



## Rockland Run Condominium 2014 Management Transition Newsletter



### **Extra, Extra!!! New Things are Happening...**

The Board of Directors of Rockland Run Condominium is pleased to announce that the community has joined forces with Metropolis Condominium Management, Inc. to provide professional management for the community. The Board has determined that Metropolis' in-house Request for Action (RFA) System © is exactly what Rockland Run Condominium may need to address community requirements, and also allow a forum for community members to express their observations.



The RFA system provides an amazing resource for scheduling, to help ensure that things are done in a timely manner, as well as providing a format for thorough documentation of actions taken, and information from calls, emails, and faxes, tying all aspects of a particular issue into one file holistically. Through utilizing this system, the community as a whole will benefit, as information can be gathered and forwarded to the Board of Directors for decisions.

### **Getting to Know You Better!**



We've enclosed an Owner Information form for you to complete. While we have received basic information from the prior managing agent, we would like to ensure that your information is correct and up to date. This information helps us get in touch with you for a variety of issues - updates, maintenance, concerns or (and we hope never!) emergencies. We would appreciate your returning the completed form in the self-addressed envelope provided. Please pick up your pencil and fill out your form!

### **Association Website**

The Association's website will stay the same - [www.rocklandruncondos.com](http://www.rocklandruncondos.com). As the Board and Metropolis work together, there will be updates on community information

## **Don't Forget the Fee!**



In the next two weeks, you should receive a coupon book for payment of your condominium fees. The Association's transition to Metropolis means some new options for paying your condominium assessment, as the Association will now have an account with Smartstreet, an Association bank. One of these is to pay your assessments online! With your coupon book in-hand for reference to your account number, go to

[www.smartstreet.com](http://www.smartstreet.com). Click on the 'Online Payments' in the upper left corner. Select from the payment options: a one-time free e-check, a free recurring payment program, or by credit card for \$14.95 for each payment made. Please note that the \$14.95 fee is paid to the bank; neither the community nor Metropolis receive any portion of it. You can also choose to pay your assessment by check or money order, or have your bank pay through its bill payer service. If you choose any of the latter three options, please make your check or money order payable to Rockland Run Condominium and ensure that your account number is printed or written on the front of your check. You can call our office to get your account number, or reference your coupon book. Mail your check to:

**Rockland Run Condominium  
c/o Metropolis Condominium Management, Inc.  
P.O. Box 531240  
Atlanta, GA 30353-1240**

PLEASE START SENDING YOUR ASSESSMENT PAYMENTS TO THE ADDRESS ABOVE FOR MARCH 2014 AND FORWARD.

## **Hey, Metropolis, I Need You!**

Our office is open Monday through Friday, 10 AM to 4 PM. Our office phone numbers are 301-779-1800 and 667-401-3800 (local Baltimore line). We are closed on Federal holidays. When you need to get in touch with us:

- **For an emergency:** If you are reporting a property issue which presents a hazard or will result in property damage, call one of our main numbers. In the event of life-threatening emergency, always call 911 first!
- **To talk to a staff person, non-emergency:** Call one of our main numbers during business hours.
- **To leave a message:** Call Fastrac at 301-825-8881. Your message will be returned by the end of the next business day.

## **By Jove, I Think We'll Get It (With Your Help)!**

During our set-up meeting with the new Board of Directors, a number of issues were discussed. To ensure the Board has a chance to prioritize all of the community requirements, and to give each owner a chance to voice their views on the community requirements, we've included a Metspector letter. This letter gives you a format for expressing concerns or suggestions. All Metspector letters will be provided to the Board of Directors for review, and you will be informed of the Board's determinations. This is our way of letting your voice be heard so that the Board, Metropolis, and the community can work together.



## **So, What's an RFA?**

Metropolis created its own software for tracking and managing the actions which are generated during the management of a community. Our Request For Action System © allows us to address and report on community matters. When you call our office, you'll be given an RFA Number. That number tracks the unique issue which you have brought up. All information related to that RFA - conversations, documents, emails, phone messages - are attached to that RFA. If the person you first talked to isn't available the next day - well, any one of the Metropolis staff can review and address next steps with you. An RFA may last for a day - maybe you want to know your account balance - or may last for years - such as the RFAs we use to manage the Association's budget cycle. Either way, Metropolis can keep the Board in touch with the community!

## **Useful Numbers**

Animal Control	410-888-7297	Recycling	410-887-3300
County Info	410-887-2460	Schools	410-887-4554
Highway Maintenance	410-887-3560	Streetlight Repair (BGE)	800-685-0123
Police Non-Emergency	410-887-2222		

Metropolis 301-779-1800 / 667-401-3800

	<h2 style="margin: 0;">Rockland Run Condominium</h2> <h3 style="margin: 0;">Owner Information Form</h3>	
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FULL NAME: \_\_\_\_\_

UNIT ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

Will you accept delivery of community notifications via email? [ ] YES [ ] NO

***EMERGENCY CONTACT: In the event we are unable to reach you, who should we notify in case of an emergency?***

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

***OWNER INFORMATION: If you occupy your unit, please also list the names of all other persons who occupy the unit below (children, parents, roommates, etc.).***

NAME: \_\_\_\_\_ BIRTHDATE: \_\_\_\_\_

NAME: \_\_\_\_\_ BIRTHDATE: \_\_\_\_\_

NAME: \_\_\_\_\_ BIRTHDATE: \_\_\_\_\_

***RENTER INFORMATION: If you rent your unit, please provide the information listed below. In addition, the community requires that you provide a copy of the existing lease.***

FULL NAME OF ALL RENTERS OCCUPYING YOUR UNIT	RENTER'S HOME PHONE NUMBER	RENTER'S WORK NUMBER
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***VEHICLE INFORMATION: Please list all motor vehicles which park on the property.***

YEAR	MAKE	MODEL	COLOR	LICENSE PLATE #
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***MORTGAGE COMPANY INFORMATION: Please provide the name and address of your mortgage company.***

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_



Rockland Run Condominium  
METSPECTOR LETTER

Date : \_\_\_\_\_

Dear Members of the Board:

- ☐ I have the following suggestion regarding our community:

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- ☐ I have the following concern, and have also documented my requested solution:

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Unit owner name and Address

Home phone number and an alternate phone number

Tenant's name (if applicable)

Tenant's phone number (if applicable)