

SPRING INTO ACTION!

The clocks aren't the only things springing forward this time of year, as we strive to keep our communities looking their best. The contents of this Exchange Newsletter have been included to help your team get ready for the change of the season. The sidebar on the right will be your guide as we "Spring into Action" together!



stop · look · lease
1 2 3 bedroom | apartment homes
503 450 0233 CAMBRIDGE
real estate services

Does Your Property Need a New Leasing Banner?

Now is the time to inspect your Leasing Banner before the high traffic leasing season begins! These can be replaced if worn, faded or tattered for around \$200 each.

You will find an order form in this packet that can be sent directly to Elite Signs if you need a new banner. Production time can be a couple weeks so if you need one at your property get your order placed today!

Spring and Summer Flags

If your property is permitted to display flags you should have received an email already confirming the number of flags at your property. The new Spring Flags will be a magenta background with orange & lime green polka dots. Properties receiving flags should expect them to arrive mid April. If you have any questions contact:

Kelsey Schneider:
kschneider@cambridgeres.com



Community Spring Clean-Up!



The Annual Spring Clean-Up is scheduled for April 9-13th. Be sure your drop boxes are ordered and communicate with residents so they can plan some Spring Cleaning! See included flyer for more info.

Spring Maintenance Uniform Order

The Spring Maintenance Uniforms have been ordered and will be shipped out to sites Mid-April. If you have any questions regarding your order please contact:



Miranda Baker:
mbaker@cambridgeres.com

Annual Spring Checklist!

You'll find this checklist included with this newsletter. All maintenance staff should have a copy as we work together to get our communities ready for the change of season!

Included in this packet:

PAGE 2

- **MAINTENANCE**
 - > Humidity Focus
- **WELLNESS**
 - > Focusing on Wellness

ADDENDA

- Safety Newsletter
- Annual Spring Checklist!
- Humidity Article
- Leasing Banner & Signs
- Community Clean-Up
- Fair Housing Articles
- Grace Hill Packet
- Annual Maintenance Calendar
- Mold and Mildew Remediation Guide

Maintenance

Hydrosensors, Hygrometers and Humidity, Oh My!

Moisture is a big maintenance focus this time of year and we want to make sure each and every community has the tools they need to address any moisture concerns or issues.

HYDROSENSORS—every property should have this item. Please make sure that you don't already have one



(sometimes these will be hiding in the back corner of the shop). If you are in need of one, please let Scott Busch know so he can order one for your property. Right now, properties either have the full size 31" stainless steel Hydrosensor, or its compact cousin, the light blue 9" Wet Check Hydrosensor. We are

still determining which one will be sent out to properties. These are not available through HD Supply or Home Depot, so it will need to be ordered centrally.

HYGROMETER— another item every property should own is a hygrometer, which is a pocket sized device that measures both temperature and relative humidity. These are invaluable when determining causes of mold and mildew in many instances and are an approved property expense. If you do not have one, please order one from HD Supply on your next order. They are HD Supply item number 154547, and below is a link for your reference.



<http://hdsupplysolutions.com/shop/product-digital-pocket-therm-hygrometer-154547>

HUMIDITY— For your reading pleasure, we are including a document titled "A Little Bit About Relative Humidity," which is designed to help you understand the relative humidity readings you get with your property's hygrometer. It describes what relative humidity is, what the appropriate levels are, and gives you some direction on what to do with your hygrometer's readings. It's riveting, so please make sure all maintenance staff get a chance to read the article.

For any other questions or more information about moisture detection please contact your maintenance supervisor.

Wellness

Focusing on Wellness!

We just wanted to remind everyone about the ongoing Cambridge Wellness Program*. There are a good number of employees already taking advantage of the wellness incentives available. During the calendar year there will be focus in the following two areas:

Smoking Cessation

Weight Management

We are encouraging employees to take advantage of resources available to help stop smoking or assist with healthy weight management.

We have defined incentives for these two areas to help with goal setting. For more

information about these incentives and the wellness

programs visit the eExchange Website:

<http://www.cresapts.com/eexchange>

You can also contact a member of the wellness committee:

Jasmine Kwatra jkwatra@cambridgeres.com

Kelsey Schneider kschneider@cambridgeres.com

Miranda Baker mbaker@cambridgeres.com

*Any employee whose Employment Understanding (EU) is 15 hours or more per week is eligible for incentives.



Company Safety Guidelines

For the last few months, we've talked a lot about the dos and don'ts of workplace safety. But every now and then it's nice to step back and think about what it means to be part of a community. No need to hold hands and sing "Kumbaya" (unless you want to), but it's a good time to reflect on the ways that teamwork and awareness make Cambridge a safe place to work and live.

Safety Meeting Log

Date:	___/___/___ Property Name: _____
Attendees:	<ul style="list-style-type: none">• _____• _____• _____• _____
Notes:	

TO BE PART OF A SAFE WORK COMMUNITY:

- **Have each other's backs.** Keep each other safe by anticipating unsafe situations before they occur. If you see Joe strapping on his rollerblades and heading for the empty pool, give him a friendly (or not -so-friendly) shout.



- **Take care of yourself, too.** If you are injured or become sick at work, no matter how slightly, tell your supervisor right away. Even that stubbed toe deserves a Band-Aid and some TLC.

- **Act responsibly.** This one's obvious: never ever use alcohol or other drugs during working hours. Not only does this put your fellow employees at risk, it's also grounds for termination.

- **Ask for help.** Make sure you're aware of proper lifting procedures and get assistance when lifting heavy objects.



- **Be aware.** Know what falls into your job description and what doesn't, and follow all safety instructions closely. Make sure you know where the first aid and fire fighting equipment are housed, and be familiar with all OSHA standards in your safety manual.

- **Be protected.** Always wear the right personal protective gear for the job you are performing. More information on this gear is available in your safety manual and in coming newsletters.



So remember, there's no "I was too busy checking my fantasy football team to report Joe's injury" in T-E-A-M. Keep Cambridge safe by looking out for one another and for yourself, no campfire or singing required.

For more details, see pages 1-7 of the Employee Safety Manual.



Annual Spring Checklist!

PROPERTY

- ❑ **Vent & Hose Bibb Covers** (it's the time of year to remove them)
- ❑ **Open Foundation Vents**
- ❑ **Dryer and Exhaust Vents** (check for missing louvers or covers, clean accumulated buildup)
- ❑ **Spring Flags/Leasing Banners** (install and replace the winter flags as soon as they arrive)
- ❑ **Spring Maintenance Uniforms** (you should receive an email from the uniform coordinator so you can place your order for your maintenance team as needed)
- ❑ **Swimming Pools** (start preparation for the warmer weather, clean pool furniture)
- ❑ **Playground Inspection** (inspect all equipment for sharp edges, loose bolts and chains, loose boards, general safety, - clean/paint as necessary, check depth of ground cover, hemlock shavings should be 9-12" in depth)
- ❑ **6" Building Clearance** (make sure there are 6 inches between the earth and the siding, This prevents dry rot, inhibits pests, and prevents mold/mildew)
- ❑ **Window Screens** (conduct detailed review and replace as necessary)
- ❑ **Fire Extinguishers** (glass in place, regularly serviced, not missing, make sure tags are current)
- ❑ **Furnace/HVAC Filters** (clean or offer replacement filters for residents no less often than every 6 months, replace filters and/or clean heaters in common area buildings)

LANDSCAPE

- ❑ **Sidewalk Clean-Up** (remove any residual sand and other winter sidewalk materials)
- ❑ **Pressure Wash** (start the pressure washing season)
- ❑ **Parking Lots** (detailing of curbs and parking lot striping with appropriate Benjamin Moore Paint)
- ❑ **Sprinklers** (coordination of sprinkler system 'charging' by your landscape maintenance contractor)
- ❑ **Irrigation Maintenance** (repairs and adjustments should be handled by landscaping contractor, not maintenance staff)
- ❑ **Landscaping Cleanup** (coordinate landscaping for your property with your local vendor. Do you need bark dust, flowers, tree and shrub trimming?)

RESIDENTS

- ❑ **Bar-B-Q & Swimming Pool** (take the time to remind your residents about the safety rules)
- ❑ **Spring Patio Clean-Up** (all patios should be clear of clutter, this is a good time to coordinate a Community Clean Up Weekend)
- ❑ **Potted Plants on Railings** (must not be directly on the railing or visible from the street. If they are present they must be hanging on the inside of the deck)
- ❑ **Preventative Maintenance Inspections—First Phase** (please give your residents a week notice when their apartment is to be inspected) **completed on all apts by June 30th

A little bit about relative humidity

Webster's defines humidity as: *a moderate degree of wetness especially of the atmosphere*. Basically, humidity is how much water is in the air. As we all know, water, or moisture, is one of the two key components that mold needs to grow, the other being organic materials, especially ones containing cellulose. In our industry, testing for humidity becomes important when tracing the possible sources of a mold outbreak in one of our structures.

When mold is brought about because of a leaky toilet, a clogged downspout, or a leaky supply line under a sink, the source of moisture is obvious, and more often than not, the remedy is simple to determine. Many times, though, moisture is present, but the source is elusive. Ventilation (or lack thereof,) temperature, and relative humidity are three variables that become important in the hunt to determine the source of moisture. *Relative humidity* is the ratio of the amount of water vapor actually present in the air to the greatest amount possible at the same temperature.

Whoa... Wait... What? Yeah, I said that same thing. Let's try to make this easier to understand.

One fact that's important to know when determining problems with humidity, is that the warmer the temperature of the air, the more water vapor it can hold before condensing on the surfaces of the room, such as walls, windows, or ceilings.

Using a hygrometer, which is a device that measures temperature and relative humidity, we can get a measurement of how warm a room is, and also find the relative humidity of that same room. Let's use an example.

Responding to a work order in unit 2222, we use our hygrometer and find the temperature in the living area is 68 degrees Fahrenheit, and the relative humidity is 45%. This means that at a temperature of 68 degrees, the air currently has 45% of the total water vapor that it can hold at that temperature.

This may sound like a lot of moisture in the air, but humidity below 30% can lead to discomfort (dry skin and nose) and lower levels of relative humidity can cause wood to shrink, paint to crack, and static electricity to discharge. Levels above 60% to 70% can lead to problems with mold and mildew. So, for any given temperature, a relative humidity between 30% and 50% is acceptable. Remember, if the temperature drops, and that same amount of humidity stays in the room, the relative humidity will increase, as the cooler air cannot hold as much water vapor.

When responding to a work order for mold and mildew, the site staff should always bring two pieces of equipment. One is a Hydrosensor, to check for saturated surfaces, and the other is a hygrometer, to check temperature and relative humidity. This can help determine if the cause of the mold is caused by lifestyle or a lack of ventilation if the source of moisture is not apparent. Always document the temperature and relative humidity of the room or rooms on the work order. This will help track the cause of the mold or mildew.

Another example – In unit 2112, there are five occupants living in a two bedroom apartment, and they complain of mold on the wall by the living room window. The residents like to be frugal, and save money by keeping their heat bills to a minimum. They keep blinds closed, to help insulate their windows. The temperature of the unit is 65 degrees, and there is a relative humidity of 72%. There are no leaks that can be found, but the window has condensation. Determining the relative humidity of the unit helps us understand that the air just cannot hold all the water vapor, and it's collecting on the colder surfaces, such as the window and the outside wall. Some things that may help the situation are:

- Turning on the heat – higher temperatures can absorb water vapor
- Opening the blinds – ventilation is important and closing the blinds keeps the circulating air from helping to keep water from condensing.
- Keep the window weep holes clean – This will allow moisture that has collected to exit the unit
- Proper ventilation – be sure bath fans and vented range hood fans are in use, and are clean and properly working, but if the range hood fan is not vented, remember that the moisture from cooking will stay in the unit until ventilated by some other means. Often, this is just by opening a window for a period of time, although that can be hard to do during winter months.
- Installing a dehumidifier can be good, short term solution by quickly removing the moisture, but long term lifestyle changes must happen to keep moisture levels down.

By documenting that the temperature is 64 degrees, and the relative humidity of this unit is 72%, this will help create a record that the mold or mildew is created by the resident's lifestyle, and proper education is the key to solving the issue. It is vital that we work with residents to help them understand how to keep moisture at an acceptable level inside their apartments.

Some common causes of moisture:

- Multiple persons – Four people will produce three gallons of water vapor a day
- Cooking for long periods of time on high heat
- Keeping the windows shut
- Trying to save on energy bills by not using heat
- Not using the bath fan after showering
- Keeping blinds and doors shut
- Pushing objects, such as furniture or boxes against exterior walls
- Overfilling closets

Remember, using a Hydrosensor, and a hygrometer and documenting the results when responding to work orders involving mold or moisture is of paramount importance, and is one of your best tools in the education of your residents.

Please feel free to contact me if you have any questions

Scott Busch

COMMUNITY SIGNS

Glance over the list below — everything here should look pretty familiar. Do you have all of the necessary signage for Spring? Do all of your property's signs look their best?

If you see a sign below that you think your property may be in need of, don't hesitate to contact Greg Walker (gwalker@cambridges.com, 503-445-2794) at the Central Office. We need all of our properties looking their best and up to standards as we Spring into 2015!

PHOTO ID:



NO SMOKING:



WILL RETURN:



POOL & SPA:



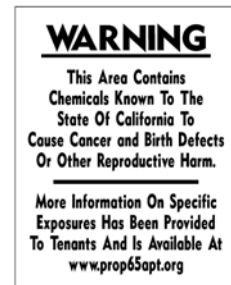
WASTE DISPOSAL:

(CA Required)



PROP 65:

(CA Required)



OFFICE HOURS



A-BOARD



LEASING BANNER ORDER FORM



If you need a new leasing banner to help drive traffic to your property please fax this completed order form to Elite Signs to start the process.

BANNER SPECS (banner size is 4' x 12'):

Phone Number: _____

Please Circle All Bedroom Types at Your Community: 1 2 3 4

- please check this box if you offer “affordable housing”
- please check this box if you do not require the accessibility logo

PROPERTY INFO:

Date: _____

Ordered _____ By: _____

Property _____ Name: _____

Ship To Address: _____

If you have any other questions regarding the purchase or use of these signs please contact your supervisor at the central office.

COORDINATE YOUR COMMUNITY CLEANUP!

APRIL 9—13TH

Site Management Staff,

We are hosting a company wide “Spring Clean-Up” for our residents this year. Each community will participate by providing drop boxes for our residents to use if they’d like to clean up their homes or to dispose of large items that would ordinarily not be allowed in the dumpster areas.

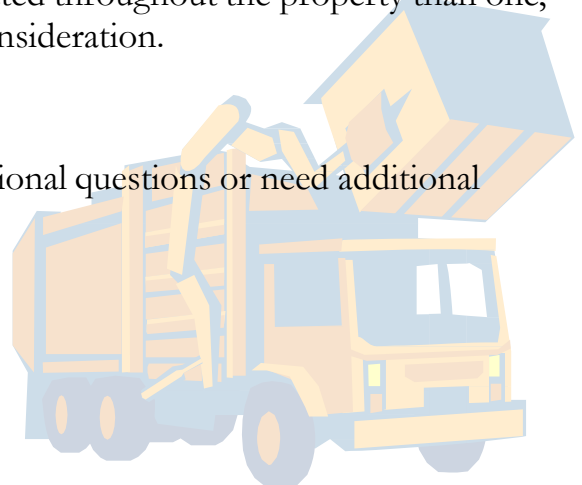
Attached you will find a brief half page flyer in both English and Spanish for you to distribute to your residents to communicate about the upcoming Spring Clean-Up. Below you will also find some guidelines when ordering and placing your boxes...

- Drop boxes should be **delivered on Thursday, April 9th and should remain in place until at least Monday, April 13th.**
- Be aware of local fire codes as well as parking when arranging the location of your drop box.
- Your drop box should be 30 yards for every 75-100 units on your property. Please order accordingly.
- Drop boxes can be ordered from your local waste removal company. If they do not offer drop box services, they should be able to refer you to another company that does provide this service.
- Trash hauling is a very competitive industry and getting a few different bids is a great way to know if you are getting a reasonable price.

Keep in mind the layout of your property. If residents would be more likely to participate as a result of having a few, somewhat smaller drop boxes located throughout the property than one, larger inconveniently located drop box, give this some consideration.

Please contact your supervisor should you have any additional questions or need additional clarification.

Thank you all for your hard work,
The Central Office Team



COMMUNITY SPRING CLEANING!

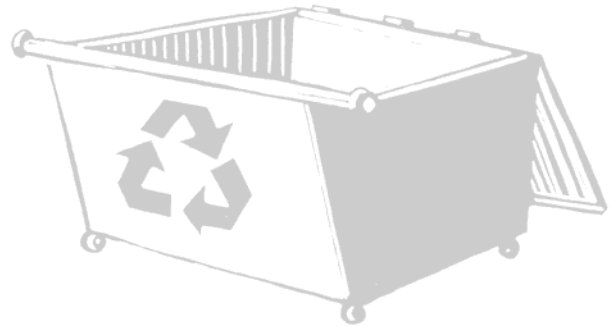
Need to clear your patio of clutter? Want to clean out all the junk that's been hiding in your closet? Maybe you have an old piece of furniture you've been meaning to get rid of?

Allow us to help save you a trip to your local landfill! **Thursday, April 9th to Monday, April 13th**, drop box bins will be conveniently located throughout your property for your waste disposal needs. *Please do not dispose of tv's major appliances, tires or hazardous materials.*

Join in with your neighbors as we throw out the old and make room for the new!

If you have a patio we hope you take this opportunity to clear it of any clutter so everyone can enjoy attractive surroundings.

Questions? Your on-site management team is happy to help.



COMMUNITY SPRING CLEANING!

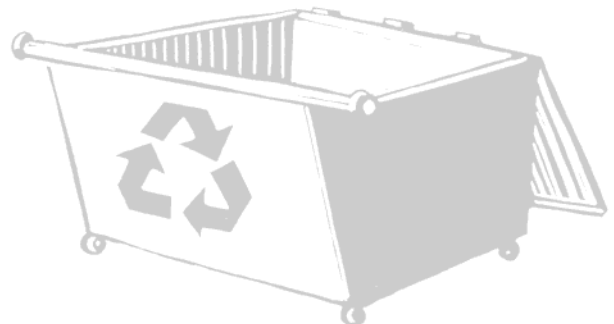
Need to clear your patio of clutter? Want to clean out all the junk that's been hiding in your closet? Maybe you have an old piece of furniture you've been meaning to get rid of?

Let us to save you a trip to your local landfill! **Thursday, April 9th to Monday, April 13th**, drop box bins will be conveniently located throughout your property for your waste disposal needs. *Please do not dispose of tv's major appliances, tires or hazardous materials.*

Join in with your neighbors as we throw out the old and make room for the new!

If you have a patio we hope you take this opportunity to clear it of any clutter so everyone can enjoy attractive surroundings.

Questions? Your on-site management team is happy to help.



¡LIMPIEZA DE PRIMAVERA DE COMUNIDAD!

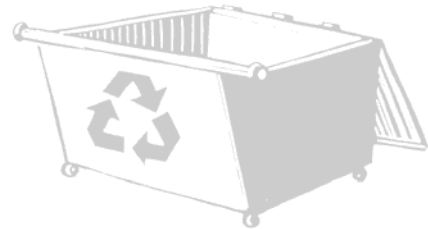
¿Tiene necesidad de vaciar su revoltijo de su patio? ¿Quiere limpiar toda la chatarra que ha estado ocultando en su closet? ¿Quizá tiene un mueble viejo que usted ha estado esperando para deshacerse de el?

¡Déjenos ahorrarle un viaje a su basurero local! **El jueves, 9 de abril al lunes, 13 de abril**, cajones de basura serán situados convenientemente a través de su propiedad para sus necesidades de la eliminación de desechos.

¡Unase con sus vecinos para deshacerse de lo viejo y hacer lugar para lo nuevo!

Si tiene un patio esperamos que usted tome esta oportunidad de deshacerse de su revoltijo y así todos pueden disfrutar de alrededores atractivos.

¿Preguntas? El equipo de la administración estará contento de poderlo ayudar.



¡LIMPIEZA DE PRIMAVERA DE COMUNIDAD!

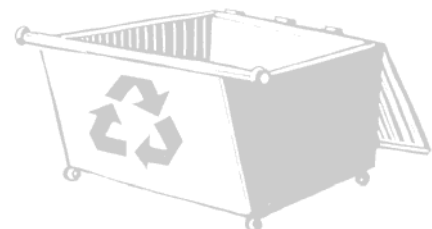
¿Tiene necesidad de vaciar su revoltijo de su patio? ¿Quiere limpiar toda la chatarra que ha estado ocultando en su closet? ¿Quizá tiene un mueble viejo que usted ha estado esperando para deshacerse de el?

¡Déjenos ahorrarle un viaje a su basurero local! **El jueves, 9 de abril al lunes, 13 de abril**, cajones de basura serán situados convenientemente a través de su propiedad para sus necesidades de la eliminación de desechos.

¡Unase con sus vecinos para deshacerse de lo viejo y hacer lugar para lo nuevo!

Si tiene un patio esperamos que usted tome esta oportunidad de deshacerse de su revoltijo y así todos pueden disfrutar de alrededores atractivos.

¿Preguntas? El equipo de la administración estará contento de poderlo ayudar.



FAIR HOUSING ARTICLES – PLEASE DISTRIBUTE TO ALL EMPLOYEES



Commissioner Brad Avakian
Bureau of Labor & Industries

Press Release

For Immediate Distribution

August 22, 2012

CONTACT: Bob Estabrook, 503-709-0730

BOLI Secures \$50,000 in Albany Fair Housing Case

Landlord attempted to charge a fee to accommodate a disabled woman's cat

ALBANY- The Oregon Bureau of Labor and Industries (BOLI) has concluded a settlement of unlawful discrimination charges against Brookshore Apartments in Albany. BOLI's charges against the property owners alleged attempts to charge a non-refundable "deposit" for allowing a woman with severe depression to keep a companion animal. The comprehensive settlement agreement includes not only a \$50,000 payment, but also policy revisions, training for the respondents' staff and ongoing monitoring by the state Civil Rights Division at BOLI.

"BOLI takes our responsibility to enforce state and federal fair housing law very seriously," said Brad Avakian, Oregon Labor and Industries Commissioner and chief of BOLI. "It is especially alarming when housing providers are not making reasonable accommodations for individuals with disabilities. These comprehensive settlement terms are a testament to our commitment to protect equal housing access for all Oregonians."

In addition to investigating and prosecuting potential violations of fair housing law, BOLI provides training to landlords and other housing professionals to promote compliance with the law before enforcement action is necessary. Brookshore Apartments and parent company Albany Properties are required by the settlement agreement to obtain annual training for employees as well as reporting to BOLI about every disability accommodation request received and how it's resolved for a period of two years.

"This case was ready for prosecution," Avakian continued. "When BOLI gets ready to bring a case like this to court, it's essential to have the formidable legal representation that the Oregon Department of Justice provides us. BOLI investigates more than 100 fair housing complaints every year from around the state, bringing tens of thousands of dollars as well as other remedies to harmed individuals."

Visit www.oregon.gov/BOLI for more information about all of BOLI's work to protect employment rights, advance employment opportunities, and protect access to housing and public accommodations free from discrimination.

The mission of the Bureau of Labor and Industries is to protect employment rights, advance employment opportunities, and protect access to housing and public accommodations free from discrimination.

Oregon officials settle housing discrimination case against Lake Oswego apartment complex owner

The California-based owner and operator of a Lake Oswego housing complex has agreed to pay \$475,000 to settle allegations that it failed to provide a reasonable accommodation to a disabled former resident, state officials announced Wednesday.

Oregon Labor Commissioner Brad Avakian and Attorney General Ellen Rosenblum said the housing discrimination settlement involving Prometheus Real Estate Group stems from a civil rights complaint filed in 2012 by Robin Buckley, a resident at the One Jefferson Apartments.

In October 2011, Buckley's husband, James Calogridis, requested a disabled parking spot closer to the couple's unit in the 342-unit complex because of a disabling condition that limited his ability to walk, according to the Bureau of Labor and Industries.

On Jan. 29, 2012, Calogridis fell in the parking lot of the housing complex and sustained significant injuries. He died several days later on Feb. 9, a day after the housing complex owners installed the requested signage.

State and federal laws prohibit housing discrimination based on disability, and require landlords to make reasonable accommodations. According to a news release, BOLI's investigation found substantial evidence of unlawful discrimination, including Prometheus' failure to make a reasonable accommodation for a tenant with disabilities.

"Oregonians with disabilities deserve equal access to housing, including reasonable accommodations," Avakian said in a prepared statement. "Our agency is committed to conducting thorough investigations and working closely with agency partners so that the civil rights of Oregonians are protected."

"Equal access to housing, especially for our most vulnerable citizens, is a basic component of equality in Oregon," Rosenblum added. The Oregon Department of Justice represented BOLI after the case moved to civil court.

According to its website, Prometheus is the largest private owner of multifamily properties in the San Francisco Bay Area and manages a portfolio of more than 13,000 apartments in the San Francisco, Seattle, Portland and Los Angeles metro areas.

Under the agreement, the company will pay a total of \$475,000 to Robin Buckley, and the Calogridis estate and for legal expenses.

The agreement stipulates that Prometheus must:

- Comply with the Oregon Fair Housing Act and the Federal Fair Housing Act (FHA).
- Provide BOLI with a list of all Prometheus-owned or managed properties.
- Report any property ownership changes or acquisitions to BOLI for three years.
- Conduct annual FHA trainings for all Prometheus employees.
- Maintain a "reasonable accommodation" log that documents tenant accommodation requests for BOLI on a semi-annual basis.
- Provide BOLI with its policies and practices for reasonably accommodating tenant disabilities for the agency's review.
- Notify all tenants of Prometheus properties in Oregon of their rights to reasonable accommodations.

Prometheus, headquartered in San Mateo, California, purchased One Jefferson Parkway in 2011 for \$51.2 million. The complex, built in 1988, is located in the Mountain Park neighborhood.

-- George Rede