



Date: July 18, 2008
From: Metropolitan Management
Subject: **Emergencies, lockouts, work orders, pet policy, & trash chute**

Dear Metropolitan Residents:

Based on recent, and repeating, events we ask that you read and follow the instructions below. This letter is very important, so keep this information for your records.

Lockouts: You need to call a locksmith! We are not an apartment community, so locking yourself out of your unit is YOUR RESPONSIBILITY! Never use the emergency on-call line for this as you will be fined a penalty.

After Hours Locksmiths (816) 589-6800

Emergency on-call line: First, let us define an “emergency”. The only time you should call this line, between 12am and 7am, is for a building-wide power outage or extreme water damage in your unit (or the possibility of such). The on-call phone is NOT for lockouts, the fire alarm, “my a/c is out”, missing persons, noise, and the like. You will be penalized for misuse of the emergency line, so think twice before you call.

Work orders: Renters, if you have an issue in your unit, you will need to call your owner first. In many cases, the owner is liable for charges or they may have a warranty through the Developer. So please, contact your owner before placing a work order.

New pet owners: All cat and dog owners must have their pet approved by the Board. Whether you rent or own, it is your responsibility to follow the rules set forth by The Metropolitan Declaration’s and Bylaws. Pet Approval forms are kept at the concierge desk. Dog owners – your pet cannot exceed 40 lbs and there are no exceptions.

Trash chute: Absolutely no boxes! Break them down and put them into the recycle bin(s) located on the B2 level at the trash room. Remember to bag your trash – this is both a sanitary and safety issue. If your trash does not fit in the chute, please don’t force it! Go to B2 and throw it away. If you have furniture to dispose of, call 1-800-GOT-JUNK and they can assist you.

Appreciatively,

Dana Conner
Property Manager