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Condominium Association  
Royal Oak, MI 48067

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Dear New Co-owner,

Below is important information regarding Metropolitan Lofts separated into categories. We ask that you take the time to read this now, so you are informed on the Association's operations.

### **Door Access Control System**

You should have been provided with 3 key fobs by the seller at closing. The Association does not issue codes and all residents must use key fobs when entering the building. Replacement key fobs are \$25, so please take care not to damage or lose your key fobs.

Please email Tony - [Tony@amicondos.com](mailto:Tony@amicondos.com) with the contact phone numbers and names you would like listed in the entry door system directory. Visitors and package deliveries will need to be buzzed in through the system using the directory. Management Office is listed in the directory and delivery drivers can use that option during normal business hours, however they must provide some sort of identifying information to be buzzed inside. When ordering items online, please indicate that the driver should call you, the resident, through the Door Access system to gain entry first.

Please program the entry door phone number into your address book so you know when the door system is calling you - 313-497-4283. To unlock the door for someone please press 9 on your phone when called from the system.

If you forget your key fob but have your cell phone, you can use the system to call yourself and press 9 to open the door. You can also try the management office, during business hours, or another resident/owner you know in the building, to be let inside.

### **Universal Utilities**

Each unit at Metro Lofts pays their water bill through Universal Utilities. New owners & residents must contact Universal Utilities to set up their account and with any questions or concerns related to your water billing. Universal Utilities can be reached via phone at 800-788-8287 or via email at [jenny@universalutilities.com](mailto:jenny@universalutilities.com).

### **Recycling & Trash**

Please keep the dumpster & Recycling areas clean and always place your items inside of the dumpster. If the dumpster or Recycling containers are full, please take your trash back to your unit and wait until the next day to dispose of it. Trash/Recycling left outside of the containers will be inspected and owners/residents will be issued violations for non-compliance with the trash/recycling rules.

### **Fire Code & BBQ Grills**

Per the City of Royal Oak Fire Code only electric grills are permitted on the patios, terraces and balconies due to the building being a combustible structure. Nonelectric grills are prohibited and will be considered a violation. The Fire Inspector does monitor this and will contact management when nonelectric grills are visible from the exterior. We encourage all residents to review the City of Royal Oak Fire Code for more information.

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Association Management, Inc.

47200 Van Dyke Ave. • Shelby Township, MI 48317 • Phone 586-739-6001 • Fax 586-739-6006

### **Common Hallway**

Metropolitan Lofts has shared common areas and interior hallways. We ask that each resident is respectful of the noise they generate in the common spaces. Please clean up after yourself and do not pile personal items in the common hallway outside of your unit. If you create a mess in the hallway, please clean it up and notify management with any concerns.

### **Pets**

If you have a pet inside your unit, please make sure to prevent it from escaping into the common areas. An incident occurred where a dog ran out of a unit into the common hallway and attacked another dog. It is the pet owner's responsibility to make sure the pet cannot escape when the unit door is opened. The Association recommends an interior gate that keeps the pet away from the unit door. Please always walk your pet on a leash when outside of the unit and clean up any pet waste immediately, inside or outside of the unit.

### **Maintenance Requests**

**Requests for maintenance must be submitted in writing.** Work orders can be submitted via the website at [www.amicondos.com](http://www.amicondos.com) or by emailing [workorders@amicondos.com](mailto:workorders@amicondos.com).

This provides a record of the information you submitted to the Association to report the issue you are experiencing. If possible, photos of the issue are appreciated, as it allows us to provide the vendor a visual representation of the issue. Vendors manage their own scheduling and will contact the owner or resident if access is needed. If you have a scheduling question, contact the vendor directly.

Air Conditioning units are located on the roof of the building. The Association must approve any repairs/replacement, however the costs will be at unit owner expense, not the Association. Please contact Tony – [tony@amicondos.com](mailto:tony@amicondos.com) to request approval for service to your AC unit. Furnaces and Hot Water Heaters are located inside your unit so any service needs can be contracted by the unit owner.

In the event of an emergency during normal business hours, you can call AMI to submit an emergent work order. For after-hours emergencies please call the office and press 0, then follow the prompts.

### **Pest Control**

The association has a contract with Ehrlich Pest Control. You can utilize this service by emailing [centralmarketadminteam@rentokil.com](mailto:centralmarketadminteam@rentokil.com) and providing them with the Metropolitan Lofts account number# 1550419. It is better for the co-owner or resident to email them directly and explain the issue. If Ehrlich won't place the work order, you can submit a work order to [workorders@amicondos.com](mailto:workorders@amicondos.com) or via your online portal. The Association's contract treats for pest on the exterior. The interior of your unit is co-owner maintained, however in certain instances Ehrlich will treat inside.

### **Insurance**

If you receive a request for the master insurance policy from your mortgage company, the certificate must be issued by the insurance agency directly. Metropolitan Lofts' insurance agency is Action Group, Inc. Please contact them at 586-868-2440.

### **Accounting**

If you need assistance making your payment or have questions about your account balance, please contact the Account Department. We always recommend emailing, as that is the most effective way to communicate as it provides a history of the communication - [accounting@amicondos.com](mailto:accounting@amicondos.com). You can also call the office at 586-739-6001 and dial 1 for client services.

### **Leasing**

The Governing Documents include a rental cap of 20%. In order to rent your unit, please contact Tony – [Tony@amicondos.com](mailto:Tony@amicondos.com) to inquire if the rental cap has been met and if any new rentals are permitted at this time.

AMI can only communicate with the unit owner. If the renter of a unit has a question or request for the Association, he or she can email AMI, but must copy the owner of the unit onto that email, so the unit owner is aware of all communication between AMI and the tenant. If the communication is by phone, the owner of the unit must call AMI. In the event of an emergency, tenants may call AMI directly to report an issue.

### **Parking**

Your unit has 2 assigned parking spaces as indicated on the parking assignments and map included. There is no open parking at Metropolitan Lofts. Residents and guests must only park in their assigned parking spaces.

We suggest getting to know your neighbors and asking permission to use their open space if you have a guest. Please keep in mind that co-owners can tow a vehicle if it is parking in their assigned space. Towing requests must be reported to Management. If you do not need the space immediately, you can leave a polite note on the windshield as well or a sticker on the driver's window as a warning. All towing expenses are paid by the vehicle owner when they retrieve it from impound.

At no time is it permitted to park vehicles in areas that are not a designated space. Vehicles parked parallel with the building along the patios on the south side are in violation and can be towed and violations issued.

For after hours towing requests, please call 586-739-6001 and follow the prompts for AMI's after-hours emergency service. The caller must be an owner or resident on file for a unit. The caller's name, phone number, address, vehicle description and license plate are needed to tow a vehicle parked in your space.

### **Storage Cages**

Your unit has a storage cage on the 2<sup>nd</sup> floor. The assigned cage has your unit number on it. Please also see the storage cage map included in this information. At no time are residents permitted to use another unit's storage cage, simply because it is empty. Doing so may result in the disposal of your personal items. If your storage cage is occupied by another resident, please contact Tony – [Tony@amicondos.com](mailto:Tony@amicondos.com) for assistance.

### **Water Spigots**

Your exterior spigot is controlled by a valve inside the unit, typically in the laundry room. In the spring you can turn the spigot on from the interior valve and then make sure it is not leaking outside and that the exterior valve is working properly.

In fall, before the temperatures get cold enough to freeze, please turn the spigot off from the inside and then turn the outside handle on, to drain out any remaining water. Burst water pipes due to non-winterization in the fall/winter will be the responsibility of the unit owner, as will any resulting damage to your unit and other units.

**Modification Requests**

Any modifications to common elements or that are visible from the exterior of the building must be approved in writing by Management. Please contact Tony – [Tony@amicondos.com](mailto:Tony@amicondos.com) if you wish to make a modification to ensure all guidelines and processes are followed.

Sincerely,

**Tony Major, CMCA, AMS**

Community Manager for Metropolitan Lofts

[Tony@amicondos.com](mailto:Tony@amicondos.com)