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Condominium Association  
Royal Oak, MI 48067

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Hello Metro Lofts Owners & Residents,

Please see below the Spring Reminders for Metropolitan Lofts. Each section below is categorized for easy reference.

### **Neighbor Courtesy**

As a courtesy to your neighbors, we ask that you smoke outside of the building when possible. This is especially important when the smoke smell is strong and can permeate through the walls and into the common hallways.

Please remember our cement floors reverberate certain sounds like toilet lids falling, heavy use of high heels and boots, furniture being pulled across floors, and loud TV or stereo music. Kindly seek to limit these noises for all your neighbors as a neighborly courtesy.

### **WhatsApp Parking Group**

The board has established a WhatsApp Parking Group Chat. Here is the link, for Residents only, that will be monitored by the Board:

[Link excluded for Website Copy](#)

- **Purpose:** The purpose of this group is to share parking spaces with your fellow residents only.
- **Requests:** Requests should be clear, include the date and time frames for which you are requesting an extra parking space.
- **Be clear and concise:** Write short, clear messages to avoid misinterpretation. Avoid using all caps.
- **Responses:** When responding to a request, please include the name of the person you are responding to, in order to avoid confusion, and the parking space you are offering, the date and duration. Please identify the parking space by the number on the ground and if a carport or an open space in the back of the community.
- **Complaints/Concerns:** Complaints/concerns regarding parking should be emailed to the management company, not relayed in this group chat. The management company is not monitoring this group chat.
- **Be respectful:** Avoid personal attacks, angry outbursts, and gossip. Address conflicts with the person privately, not in the group.
- **Stay relevant:** Keep the conversation on-topic and related to the group's purpose.
- **Tag people:** If you need to address one person in a larger group, tag them so everyone else knows the message isn't for them.
- **Be mindful of emojis:** Use emojis sparingly and appropriately to convey tone, and avoid those that can be easily misinterpreted.

- **Avoid "text bombing":** Send your entire thought in one message rather than multiple, short messages that create many notifications.
- **Mute if needed:** If the chat is overwhelming, mute notifications instead of leaving the group, which will remove your ability to participate.
- **Respect quiet hours:** Avoid posting between late night and early morning, unless it is an emergency.
- **Keep one-on-one chats private:** If a conversation becomes one-on-one, switch to direct messages.
- **Respond to the group appropriately:** If a question has already been answered, don't repeat it.
- **Avoid creating drama:** Do not use the group as a platform for political debates or for berating individuals.
- **Protect personal information:** Never share sensitive personal information like your address, passwords, or credit card numbers in the group.

### **Parking**

Please do not park at the entrance of the building on the concrete. That area is reserved for Association vendors to park, so that they do not use co-owner spaces. This is not an approved area for co-owners or residents to park, even temporarily when running into your unit.

There is no open parking at Metropolitan Lofts. Residents and guests may park in their assigned parking spaces only. 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 vehicles can be towed if parked in another owner's assigned space.

If you do not need the space immediately, you can leave a polite note or a sticker on the driver's window as a warning. The Association has provided more than enough notices to residents about the parking rules, so the official solution is to tow the vehicle. 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.

### **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. Any dog droppings must be cleaned up immediately, this includes the private patio areas on the 1<sup>st</sup> floor.

If your dog is in a limited common area, such as a patio, terrace or balcony and begins barking or jumping on the fence, please bring your dog inside immediately.

### **Online Portal**

The new online portal can be accessed by visiting [home.amicondos.com](http://home.amicondos.com) and using the login information emailed to you on January 25, 2024 just after 12pm. If you are unable to locate the original invitation email and wish to use the portal, you can reset your password from the log in page. If you need assistance, please email [ami@amicondos.com](mailto:ami@amicondos.com).

Please keep in mind that Metro Lofts has its own website - [www.amicondos.com/metrolofts](http://www.amicondos.com/metrolofts)

### **Exterior Etiquette**

With the warmer season upon us, please make sure to be respectful of your neighbors' exterior areas, especially if you are on the upper levels of the building. Please do not maintain items on the balconies or upper terraces that collect water, which can spill onto the lower patio areas. Please also refrain from throwing trash, cigarette butts, etc. off the upper balconies & terraces. These collect on the lower patios and can be hazardous to the residents of those units as well as their pets.

Please also be mindful of noise while using an outdoor space, so as to not create a nuisance for other residents in the building.

### **Interior Common Areas**

The lobby is often full of packages. Please make sure to collect your packages daily and if you will be out of town, place a stop on your mail or have someone collect your packages and bring them to your unit while away. If mail is 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.

The common hallways are not for storage of personal items. The only place personal property should be stored is in your unit and in your assigned storage cage.

### **Building Security**

When entering and exiting the building, please be mindful that the doors close safely behind you. If a building door is not properly closing, please submit a work order to AMI for repair. Please do not prop exterior building doors open at any time, as it risks theft of packages in the lobby and more. If you do not know someone waiting in the lobby do not let them into the building. There have been solicitors trying to get into the building so it is important all residents only let in people they know.

All garage doors need to be closed and secured at all times, as the interior common garage entry door is no longer locked, per the fire code. Please make sure to never leave garage doors open which allows entry to the building.

### **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. Smoke detectors that beep must have the battery replaced or be repaired as soon as possible. This is not only for the safety of the building, but that the beeping noise can often be heard in the hallways and other units.

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.

### **Recycling & Trash**

Please keep the dumpster area clean and always place your items inside of the dumpster. 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. 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 recycling bins need to be taken to the curb on Tuesday evening for Wednesday morning pickup. Only a few residents have been doing this. We are asking for more assistance from the residents in the community. 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.

### **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 | [www.universalutilities.com](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.

### **Maintenance Requests**

Requests for maintenance must be submitted in writing. Work orders can be submitted via your online portal. If you would like to set up your online portal please email [ami@amicondos.com](mailto:ami@amicondos.com). You can also email work orders directly to [workorders@amicondos.com](mailto:workorders@amicondos.com) or mail a written request to our office if you do not have internet access.

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. If you have an email address on file with the Association, you will receive an email response once the work order is issued. 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.

In the event of an emergency during normal business hours, you can call AMI to submit an emergency work order day or night at 586-739-6001. For after-hours emergencies, follow the

prompts to be transferred to the answering service.

### **Pest Control**

We have a contract with Terminix pest control, formerly known as Ehrlich Pest Control. They provide pest control service to the exterior of the building. The Association covers this expense, provided the service requested is part of the standard monthly contract. Sometimes they will cover services inside of the unit, however this is not something for which the Association is responsible. That said, if Terminix will treat the interior at no additional charge, the co-owner/resident is welcome to use their service.

You can utilize this service by emailing requests to [workorders@amicondos.com](mailto:workorders@amicondos.com). Pest Control requests are not emergencies and requests must be submitted in writing.

### **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 VTC Insurance Group. Please contact them at (248) 828-3377. This contact information can be provided directly to your mortgage company as well.

### **Accounting**

If you need assistance making your payment or have questions about your account balance, please email [accounting@amicondos.com](mailto:accounting@amicondos.com). Accounting information must be communicated in writing, so it's best to email them directly for the most expedited response.

### **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.

### **Spigot De-winterization**

Spring is here, so when the temperatures stay above freezing you may turn on your exterior spigots by using the valve in your laundry room. Please turn the spigot off from the outside first to ensure water does not flood the patio/terrace. Please check it to ensure it is not leaking also, as sometimes breaks can occur over the cold months if water is accidentally left in the pipe.

Please keep in mind, if you turn your spigot on, it will need to be turned back off in fall to prevent a burst pipe.

### **Door Access Control System**

Visitors and package deliveries will need to be buzzed in through the system. 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.

Thank you for reviewing these spring reminders. We are looking forward to a great spring/summer season!