn and Landscaping for their landscaping needs.

Georgetown started in August and Ascot Villas will be starting with them in November.

All Neighborhood Associations have started preliminary budget work and their budgets will be completed after the Master Association budget is approved tonight.

Finally another Neighborhood is considering our services and they will be discussing it later this month.

All in all the Neighborhood Associations are very pleased and we are moving forward to a more unified Eagle Trace.

***Hurricane Management-*** All of our supplies and equipment are regularly checked and everything is ready to go on a moments notice. As the season continues to wind down thoughts are going toward the plans for future projects that will better protect the community in the event of a storm. Projects that are being evaluated include: permanent stand by generators for each gatehouse and the running of fiber optic cable to replace the radio equipment. More information on these projects will be made available to the Board as proposals are formulated.

***Inspections—*** Monthly inspections for October have been completed and I am pleased with the number of residents that continue to do work on their homes. As is usual this time of the year we are receiving many calls from residents asking to do work after hurricane season. These requests are being handled on a case by case basis. Inspections were done for the Neighborhood Associations as well as the Master. Marian was responsible for sending out the violation letters and did an excellent job.

During the summer months four residents requested permission to keep their shutters closed during extended vacations. This did not seem to detract from the appearance of the community and we received no complaints. Two of these residents are still away. They were informed that their shutters must be opened by the end of November.

Marion had a limited role in the actual inspections this month. It is my feeling that doing the inspections is the responsibility of the manager and therefore I will continue to do the inspections as is possible. It is good to know that there is someone who is capable in the event I cannot do them. I feel comfortable insuring the Board that there will be monthly inspections with no exceptions from this point forward.

I am looking to be able to do more detailed hedge and tree inspections during the next several month so that a plan of action can be submitted for Board approval. Marian will be doing field work on these projects.

The response to the mailbox repainting program has been very positive. Currently 276 residents have taken advantage of this program. The work will start on November 1, 2007 and is expected to be completed in two to three weeks.

***Landscaping*** — All landscaping continues to look good even with the unusual summer weather pattern this year. The annuals will be changed out again after Halloween.

Since everyone seemed pleased with the “concept” that was presented by our landscape architect he, along with Nina Potter are moving forward on cost estimates. Since tonight is scheduled for the budget meeting I asked that Mr. Roy’s presentation is held off till the November meeting. This will allow for more time for discussion among the Board members, Mr. Roy, and Ms. Potter. The timing of the project should not be affected since work was not going to start until after the holidays anyway.

The maintenance staff took delivery of our new John Deere Gator utility cart and it is a great improvement over the golf cart that it replaced. I must now recommend that the second golf cart be replaced since this one is also in need of major repair. Tonight I would like the Board approve spending money on a second John Deere Gator to complete our fleet.

***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. The on line reservation system is working and each morning the reservations for that day are posted.

The tennis courts are in need of clay and hopefully if the weather cooperates we will be able to install new clay during November. The courts are no worse than in previous years but I feel that the Board must consider doing major clay replacement sometime during 2008. This type of clay work will need to be done by an outside contractor. Bids will be collected and presented to the Board in the near future.

Mr. Mattezzi has started up his fall after school program. He continues to give lessons during the day to both adults and some children. Management continues to work with Mr. Mattezzi and his attorney on his Immigration status. He continues to pay his court rental fees on time each month.

The women’s Broward league team has started their fall season. Even though they have had some weather problems we have been able to accommodate their needs without affecting other players.

Now that school is back in session and the weather is starting to cool a little I have noticed more use of the basketball courts and the playground.

***Community Security***- I continue to have major concerns about the level of service that we are receiving from Wackenhut and the quality of new officers that are being sent out to us. With this in mind management has gone out and researched other security companies and tonight would like to recommend that we terminated our contract with Wackenhut. While we have had many years of fine quality service it seems that during the last year the quality has gone down and more resident complaints have surfaced.

For those who do not remember we held back our rate increase for 4 months in early 2007 since we were not satisfied with the level of service at that time. There were some temporary improvements however now it seems that things are again slipping.

The company that management would like to recommend we retain is United Global Security Services. While they are a fairly new company to South Florida they have an upper management team that has solid, long term security

experience both in general and within South Florida. I have talked with some of their current clients and the reviews are excellent.

In your packets is a copy of their proposal. This proposal will save the community a large sum of money AND will guarantee that the officers assigned to Eagle Trace receive a pay rate high than that of other companies including Wackenhut. As a smaller company they have less overhead and are therefore able to pass more on to their officers. They have further guaranteed that they will be able to fully staff and train all their officers and have them in place within 30 days. We are required to give Wackenhut a thirty day notice per the terms of their contract.

The gate at the North end of the community along Coral Ridge Drive has been replaced. This was always a weak point and used frequently for kids to take a short cut into the community when returning from school. The fence posts were reinstalled, new chain link was installed with smaller holes to prevent climbing, new barbed wire was installed along the top, and finally warning signs were installed. This gate was damaged during Hurricane Wilma.

Another weak area of the community is the entrance to the vacant lot along Lakeview Drive. While there is no easy way to enter the community proper this area is wide open and available for outsider parking and the dumping of trash. I have been trying for sometime to get a contractor to do such a small job but have convinced Mailbox World to fabricate the fence out of steel and install it along with a 20 foot access gate. The cost of this project is \$3031.60 and I would like to ask permission to proceed.

***The Eagle Tracer*** – The next issue of the Eagle Tracer will be published after the Halloween Party.

***Community Party*** – All plans for the Halloween Party on October 27, 2007 are completed. The invitations were mailed last week and have already arrived in homes. We are starting to get people calling to RSVP. Next week signs will go up at the gates.

I would like remind Board members that we will have a ribbon cutting for the playground and basketball courts. It will be nice to have every Board member there to cut the ribbon. Hopefully everyone still has their shirts from last year. If you don't please let me know and I will order a new one for you.

I am also working on some raffle gifts to add some excitement to the day. I have asked TPC to donate several foursomes of golf and maybe a Social membership. I will also be contacting some of our other vendors for help. We will not charge for these tickets!

We will again have the Blood Mobile and it would be nice for every Board Member give a pint of blood to help the cause.

We have been approach by Whole Foods Market for permission to give out product samples. I have granted their request and if this is successful next year we will approach other area businesses.

***2008 Community Budget*** – This evening you will vote to approve our 2008 Budget. The budget shows an increase of \$20 annually per Master Association member and a \$15 annual increase for the Neighborhood Associations. While there is cost savings as a result of our new security contract and the property tax savings that Mr. Weinberg was able to get for the community other costs continue

to increase. Also additional monies are being put in from landscape replacements in addition to the Master Plan work and for new computer hardware for our gates. It was also necessary to increase our payroll so that we retain our quality staff.

***Bulk Cable Television*** – As you are all aware the Cable Television survey letter went out to all residents and was received about a week ago. I am very pleased that we have had close to 300 residents return the survey. This is one of the largest responses to any mailing that the community has had and I feel very good that the Board had the forethought to listen to the residents rather than just acting upon their feelings. The \$1000 spent on the mailing was well worth it. Residents will have a hard time saying that their Board does not ask for their opinions.

The results are very convincing. The community does not want this and has shown it by an almost 3 to 1 vote. I guess that we can say that “the tribe has spoken.” Since we have given residents till the end of the month to respond Management at that time will make a final report and ask for instructions as to how they want Advanced Cable to be notified.

Finally, it will be necessary to have the November Board meeting on the Tuesday before Thanksgiving, November 20, 2007. I tried to schedule it for the week before but was unable to due to the PGA Senior’s Tour Qualifying School Tournament being held at TPC that week. If this date is not convenient then we can hold off and have a combined November/December meeting on December 18, 2007.

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

Sincerely,

Louis Brawer  
Association Manager