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## Condominium Association

Royal Oak, MI 48067

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Dear Metro Lofts Co-owners & Residents,

The Board and Management would like to remind the community of your webpage, which can be found at [www.amicondos.com/metrolofts](http://www.amicondos.com/metrolofts). Please bookmark this page for future reference. The following are a list of reminders for the 2024 upcoming fall season. A copy of the Rules & Regulations are also attached for reference.

### **AMI DEPARTMENTS**

Below is a list of departments with contact information for each. Please direct your communication to the correct department so any inquiries are handled as efficiently as possible:

Accounting Matters, Delinquencies, Account Balance:  
[accounting@amicondos.com](mailto:accounting@amicondos.com) - 586-739-6001 press 1.

Maintenance, Critter Removal, Insurance & General Questions:  
[workorders@amicondos.com](mailto:workorders@amicondos.com) or call 586-739-6001 press 1.

Project Inquiries, Violations, Meetings, Votes, Modifications:  
[tony@amicondos.com](mailto:tony@amicondos.com) or 248-622-2743

\*If you are unsure which department should handle your request, call 586-739-6001 and press 1 for assistance.

### **ANNUAL MEETING**

The annual meeting is scheduled for the month of October. The 2<sup>nd</sup> notice will be mailed out this week.

### **ONLINE PORTAL**

The AMI online portal can be accessed by visiting [home.amicondos.com](http://home.amicondos.com) and using the login information emailed to you end of January. If you do not have that email and wish to use the portal, please email [portal@amicondos.com](mailto:portal@amicondos.com) for your portal login information.

### **SPIGOT WINTERIZATION**

Fall is approaching, so please turn off your exterior spigots by using the shut off in your laundry room. Please turn the spigot on from the outside to drain any remaining water, once turned off inside the unit. If you do not do this, your spigot line can burst inside the wall and water will get inside your unit. Please see the attached rule regarding exterior spigot winterization.

### **DOOR ACCESS CONTROL SYSTEM**

Visitors and package deliveries will need to be buzzed in through the system. When ordering items online, please indicate that the driver should call you, the resident, through the Door Access system to gain entry first. The post office, Fed Ex, UPS & Amazon should have building access, but often they send alternative drivers and don't relay the entry information to them.

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.

### **WORK ORDERS**

Please note that all work orders (maintenance requests) must be submitted in writing to [workorders@amicondos.com](mailto:workorders@amicondos.com) or through your online portal. Work orders should not be emailed to Tony, as that can cause a delay due to Tony having

to relay them to the work order department. Urgent work orders can be called into the office: 586-739-6001 and press 1 for client services.

### **EHRlich PEST CONTROL**

The association has a contract with Ehrlich Pest Control. Ehrlich will no longer permit residents to contact them directly for pest control services, therefore any pest concerns must be submitted by AMI as a work order. Emailing [workorders@amicondos.com](mailto:workorders@amicondos.com) or submitting the request through your online portal is the preferred method of relaying your pest control request. 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.

### **METER ROOM**

A Wi-Fi lock is installed on the meter room door, which will allow management to provide remote access to residents who are getting cable repair/installation. Please contact Tony if you need access to that room for cable installation/repair. Email is the best way to reach out to tony – [Tony@amicondos.com](mailto:Tony@amicondos.com). Please do not wait until the day of your appointment. It's best to let Tony know in advance so he can be available.

### **STORAGE ROOM**

Items other than the shared community ladder should not be left in the open area of the storage room. This is against fire code and will result in a violation if residents place their personal items outside of their storage unit.

### **GRILLS**

The Royal Oak Fire Code only permits electric grills on the patios, balconies and terraces at Metropolitan Lofts. The fire inspector checks our building periodically to ensure compliance. Violations will be issued if co-owners have a non-electric grill on the property.

### **PARKING**

We ask that all residents observe the assigned parking rules and park only in the spaces that are assigned to them. 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. **The towing company for Metro Lofts is A&M Towing - (248) 398-8309.**

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.

### **MAIL**

With the holidays approaching it is even more important that packages are not left in the lobby. If mail/packages are left in the lobby for extended periods of time, the Association will have it moved next to your unit door by a vendor. The cost of that service will be charged back to the unit owner. Violations can also be issued, for those who habitually leave mail in the lobby.

### **PETS**

At all times, any pets outside of the unit MUST be on a leash that is held by a responsible person that can control their pet. If your pet is likely to run out the unit door when it's opened, make sure there is a barrier inside of your unit that will prevent this behavior. We do not want pet confrontations in the building or on the common elements. Pets are NEVER to relieve themselves on the terraces or balconies. Droppings or urine on the balconies or patios create a sanitary issue and will not be tolerated.

### **RECYCLING & TRASH**

Please keep the dumpster area clean and always place your items inside of the dumpster. If you see bags on the ground, please toss them inside the dumpster, as this is usually done by people that do not live at Metro Lofts. The dumpster and recycling areas have been quite messy at times, which has resulted in the Association being forced to spend money to clean those areas. These funds could be put to much better use maintaining your property and building.

If the dumpster is full, please take your trash back to your unit and wait until the next day to dispose of it. Trash pick-up occurs on Monday, Wednesday, and Friday of every week except for when those days fall on some national holidays. Please keep in mind if you plan on placing a lot of trash in the dumpster to do it the day prior to a pick-up day

so that all residents have a chance to dispose of their weekly trash. If you need additional trash picked up, you will have to reach out to [workorders@amicondos.com](mailto:workorders@amicondos.com) to coordinate an additional pick up. That also includes large items that cannot go in the dumpster like couches, bed frames, mattresses, any other larger furniture, etc. There will be a fee for additional or large item trash pick-up that will be charged back to your unit. You can inquire with management or the vendor assigned to the work order as to what that fee will be. If you don't heed the guideline advice provided above and the association has to pay for an additional or special trash pick-up, you will be billed for it. Please be considerate in your use of the dumpster.

The recycling bins need to be taken to the curb on Tuesday evening for Wednesday morning pickup. We are asking for more assistance from the residents in the community to do this. Also, when you see the bins out on Wednesday afternoon, please take them back to their normal location. The more residents that help, the more consistently this will get done.

### **MODIFICATIONS**

A reminder that any modification to a common element needs to be approved with a modification request form. The form can be found in your online portal, or requested by emailing [tony@amicondos.com](mailto:tony@amicondos.com) or [bethani@amicondos.com](mailto:bethani@amicondos.com). Replacing the AC unit, windows or doorwalls are co-owner responsibility, but require approval from the Association in advance. This is due to how the Governing Documents are written and that the windows, doorwalls and AC can affect the building structure.

### **COURTESY**

Please be aware that cleaning off your upper balcony or terrace can affect the units below you. Please do not sweep off or toss debris from your upper unit as it will end up on the unit's limited common space below.

### **BUILDING NOISE**

As a courtesy to all residents of the building, any project that makes noise which can be heard outside of a unit needs to be relayed to [tony@amicondos.com](mailto:tony@amicondos.com) so the entire building can be made aware in advance. Please provide a few business days advanced notice to allow time for the information to be email blasted to the residents.

**The board has voted that the building's quiet hours will be 8pm – 7am. This means no work or noise that can be heard outside of the unit can be done during those hours.**

### **WATER BILL**

When selling your unit or renting to a new tenant, it is important to explain the water bill process to the new owner/resident. A final water read needs to be done by the existing owner/resident and relayed to Universal Utilities so that bill can be paid through the move out date. [Universal Utilities – 800-788-8287](http://www.universalutilities.com). The new owner/resident is responsible for contacting Universal Utilities to put the account in their name once they take ownership or sign a lease.

If this process is not followed a \$300 water escrow will be held by the title company to pay the final bill after closing.

### **LEASING**

If your unit is rented, please make sure to provide a copy of your most current lease to AMI by emailing it to [tony@amicondos.com](mailto:tony@amicondos.com). The Governing Documents include a rental cap of 20%. Units that do not keep their leasing information up to date can lose their authorization to lease and be removed from the Master Lease List. AMI can only communicate with co-owners, however in the event of an emergency a tenant may contact the management company for assistance.

### **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. Your insurance agency is Valenti Trobec Chandler (VTC). Please contact them at 248-592-5502. This contact information can be provided directly to your mortgage company as well.

Thank you and have a great fall season!

Tony Major - CMCA, AMS  
Community Manager