

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!



Included in this packet:

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- **MAINTENANCE**
 - > Humidity Focus
- **WELLNESS**
 - > Focusing on Wellness
- **FAIR HOUSING**
 - > Prospective Community Residents-Ensuring compliance with Fair Housing Laws

ADDENDA

- Safety Newsletter
- Annual Spring Checklist!
- Window Screen Safety
- Humidity Article
- Leasing Banner & Signs
- Community Clean-Up

Grace Hill Employee Training

All site staff must complete a minimum of 8 classes per year and 2 classes per quarter on www.gracehillvision.com/cambridgeres

All site staff must complete Fair Housing I and II and Preventing Sexual Harassment each year.

To view the online courses: select "My Library" at the top right and then select "Online Courses".

To start a course: click "+Add" and then select "My Book Bag" to start the course.

You are no longer required to send course certifications to the central office. Class completions are tracked electronically.



Community Spring Clean-Up!



The Annual Spring Clean-Up is scheduled for March 30th through April 4th. 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 will be ordered and shipped to sites soon. 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!

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:

Miranda Baker
mbaker@cambridgeres.com



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>



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

Fair Housing

Prospective Community Residents- Ensuring compliance with Fair Housing Laws

From time to time we like to take the opportunity to remind all staff of the importance Cambridge places on abiding by fair housing laws that apply to prospects, applicants, and residents.

On occasion we are contacted by prospective residents who ask us general questions about our Criteria for Residency and whether their specific circumstances would result in a denial. As a reminder to us all, staff is strictly prohibited from answering any specific housing qualification questions.

The appropriate response to any inquiry regarding a prospect's eligibility for housing such as "are you felony friendly" is as follows: *"I'm sorry, I don't make those decisions, but I am more than happy to provide you with an application and our screening criteria. Cambridge Real Estate Services and (your property) Apartments rent to anyone who applies and qualifies."*

Each applicant is evaluated by the third party screening company using the same Criteria for Residency and is the only party authorized to do so. Always refer prospects with questions about qualifications back to Cambridge's published Criteria for Residency.



Respirators

Port-a-potties, gas stations, the drug store perfume aisle– there are lots of places you might wish you could filter the air you’re breathing. But there are times at work when protecting yourself from the air is necessary to your health, which is why Cambridge provides respirators for all site staff who need them.

Safety Meeting Log

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

When in doubt, wear that respirator:

Respirators protect your lungs and airways from dangerous substances like smoke, fumes, and gasses. Even if you're not sure you need a respirator, wearing it will ensure your safety and comfort.



But be smart about it:

If worn improperly or not kept clean, your respiration can actually cause you harm. To avoid having your respirator backfire:

1. **Follow directions:** Read the instructions that come with your respirator on how to use, clean, and care for it. Make sure you know what substances your respirator can and can't protect you from.
2. **Make sure it's legit:** Only use respirators that are certified to protect against the contaminants you're working with. You should look for a label or certification on your respirator or (more information in the Employee Safety Manual).
3. **Don't play with fire (or air):** If your respirator is not designed to protect you from certain contaminants, don't wear it into an atmosphere containing them. For example, a respirator only designed for dust particles will not keep you safe from fumes or smoke.
4. **Find your own darn respirator!** Make sure you keep track of your respirator so that you don't accidentally use someone else's. Aside from being rude, it can also be dangerous.



Let's recap: wear your respirator, but make sure it belongs to you and that it's the right respirator for the job. When at work, use it to protect yourself from contaminants. When sitting next to someone of questionable hygiene on an airplane... well, that's up to you.

For more details, see page 16 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

SAFETY REMINDER: WINDOW SCREENS

As the days begin to warm up windows will be open more often. Window screens are required in all windows at all properties. A window screen is as essential to the safe operation of an apartment as a smoke detector. These screens are very important for the safety of all residents, especially those living on upper floors. Thank you for your attention to this matter.

Please make every diligent effort to monitor and address missing window screens as a high priority.

For more information on Window Screen Safety check out this website:

<http://childsafety.screenmobile.com/Window-Screen-Safety.html>



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 ORDER FORM

If you need to order any of the below signs for your community please fax this completed order form to Elite Signs to start the process.

PHOTO ID:



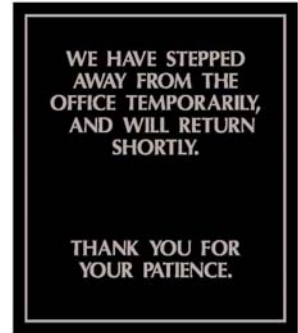
Quantity: _____

NO SMOKING:



Quantity: _____

WILL RETURN:



Quantity: _____

POOL & SPA:



Quantity: _____

WASTE DISPOSAL:

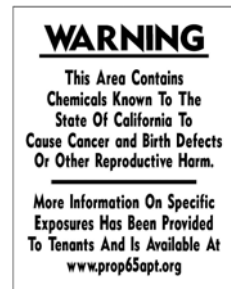
(CA Required)



Quantity: _____

PROP 65:

(CA Required)



Quantity: _____

PROPERTY INFO:

Date: _____ Ordered By: _____

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: 503.450.0230

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!

MARCH 30TH—APRIL 4TH

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...

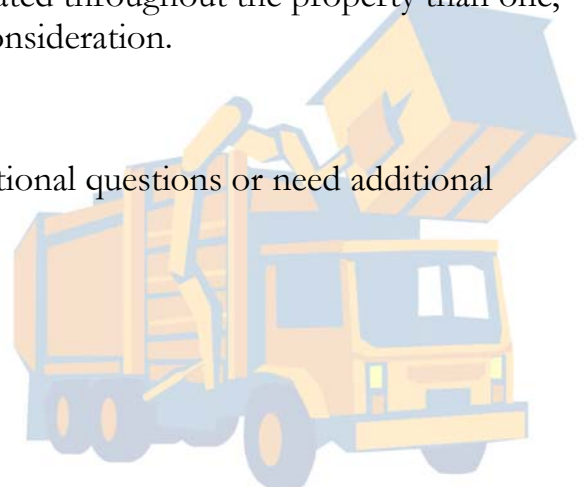
- Drop boxes should be **delivered on Thursday, March 30th and should remain in place until at least Tuesday, April 4th**
- Be aware of local fire codes as well as parking when arranging the location of your drop box.
- Your drop box should be 30 yards for every 75-100 units on your property. Please 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?

Let us save you a trip to your local landfill! **Thursday, March 30th to Tuesday, April 4th**, drop box bins will be conveniently located throughout your property for your waste disposal needs.

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

Wanting to clean up your patio to make way for all the new spring and summer plants? This is your chance!

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



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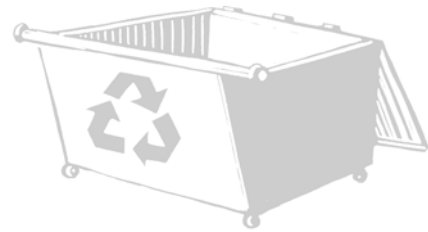
¿Tiene necesidad de vaciar su revoltijo de su patio? ¿Quiere limpiar toda la chatarra que ha estado ocultando en su closet? ¿Quizá tiene un mueble viejo que usted ha estado esperando para deshacerse de él?

¡Déjenos ahorrarle un viaje a su basurero local! **El jueves, 30 de marzo al martes, 4 de abril**, cajones de basura serán situados convenientemente a través de su propiedad para sus necesidades de la eliminación de desechos. *Favor de no tirar televisions, electrodomesticos, llantas y materiales peligrosos*

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

¿Quieres limpiar tu patio para abrir paso a todas las nuevas plantas de primavera y verano? Esta es tu oportunidad!

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



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