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MEMORANDUM

TO: Board of Governors

FROM: LOU BRAWER, ASSOCIATION MANAGER

DATE: December 4, 2007

RE: Manager's Report

As we approach the holidays I would like to take a few minutes and reflect back on the past year. We were all very fortunate in that we were able to go through another year with no hurricanes. Residents continue to work and improve their properties and the staff of Eagle Trace is no different.

Our thoughts now turn to 2008. In the coming year the staff will continue to work on improving our systems, procedures, and try to streamline all our operations. We will work to unite all the communities within Eagle Trace and make sure that all residents receive the most for their maintenance dollars. As always we will strive to improve our customer service skills and continue to try to get more residents involved in the running of the community.

In 2008 we will be electing a new Board and hopefully some new faces will step forward to help those that have served for many years. While no change is a compliment to those that are currently serving change and a fresh set of ideas will only work to improve and better the community. It is my hope that more and more residents will want to get involved in the running of the community and will step forward and volunteer. We need not be afraid of our residents as each and every one of them has ideas that could be used to better the community.

My wishes go out to every Board member and their families for a happy and healthy new year. May we continue to work together as a team as we move forward into 2008.

Operations – Office operations continue to move forward and improve now that Marian is fully on board. She has been picking up our routine quickly and I have been able to pass more tasks over to her each day. She is learning daily and after many of my resident conversations I take the time to explain to her why things are the way they are. It is hard to pass on 6 years of knowledge and experience in a short period of time.

During the next several weeks Marian and I will be preparing for the year end change over. With the larger office and more storage this should move quickly and effortlessly. We will also prepare our files to be delivered to the auditor for preparation of our year end audit and our tax return.

Neighborhood Associations: Eagle Landing has come on board with us effective December 1, 2007 and will have their first Board meeting tomorrow night.

All of our other Neighborhood Associations have completed their budgets and coupons are currently in the mail.

Another Association is currently thinking about switching over to our office. Their decision is expected in January.

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

Inspections— Monthly inspections for December will be done in the week following Christmas. The response to our last set of letters was fairly good.

Landscaping – It is hoped that everyone is pleased with the way the community looks this holiday season. The crews from Potter have been busy cutting, trimming, and getting every area of the community looking its best for the holidays. The flowers look especially beautiful and add much needed color to our entrance gates, cul-de-sacs, and our main roadways.

Potter's crews have been working on minor plant replacements on all the cul-de-sacs within the community. While this will not result in a major new look it will, for a small amount of money, make every island look fresh and well maintained.

It is the time of year when we prepare for our every two year tree trimming. I have received bids from both Potter Lawn and Landscaping and Twin Tree Service. The bid from Potter's is \$2.00 per tree less expensive than Twin Tree so it is my recommendation that they be awarded the contract. I MOTION to that effect will be presented this evening. If the MOTION is approved this project will be started immediately and should be completed by the end of February. Potter has also agreed to offer residents a special price to have other trees on their property trimmed. A letter will go out to everyone immediately upon approval of the contract.

Nina Potter has also been working closely with Rhett Roy on the proposed budget for the entrance renovations. It was hoped that this would be ready for this meeting but they would rather wait till early January to make their presentation.

Pick-up trucks and Parking Violations— At the present time there are two residents that have asked for exceptions to the pick up truck rules. They will be presented to the Board this evening.

As in previous years parking rules will again be relaxed during the holiday period when family members are home from school and visitors are in town. Full parking rules will be brought back into effect on Wednesday, January 9, 2008.

Tennis/Recreation Facility— Operations are running very smoothly and I am happy to report that there have been no problems reported to me by residents. The on line reservation system is working and each morning the reservations for that day are posted.

Now that the cool winter weather is here I have been seeing more and more casual players coming out to use the courts.

Mr. Mattezzi has been having good success with his programs and it seems that he is having a successful program especially with the children. I am very happy to report that Gabriel is the proud father of a new baby girl. Her name is Chiara and she was born on November 27, 2007. Mother and baby are doing great and we should start seeing her with a tennis racquet real soon.

The holiday schedule for Christmas and New Year's will be as follows:

Friday, December 21st – Regular hours and staffing

Saturday, December 22nd – Regular hours and regular staffing

Sunday, December 23rd – Regular hours and staffing

Monday, December 24th - Building will close at 4:30pm. There will be no night play and no staff on duty.

Tuesday, December 25th – The building will not be open and no staff will be on duty for the entire day. No court reservations will be accepted but the courts will be available during daylight hours on a first come first serve basis.

Wednesday, December 26th – Regular schedule and staffing

Thursday, December 27th – Regular schedule and staffing

Friday, December 28th – Regular schedule and staffing

Saturday, December 29th – Regular schedule and staffing

Sunday, December 30th – Regular schedule and staffing

Monday, December 31st – Building will close at 2:00pm. No staff will be available after 2:00pm

Tuesday, January 1st – Building closed. No staff on duty and no night play. No reservations will be accepted. As with Christmas Day the courts will be available on a first come first serve (sorry for the pun) basis

Tuesday, January 2nd – Regular schedule

Community Security- As many of you are aware last week we had a serious case of vandalism to community property. The large pots that were installed near the speed hump on Eagle Trace Blvd. North were destroyed. This cost the community \$2000. We have now installed concrete filled posts on each side of the speed hump. Hopefully this will prevent drivers from passing over and destroying the grass.

The transition to our new guard service has gone fairly smoothly. All resident complaints are being handled on a case by case basis by either myself or one of the principals from United Global. All of their staff is being closely monitored and a few officers will be changed in the near future.

The maintenance staff is currently working on repainting all the traffic lines along each street. They have painted the speed humps and have replaced the reflectors. They have also replaced other reflectors that have been damaged around the community. This project will be continuing for the next several months.

Mailbox Replacement – Mailbox World has been out working on the mailbox refurbishment project. The project started slowly but is now moving forward more quickly. The project should be completed by mid January.

After the project is complete the Board will need to evaluate some other mailboxes and start requiring others to have their mailbox refinished.

The Eagle Tracer – I am currently working on the next issue of the Eagle Tracer. I hope to have it completed and mailed in January. The lead story will be the Halloween Party. Other stories will deal with:

- Vandalism
- Inspections
- Rules and Regulations
- Entrance renovations

Community Party – Now that the holidays are almost behind us I would like to start planning another community block party for late February or early March. Marian and I are currently working on some different themes and we should be ready to give the Board our plans at the January meeting.

In closing I would like to take this opportunity on behalf of my entire staff to thank the community and the Board for all that has been done for the staff during the past year. We are fortunate to have this very dedicated group working for Eagle Trace and I hope that they will continue with us in 2008.

On behalf of my family I wish everyone best wishes for the holidays and good fortune as we move into 2008.

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

Sincerely,

Louis Brawer
Association Manager