

Maryland Farms

Condominiums
11386 Cherry Hill Rd Beltsville, MD 20705-3701
Phone: 301-937-8167, Fax: 301-937-8096
service@marylandfarms.org

Jan. 2015 Management Transition Newsletter

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

The Board of Directors of Maryland Farms 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 Maryland Farms 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.



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!

Don't Forget the Condo Fee!



Metropolis has been working with the Board and previous management in order to provide a smooth transition. In the next week, you should receive your coupon book for the payment of your association fees starting February 2015. The Association's transition to Metropolis means some new options for paying your condominium assessment, as the Association will now have an account with BB&T. One of these is to pay your assessments online! The coupon booklet from BB&T will have instructions on how to set up an online account. If you wish to pay with a credit card, you may do so as well, but there is a fee paid directly to BB&T for doing so. And of course, by working with a local bank, you may simply bring your payment and coupon to any BB&T branch. 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 Maryland Farms Condominium and ensure that your account number is printed or written on the front of your check. The account number will be within the coupon booklet. The mailing address is:

MARYLAND FARMS CSA
P O BOX 628207
ORLANDO, FL 32862-8207

During the month of January, you may drop off your payment to the Maryland Farms office if you wish during the transition. If you have already paid Site Realty for the month of January, their records should reflect the payment; but we ask that you please keep a copy of your payment. **If you have Direct Deposit or other auto payments, please remember to discontinue them!** Due to the transitional period, we will not be charging late fees for the month of January. And remember, there is no increase in assessment fees for 2015!

Hey, Metropolis, I Need You!

The office staff for Maryland Farms will remain the main point of contact. They may still be reached at 301-937-8167. If you need to reach our office directly, we are 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 property issues which present a hazard or will result in property damage please 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.

Pardon our Dust!

You may notice that the Maryland Farms office is going through some interior renovations - this is just the first of many upgrades that are planned for Maryland Farms. By paying your assessment fee, the Board is able to continue to upgrade and upkeep the common area. Here are just some of the plans for 2015:

Upgraded Site Office, with guest computer area
Keyless Entry for front doors for all buildings
Security Cameras
Gated Entrance to Maryland Farms
Gutter Cleaning and Repairs

The Board is also discussing adding hourly metered parking on the property in order to generate more income. We look forward to a productive year with Maryland Farms!

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

During our set-up meeting with the 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 Maryland Farms Metspector letter. This letter gives you a format for expressing concerns or suggestions. All MF 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.



Useful Numbers

Animal Control	301-780-7201	Recycling	301-952-7625
Community Services	301-909-6330	Schools	301-952-6001
Highway Maintenance	301-883-5600		

Police Non-Emergency 301-352-1200
Maryland Farms CSA 301 937 8167
Metropolis 301-779-1800 or 667-401-3800

Getting to Know You Better!



We've enclosed an Owner Information form for you to complete to update your record. 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 or drop it at the office. Please pick up your pencil and fill out your form! Thank you!

MARYLAND FARMS NEEDS VOLUNTEERS: Please call the office; there is no limit to what we can achieve if we work together.

WEBSITE: Please visit Maryland Farms website: www.marylandfarms.org
Suggestions and comments are welcome and volunteers are needed to support the website

MARYLAND FARMS' COLLEGE SCHOLARSHIP: we need your assistance in all capacities to facilitate the program for September 2015 award..

MONTHLY FUN ACTIVITIES AT MARYLAND FARMS: To be announced as the board approves.



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Owner Information Form

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: _____



MARYLAND FARMS CONDOMINIUM
Maryland Farms METSPECTOR Letter

Date : _____

Dear Members of the Board:

- I have the following suggestion regarding our community:

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

Unit owner name and Address

Home phone number and an alternate phone number

Tenant's name (if applicable)

Tenant's phone number (if applicable)