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## **MEMORANDUM**

**TO: Board of Governors**

**FROM: LOU BRAWER, ASSOCIATION MANAGER**

**DATE: OCTOBER 20, 2009**

**RE: Manager's Report**

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It seems like only yesterday we were talking about the summer with hurricanes, hot and humid weather, and lots of rains. We have gone through a period of dry weather, and now cool temperatures, and the preparation of next year's budget.

During the past month I have spent a lot of time working on the proposed budget that will be presented this evening. It was a tough job since I was given instructions to keep the budget at the same level as last year. That means no increase no matter what! After much thought and planning I am glad to report that we were able to do it. For 2010 the quarterly assessment will not go up. I am happy for this and confident that we will again be able to stay within this realistic budget. The budget is solid and real.

**Office Management-** Office operations have finally returned to normal with the transponder project almost completed. We are now working on procedures for regular distribution of transponders for those residents that get new vehicles and for those that want to purchase transponders for additional cars, permanent guests, or vendors. We are also finalizing procedures so that we can start turning off transponders for those residents that are not paying assessments or who are not taking care of their properties. The first group of transponders will be turned off within the next two weeks. It is hoped that the message will get out quickly to the residents that the Board mean business.

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

Once the Master Association budget is approved I will start work on the budgets for the different Neighborhood Associations that we manage. These Associations

will have their budget meeting during the month of November and it is hoped that all budgets will be completed by Thanksgiving.

It is my goal that all Neighborhoods will also have no increases or if increases are necessary that they will be minimal.

***Inspections***— Monthly inspections for September were completed and a summary report is included with this report. Inspections for October will be completed within the next two weeks.

We continue to keep close eyes on properties that are empty and/or in foreclosure. Potter Lawn and Landscaping will continue to be sent out to cut lawns as needed. We also monitor properties that are occupied but are not being maintained and Potter is sent in to do minimal work when necessary.

The painting and clean up of 12688 Classic Drive has been completed. This property has been given to a local Realtor for rental. It is hoped to have someone in quickly.

***Landscaping*** – The latest spell of dry weather has exposed some problems with our irrigation systems. Some of the problems are beyond the scope of our staff. We were put in contact with an irrigation contractor through Potter Lawn and Landscaping and he is working to not only repair our problems but also teach our staff on troubleshooting. We are paying him a straight labor rate and Eagle Trace is purchasing all materials directly from our suppliers. These repairs should be able to be absorbed into the budget with no problems.

The next planting of flowers will take place starting November 3<sup>rd</sup>. The flowers will be concentrated at the gates while the cul-de-sac beds will remain empty.

We are now due to start our tree trimming program as it will be two years since the last trimming was performed. I have already gotten a bid from Potter and will request one from Twin Tree shortly. This project is in the 2010 budget and will begin in late December or early January.

***Security*** — Enforcement of all parking rules continues. Several residents have complained about these rules, especially dealing with on street parking. They feel that they are unfair and should be revisited by the Board. These residents have been encouraged to come to the Board meeting to express their feelings.

There have been no major issues with the performance of the guards. Any issues are handled promptly by United Global.

Post orders are being revised to handle the change to transponders especially since we will be using the transponders as punishment for non payment of assessments and rule violations. As stated earlier transponder shut offs will be started shortly.

I am still waiting to get a proposal from a traffic engineer for our road study. I have been working with Steve Weinberg to get this study done at a price that can be handled within our budget.

***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.

Gabriel has been working very hard to again build up his business. He has made full payment on his rental for the months of September and October. He hopes to become current by the end of November.

League play has started again for the fall. We have two women's teams that play on alternating Monday mornings and men's team that play on Thursday evenings. One resident has lodged a complaint about the Monday morning teams as they occupy five courts and Gabriel takes the other two. I am going to try to work with this resident since the both teams meet all the requirements set forth by the Board.

In early November we will again be hosting a tennis fund raiser for Coral Springs Christian School. We have hosted this event for the past three years with no objections from residents or Gabriel.

***Halloween Party*** – Plans are complete for our annual Halloween Block Party this Saturday. I look forward to seeing everyone there and I am praying for good weather.

The Florida Highway Patrol has confirmed our compliment of 6 officers for Halloween night. One will be stationed at each gate and three will be patrolling the streets. United Global will have two officers on street patrol in addition to our regular gate officers. An additional officer will be stationed at the North Gate to help with crowd control. Resident volunteers will also be assisting me with street patrol. We will also have areas of the North Gate sealed off with fencing to help keep people from sneaking in. We will also try to have a second guest processing station at the North Gate if weather permits.

Finally I have scheduled an additional United Global patrol officer to work until 2:00am in case there are any late night problems.

Maintenance staff will be scheduled for Sunday morning to clean up garbage on the streets.

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

Sincerely,

Louis Brawer  
Association Manager