

4521 TROUSDALE DRIVE - NASHVILLE, TENNESSEE 37204

August 26, 2021

Dear Homeowner at Villager Homeowner Association of Murfreesboro Inc.,

We are privileged to announce that the Board of Directors of Villager Homeowner Association of Murfreesboro Inc. has engaged our company to assist them in the management of your Association. This partnership will be effective September 1, 2021.

My name is Zach Johnson, President of Metropolitan Properties, LLC. My staff and I look forward to providing professional community management services to you with a key focus on excellent and responsive customer service.

MP's management system is unique to the industry, assigning multiple managers to each account to ensure we deliver multiple sets of eyes on your property and resident needs. Your management team is:

Kim Malone: Property Manager- kim@mpmnashville.com
Amber Sobato: Property Manager- amber@mpmnashville.com
Shea Taylor: Property Manager – shea@mpmnashville.com
Jennifer Elam: Senior Manager – jennifer@mpmnashville.com

Although Kim is your primary contact, you may speak with any of these individuals for assistance via their email above or at 615-915-3204. If you have an after-hours emergency, please contact our office number to be connected to the on-call manager.

Go to www.mpnashville615.com. On the top right-hand corner of our homepage, click on "Homeowner Portal". You will be directed to our Homeowner Portal access page. Near the bottom right-hand corner of this page, please click on "Request Homeowner Login" to set up your individual portal account. The quickest and easiest way to pay your assessments is via this portal. You can also make a maintenance request online and via this portal. If we have an email address from the previous mgmt. company for you, you should look for a registration email for your portal from customerservice@mpmnashville.com to complete your portal registration. If you do not receive an email from the email address above, please go to www.mpnashville615.com to register and follow the Homeowner Portal access page as previously described.

- View your account balance and transaction history (*note that your balance from prior management will be reflected on your account in late September 2021*)
- Make HOA dues payments



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- View your association's governing documents
- Communicate with your Property Manager

There are several ways to pay your dues:

- **Auto-draft:** You can sign up for this option through the Homeowner Portal
- **Online bill pay through your bank:** Should you prefer to use your bank's bill pay feature for paying your dues, please use the following mailing address for your payment: **Villager Homeowner Association at Murfreesboro Inc., PO Box 63502, Charlotte, NC 28263**; and please note your account number which can be found on the homeowner portal.
- **Pay with a check:** If you prefer to handwrite and mail a check for your quarterly dues, then we will need to provide you with a coupon booklet. Please email billing@mpmnashville.com to request a booklet.

We know that transitions take some time to iron out the details of your account. We are available and eager to work with you to ensure your account information is accurate. We will plan to waive late fees for 60 days, or at the discretion of the Board, to account for the transition.

We appreciate the opportunity to work with you and your neighbors for many years to come.

Sincerely,

Zach Johnson
President
Metropolitan Properties



Larry Sims <larry@larrysims.com>

Message from Villager Homeowners Association of Murfreesboro Inc - Welcome Letter from Metropolitan Properties - [#XN1111749]

1 message

Metropolitan Property Management <customerservice@metropolitanpropertymgmt.com> Thu, Aug 26, 2021 at 12:10 PM
To: larry@larrysims.com

If you would like to respond to this notification, please place your response in between the dotted lines found below: - - - -

Dear Owner at Villager HOA of Murfreesboro Inc.,

We are very excited to introduce ourselves as your new Association management partner beginning September 1, 2021. Please see the attached welcome notice. You will find contact information for your Property Manager and their fellow management POD team members. Additionally, you will see information regarding our website and your new web portal. From the web portal, you be able to set up any recurring monthly HOA payments should you desire. Following this email, please look for a second notice alerting you to your temporary portal login credentials.

Should you have any questions, please feel free to call our office at (615) 915-3204 or contact your Property Manager, Kim Malone, via email at Kim@mpmnashville.com.

Sincerely,

Metropolitan Properties Staff

Sincerely,

Metropolitan Property Management on behalf of Villager Homeowners Association of Murfreesboro Inc
(615) 915-3204 | www.mpnashville615.com



Welcome letter-- Villager HOA.docx
451K



Larry Sims <larry@larrysims.com>

**Your New Login for Villager Homeowners Association of Murfreesboro Inc -
[#XN1111852]**

1 message

Metropolitan Property Management <customerservice@metropolitanpropertymgmt.com> Thu, Aug 26, 2021 at 12:10 PM
To: larry@larrysims.com

If you would like to respond to this notification, please place your response in between the dotted lines found below: - - - -

Dear Larry Sims,

As the management company for Villager Homeowners Association of Murfreesboro Inc, we are pleased to announce the roll out of our new Homeowner Portal! We are now offering free online account access to all Metropolitan Properties customers, with the following features:

- View your account balance and transaction history
- Set up recurring automatic payments
- Make a one time payment
- View your association's governing documents
- Submit a maintenance request
- Communicate with your Property Manager

Effective immediately you can log in to <https://portal.mpnashville615.com> using the following credentials:

Your login is: larry@larrysims.com

Your Temporary Password is: syQ4xP!r

Further instructions and information about the web portal is attached. If you have difficulty logging in please call us at (615) 915-3204.

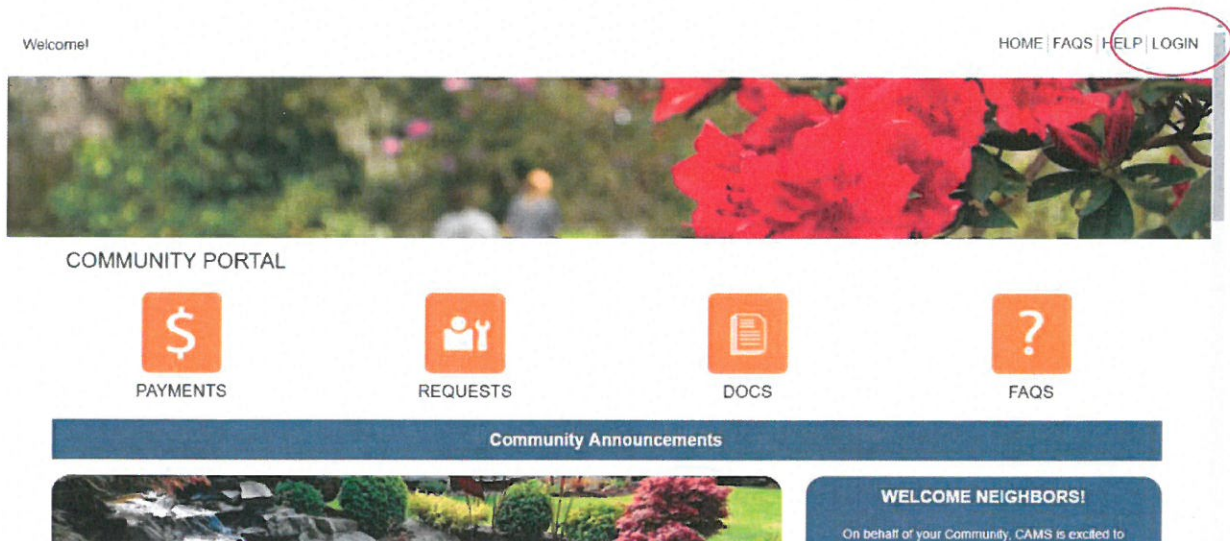
Thanks,

Villager Homeowners Association of Murfreesboro Inc

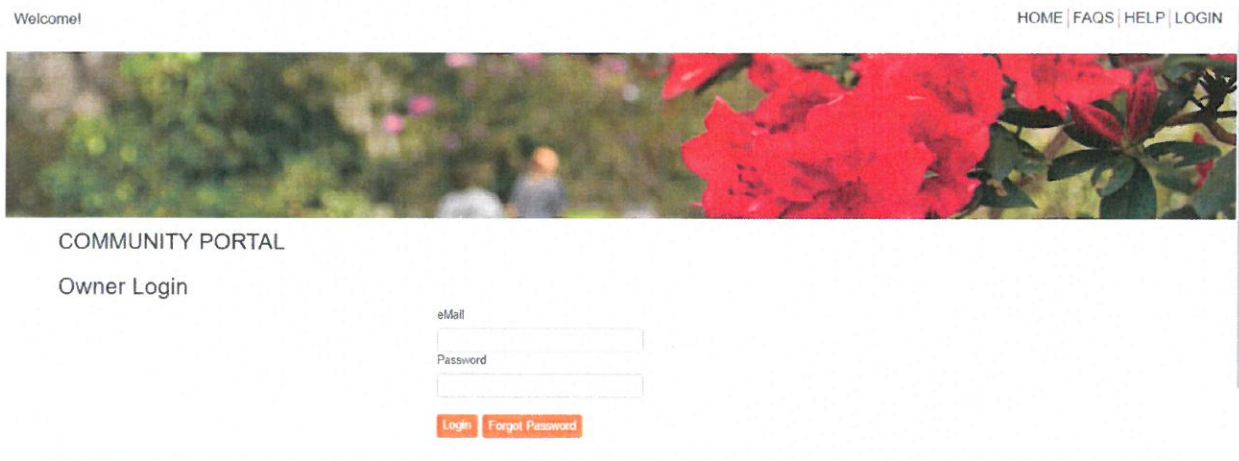
 **Portal Login Info.pdf**
306K

HOMEOWNER PORTAL INFORMATION

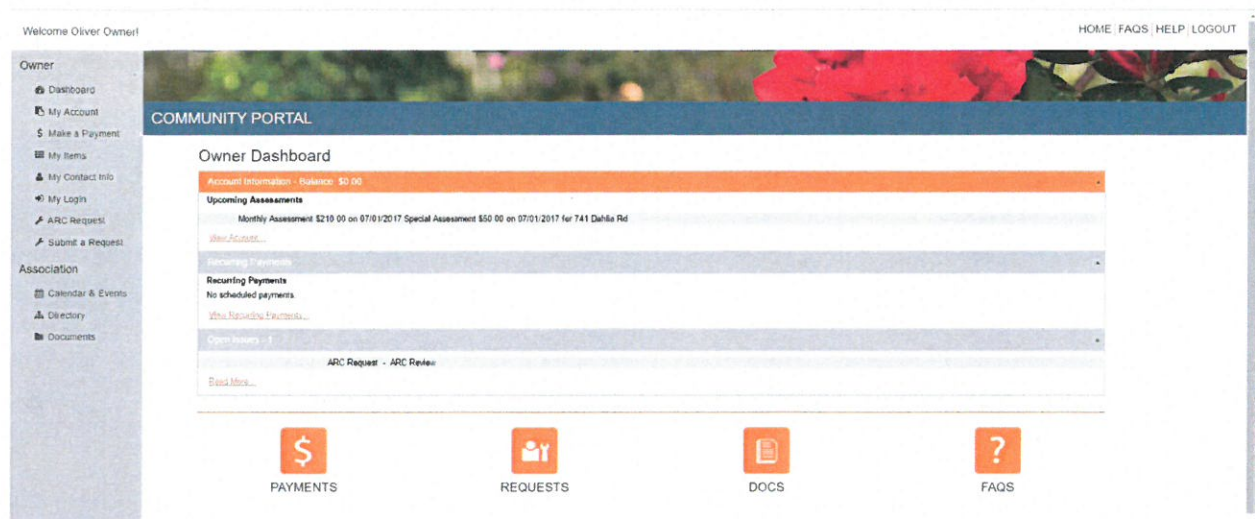
Open your internet browser and go to <https://portal.mpnashville615.com>, then click on Homeowner Login:



Enter the eMail and Password sent with this correspondence.



You will log into the “Dashboard” which gives you an overview of your upcoming Assessments or if there are any Open Issues (service requests, etc.).



Dashboard: This menu takes you back to the original screen.

My Account: This menu will show you your payment history

My Items: This menu will show you the status of any inquiries or service requests you have made through the “Other Request” menu (see below).

My Contact Info: This menu will allow you to verify your contact information as well as indicate how you would like our office to communicate with you.

My Login: This menu allows you to change your password to the homeowner portal.

Submit A Request: This menu gives you ways to communicate with us electronically. Options include Billing Question, General Question, and Service/Maintenance Request. These requests will be routed to the appropriate person to assist.

Calendar & Events: This menu will show you your community calendar.

Directory: This menu will give you a directory of your association’s Directors and Committee Members (if applicable).

Documents: This menu is where you will find your community’s governing documents including Rules and Regulations.

Payments: This will provide you with options on how to pay your HOA dues.