

Monthly Newsletter

BOD December 2014

MMG's Website Update

For the convenience of all homeowners and Board Members, Metropolitan Management is in the process of updating its website. The updates to the website should be completed by the first of the year.

The updates will allow new homeowners or any homeowner who would like to make a change to their personal information to complete and submit a resident registration form online. Also, any homeowner with a maintenance request or concern will be able to easily complete and submit a work order. Last but not least, all Board Members will have access to a portal which will contain pertinent documents.



Metropolitan Management Group LLC.
P.O Box 1029
Glen Burnie, MD. 21060
Office 410-508-3819 Fax 866-736-1926
service@metropolitanmgmt.com

Making it Easier!

Some associations are experimenting with initiatives designed to reinforce positive aspects of the community and to anticipate and minimize negative reactions to violation notices.

A good association website can help! Many provide rules, policies and forms that are needed to report a violation or to allow a modification to a home. Many home buyers don't always read through the associations documents thoroughly and usually infractions are due to lack of familiarity with the documents.

Also keep in mind that an association website can also make it easy for the management company's staff to do their job. Residents can easily be directed to the association's website for the simple things in!

All's Fair

An Air Force Veteran suffering from post-traumatic stress disorder, was prescribed an emotion support animal by his physician to help him cope with the disability and to function normally. The dog exceeded the of 25-pound weight limit allowed by his condominium association, so they sent him a violation notice and demanded he remove the dog.

He had his physician respond with a note that explained the dog was necessary to help the man cope with his disability and function normally. The association then continued to request more detailed information, how the impairment impacted a major life activity, how long treatment had been going on and more.

The man sued the association for violation of the Fair Housing Act for failing to provide a reasonable accommodation. The court denied the associations request to dismiss the claim; the court found that by repeatedly requesting additional information from the man effectively denied him a reasonable accommodation.

This case illustrates an increasingly common scenario that community associations face; reasonable accommodation request for emotional support animals. It's also just one of the many Fair Housing issues that associations encounter today. Associations can easily get caught up in accusations of discrimination, especially when the board is not familiar with the law.

Violations of the Fair Housing Act can mean severe civil and criminal penalties, including fines and imprisonment, against the association and possibly against an individual board member. To keep out of trouble, learn what an association can and cannot do under the Federal Fair Housing Act and related state and local laws.

Reminder!

Board Orientation

Have you scheduled your board orientation?

MMG likes to hold a yearly board orientation where we host lunch, or dinner (time preference of your choice) to go over basic functions of the board and your manager as well as a meet and greet of admin staff that you may not see on a regular basis on site or at meetings, but who are still an integral part of managing your community.

We will come to you (for those with onsite facilities) or you are welcome at MMG's office in Glen Burnie. This time is well spent by informing new members and refreshing existing members of what we do, and how we do it.

If you have not already scheduled your orientation, please email malissa@metropolitanmgmt.com with your preferred day, time and location.

We look forward to meeting with everyone soon!

**Happy Holidays
from Metropolitan
Management!**



Some Articles in this Newsletter were adapted from the July-August Edition of Common Ground Magazine.