

Metropolis

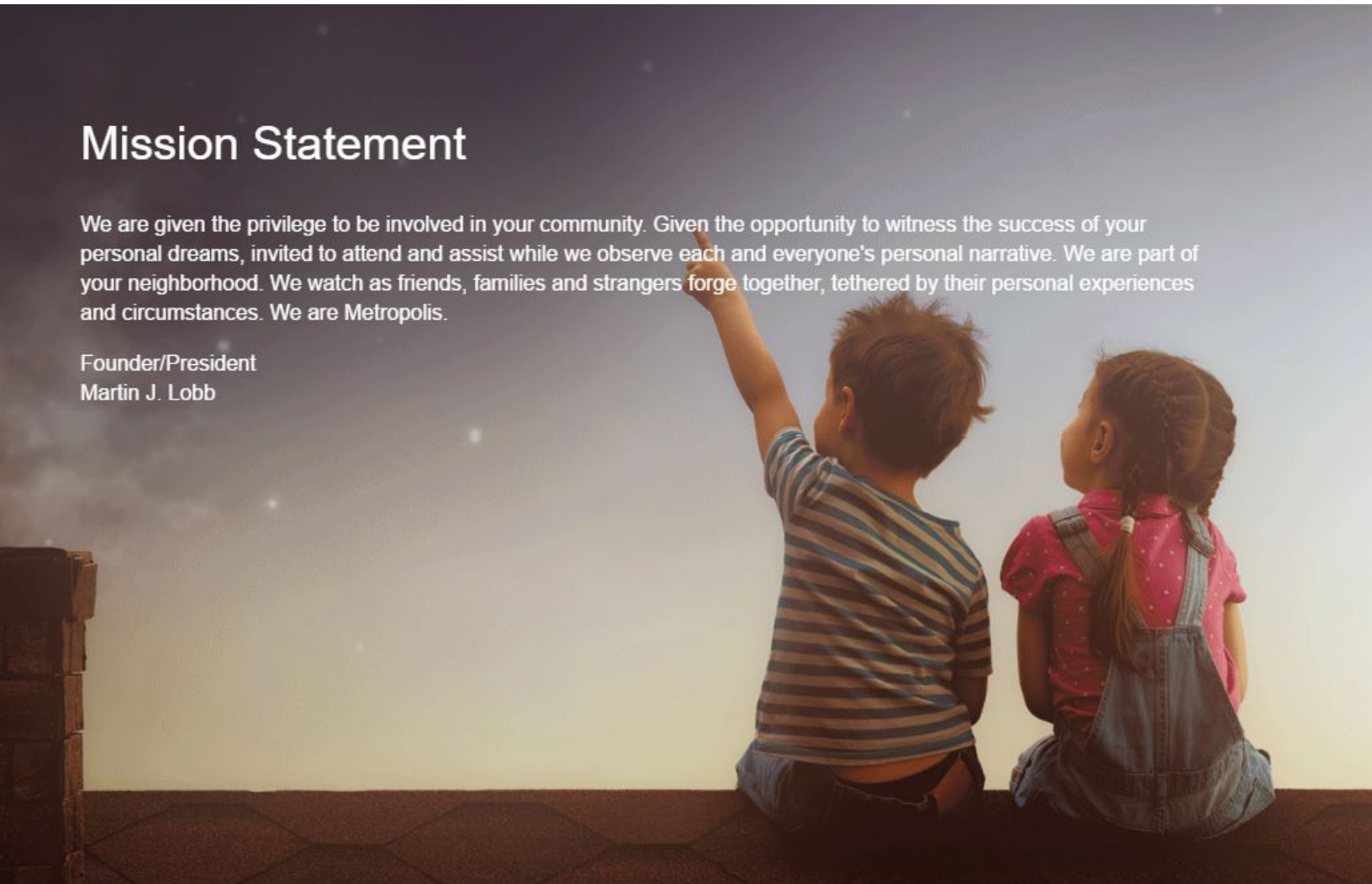


Our Mission Statement is something that we truly believe in.

Mission Statement

We are given the privilege to be involved in your community. Given the opportunity to witness the success of your personal dreams, invited to attend and assist while we observe each and everyone's personal narrative. We are part of your neighborhood. We watch as friends, families and strangers forge together, tethered by their personal experiences and circumstances. We are Metropolis.

Founder/President
Martin J. Lobb



Metropolis



**Welcome to Metropolis,
where we continue to redefine community management.**

- 1** Want to learn more about our company? Let's start with our webpage. Check us out at www.WeAreMetropolis.com
- 2** You can send an email to us at community@mymetropolis.net
- 3** You can reach our office on weekdays from 10 AM through 4 PM at 301-779-1800.
- 4** To leave a non-emergency message after hours, how about using Fastrac? Just call 301-825-8881. Your message will be transcribed, using VOIP technology and one of our Community Relations Specialist will respond to your request within 24 hours.
- 5** To report an emergency after hours, call 877-881-0642.
- 6** Ready to join us on the web? Sign up for CommunityWatch, our interactive site that allows you to check your account balance, report issues, and communicate with our team. [Click here for registration.](#)

Metropolis



How to Contact Us



Fastrac: We know how busy you are. With FasTrac, you can call 24/7 from your smartphone or computer and leave a detailed non-emergency message for one of our team members. Your message will be transcribed and converted to text using VOIP technology and sent to your Community Relations Specialist. Want to try? Just register for CommunityWatch and click on Fastrac from your very own My CommunityWatch Dashboard for the full CommunityWatch experience. If you're on the go, just call Fastrac at 301-825-8881. Now *that's* a number, you might want to have in your cell phone.



Community@mymetropolis.net. This is the email address that homeowners can send requests to our team. Our email team has a responsibility to reply to your email within 24-48 hours of receipt. We like to get answer emails within 24 hours, but sometimes we have a lot of inquisitive homeowners asking information about their community.



Metchec: This is 24/7 phone number used exclusively for homeowners like you who have comments about my company. As the owner of the company, I want to hear how successfully, or unsuccessfully, my staff has performed. If any of my team members are not friendly, professional and sincerely interested in your issue, then I need to reevaluate their relationship with my company. Plain and simple. Just call 301-200-8115



CommunityWatch: This is our own unique, on the fly, trackable, transparent management and communication system. Go ahead and sign up now. All you need is to send a request to community@mymetropolis.net. We need your name, your cell phone number, your address and email address. Once you sign up, you can receive notifications via your cell phone or email. It's way cool!



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So, this is what you get when you sign up to CommunityWatch.

Connect



Sign up to pay your fees online.
Click Here.

[Connect](#) - Want to pay your assessment online? It's easy with Connect.

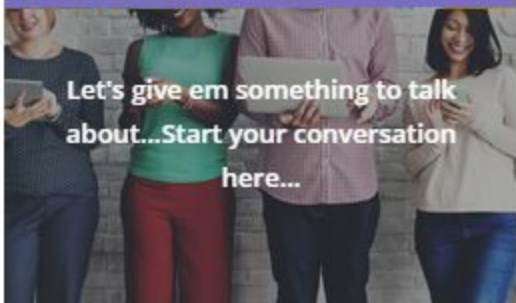
OneStop



Yup your one stop shop for
people on the go

[OneStop](#) - Want to check your account balance? Want to contact our office when on the computer? Or maybe retrieve documents from the communities file? OneStop is your OneStop shop.

Start a Conversation



Let's give em something to talk
about...Start your conversation
here...

[Start a Conversation](#) - Now this is the most important module. If you want to send us a conversation, just open up "Start a Conversation". Its. fast, fun and you can even open a conversation from your smartphone. C'mon, go ahead and open one up.

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My Conversations



Let's keep the talk going -
check out your conversations.

[My Conversations](#) is a list of all of your open and closed conversations. Just in case you want to refer back to some information that you gathered along the way.

Search



[Search](#) - If you don't remember your conversation number, no worries. Search here using any keywords you recall during your conversation.

Personal Stream



Cmon in... it's your very own
personal stream...

[Your Personal Stream](#) is where you can check on the activity on all the Conversations that you have opened. So if you wonder what you might have sent out, or even conversations that you have been included in...jump on and check em' out.

Fastrac



Want to call about an issue
24/7? Click here.

[Fastrac](#) - We know how busy you are. With FasTrac, you can use your computer and leave a detailed message. Your message will be converted to text using VOIP technology and sent to your Community Relations Specialist. Want to try? Just register for or log into CommunityWatch, click on Fastrac from your My CommunityWatch Dashboard for the full experience!

Metropolis



Shout Out

Check out pix and comments about our services from our customers. To access ShoutOut, click here



Say hello to [Shout Out](#). Want to post a comment about our service? Or give a Shout Out to someone in your community or Metropolis. Sign up for Shout Out. Simple and easy to use. Shout Out is a social media tool so we all can make sure that staff members are upholding our Mission Statement. At Metropolis, your opinion counts!

Contractor

Coming soon



Contractors, coming soon. Soon, we will be providing a list of contractors that can make living at your community a little easier. From cleaning companies, landscapers, electricians, plumbers.. Well you get the idea. And while we can guarantee that they will do great work, we can give you some contractors to use that have been hired in your community.

UNI

We are all connected - Click here



[UNI](#) (pronounced "you 'n' I". Get it?) We're giving you an easy way to connect with your neighbors. Yard sales, babysitting, piano lessons... UNI let's you connect! Like the icon says.. " we are all connected, thanks to UNI.

Community Website

Shared website - Click here



Your association's [community website](#). Just sign up through CommunityWatch and you no longer need a URL to find your association's website. Through CommunityWatch, Metropolis gives each of our community's their own website, including a letter from the president, community calendar and blog.

Metropolis



So welcome to Metropolis. Our goal? To continue to redefine community management, and to provide a transparent representation of all transactions occurring in your community. And, at the same time, generate a sense of personal connection and dedication to solving community members' concerns or issues. Together, I know that we can make this happen. One homeowner at a time.

Sincerely yours,

Martin J Lobb

President
Metropolis