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## **MEMORANDUM**

**TO: Board of Governors**

**FROM: LOU BRAWER, ASSOCIATION MANAGER**

**DATE: October 21, 2008**

**RE: Manager's Report**

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This past month has been a very busy one with both ongoing projects and the preparation of the 2009 Operating Budget which will be presented later this evening. Preparing a budget in these economic times is difficult but I feel that it is a fair one that will allow Eagle Trace to remain a premier community in South Florida while still keeping the assessment as low as possible.

The other major challenge that has been evident is how to maintain the quality of the community with so many properties in financial difficulties. All homeowners have seen their budgets stretched to the maximum and because of that we have put off projects and repairs that normally would be done quickly. This has resulted in many more violations and many more residents that come to the office with irate attitudes. Marian and I try to calm these residents and work with them as much as possible.

Other residents feel that we are not doing our jobs when they see properties next door to them that are in disrepair. They don't understand the limited abilities that we as an Association have to get and keep properties looking good. Here again we are doing everything possible to keep frustration levels to a minimum.

At the last meeting I passed out copies of our New Resident Orientation Packet for Board review. I hope that everyone has had a chance to review it and since I have not received any comments I will assume that everyone is pleased with its content. Suggestions of course are always welcome and changes can be made at anytime.

I must however share a concern that I have with the lack of new residents coming into the office. I hope that new people, especially renters are being told that they must be registered and are not just being given a clicker and sent on their way by Realtors. There is no way of knowing how widespread this problem is or if there is

a problem at all. United Global has been informed of this concern and is working with me on identifying possible new residents.

With each passing day I am more confident that we will get through this hurricane season without a hit. We all need to be thankful for this especially in light of everyone's financial situation.

The staff continues to work on a daily basis to make sure any flooding problems are kept to a minimum and are handled as quickly and safely as possible.

**Office Management-** The violation tracking software and the telephone notification system have both become important tools for the office. The initial problems with the telephone system seem to have been worked out and the comments being received have generally been positive. We will continue to examine different uses for the system and report successes and failures to the Board. Neighborhood Associations have taken advantage of the system for several uses including collection calls and meeting notifications.

We are completing the first full scale test of the violation software. There are still some minor bugs that I am working out with the company but generally everything is positive.

As I mentioned earlier much time and effort has been put into the preparation of the 2009 Operating budget. Even after we felt the budget was completed modifications were made to react to the current economic downturn. It is hoped that the residents will understand the efforts that went into the preparation and the reasons behind the necessary changes. I must thank Marty Friedman and Harvey Morrow for many hours of meetings and discussions so that we could get a fair and realistic budget to you tonight.

I would also like the Board to consider going to monthly collections. I have asked Carol Eskew to address this issue and the pros and cons with the Board. I am eager to hear the Board's decision.

**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 has not been major problems and all the Associations have been able to pay their bills without problems. The foreclosure situation for Associations managed by Eagle Trace are as follows:

Ascot Villas	0
Eagle Landing	3
Georgetown	0
Glen Condo	1
Hamptons	3

Once the Master Association budget is complete I will be able to start work on the Neighborhood Association budgets. It is my goal to have them completed by Thanksgiving.

***Inspections***— Monthly inspections for October are being completed this week and I hope to have violation letters out by the end of the week. While many houses continue to need work many others are doing projects including new roofs and painting. As in past years I feel that people will get their homes looking good before the holidays and after hurricane season.

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. Since it seems that many houses need regular attention I will work with Potter on a reduced price for individual homes.

***Landscaping*** – The renovations to the Lakeview and Coral Ridge corner have been completed except for the installation of new lights on the wall. These have been ordered and should be delivered within the next three weeks.

The East paving project has also been completed and I am very happy with the new look to the gate.

Within the next month painting work will take place at the North Gate especially around the fountain. Even with the budget cuts I hope that we are able to at least do some plant replacements at the North Gate in early 2009.

A major problem has been discovered throughout South Florida. An insect called White Fly has been eating away at Ficus hedges and trees. This insect was first discovered in Miami Dade County last year and since then has spread up into Broward and Palm Beach counties. The insect eats leaves off of the hedges and trees and while the plants remain alive they appear to be dead and take months to show new growth. There are currently two spots that have been detected and the staffs of both Potter and Eagle Trace are on the lookout for other locations.

Mr. Frank Miele is currently working with me on developing a spary program for our common area hedges. Frank has been heavily involved with the University of Florida on research of this insect and believes he can set us up to take care of the problem at a minimal cost compared to proposals that have been received from pest control companies. According to Frank we should be up and spraying by the end of this week.

The installation of the next set of annuals will be done in early November which will allow for growth prior to the holidays. As in the past Inpatients will be the plant of choice for this planting.

***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 with only minor complaints from players.

League teams play at Eagle Trace on Monday mornings and Wednesday evenings.

Gabriel continues to teach private lessons to both residents and non residents. He also is operating his after school program for children of all ages. Gabriel's numbers are down which is a result of the economy. Gabriel will be holding a demonstration during the Halloween Party and will be running a Round Robin on Friday evening October 24, 2008.

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 were two major security incidents since my last report. On Friday, October 10, 2008 a person attacked the West Gate officer with eggs. This incident happened around 11:30pm and our limited cameras were able to get some pictures. These are being reviewed by different police agencies.

On Saturday evening of the same weekend a person again tore up the grass outside of Georgetown along Burning Tree Lane. Some pictures were gotten from a resident's home surveillance system but we were not able to get any useful information. These tapes have also been passed on to the police for investigation. It is necessary to put some type of barrier up to prevent joy riding on this grass.

At least the incident at the gate again brings up the need for security cameras at the gate both for the protection of community property and for the protection of the people working for Eagle Trace and their vendors. Proposals will be modified to reflect our budgetary needs.

There have been no further incidents with the grounds staff of TPC.

***Road Resurfacing*** – All work has been completed including the installation of new arming loops on all gates at the East.

***Storm Drain Permit Renewals*** – All the necessary paperwork has been submitted and approved by Coral Springs Improvement District and we will not have to worry about this again till October 2013.

***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 to be held this coming Saturday. 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.

***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 return to homes.

**United Global will be supplying us with extra officers for each gate and patrols both inside the community and along Coral Ridge and Lakeview. I of course will be here all evening coordinating everyone's efforts including resident volunteers.**

**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**