

SPRING INTO ACTION

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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!

Remember to regularly log in at www.cresapts.com/exchange to review this issue and other current news

Spring Cleaning!

Community Spring Clean-Up

The Annual Spring Clean -Up is scheduled for **April 11th through April 16th**. Be sure that your drop boxes are ordered soon and communicate with residents so they can plan some Spring Cleaning! See included flyer for more info.



Annual Spring Checklist



You'll find a spring 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 Maintenance Uniform Order

Uniforms will be shipped to sites soon! If you have any questions about your order, please contact:

Miranda Baker mbaker@cambridgeres.com

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. If you are in need of one, please contact Scott Busch. Right now, properties either have the full size 31" stainless steel Hydrosensor, or its compact cousin, the light blue 9" Wet Check Hydrosensor. 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. Reference number 154547



http://hdsupplysolutions.com/shop/product-digital_pocket_therm_hygrometer-154547

HUMIDITY— Please see "A Little Bit About Relative Humidity," a document designed to help you understand the relative humidity readings you get with your property's hygrometer. It's riveting, so please make sure all maintenance staff get a chance to read the article.

For any questions or more information, please contact Scott Busch sbusch@cresapts.com



Included in this Packet

- Humidity Focus Article
- Wellness Flyer
- Safety Update
- Spring Maintenance Checklist
- Uniform Order Reminder
- Community Signs Order Form
- Cambridge Banner Order Form
- Spring and Summer Flags
- Community Clean-Up
- Window Screen Safety
- Air Conditioner Installation Policy Form

Compliance Tip

It's 2018 Tax Season!

What better time of year to remind your residents to bring in a copy of their 2018 taxes for their next recertification?

You can keep these in their separate recertification folder and you will already have a jump start!

Pro Tip: Send out a reminder on **Friday April 26th** for everyone to bring in a copy with their May rent to be entered a drawing to win something special! *(with supervisor approval)*

Questions? Contact Christey Simkins in Compliance at csimkins@cambridgeres.com



Focusing on Wellness!

As a reminder, Cambridge offers the following Wellness Programs.

- **Smoking Cessation**
- **Weight Watchers Weight Management**

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

For more information about these programs, please contact Angela Cooper, Human Resources Director, at acooper@cambridgeres.com or **503.445.2793**

Safety Update

Personal protective equipment, commonly referred to as "PPE", is a variety of equipment worn to minimize exposure to hazards that can cause workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, physical, electrical, mechanical, or other workplace hazards. Please see the attachment detailing types of "PPE" used to minimize exposure to injury.

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

Grace Hill Training

Grace Hill Employee Training



All site staff must complete a minimum of 4 classes per year or 1 class per quarter on the Grace Hill Training website at: www.gracehillvision.com/cambridgeres.

All site staff must complete Fair Housing I and II and Preventing Sexual Harassment at hire and every 12 months. After that, complete Preventing Sexual Harassment and Fair Housing Refresher.

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.

Air Conditioner Installation Policy

Included in this packet is the Air Conditioner Installation Policy form (Tenant Tech Form C395). This policy went into effect in May 2018. Specifications have changed and any resident that is installing an air conditioner is required to submit the signed form stating that they are aware of the new policy. This is a great time to make confirm that your participating residents are in compliance, and have returned a signed form.

CAMBRIDGE

REAL ESTATE SERVICES

Spring Maintenance Checklist!

Property

- Vent & Hose Bib Covers** (it's the time of year to remove them)
- 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)
- Review Condition of A-Board Signs**
- 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)
- 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 is in place, extinguishers regularly serviced, not missing)
- Service Air Conditioners** (ensure proper operation before summer use)

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 6/30/18

COORDINATE YOUR COMMUNITY CLEANUP!

APRIL 11TH—APRIL 16TH

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...

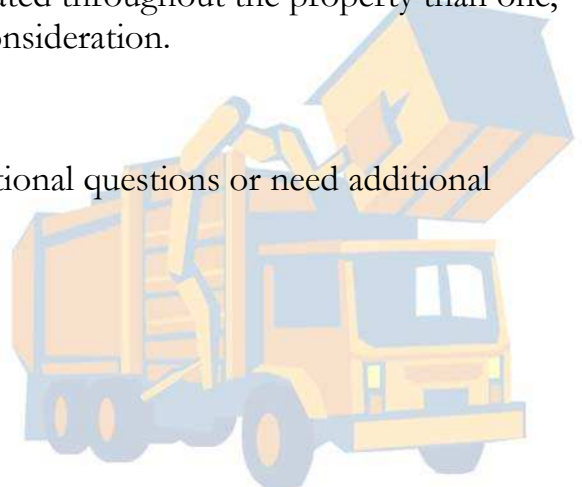
- Drop boxes should be **delivered on Thursday, April 11th and should remain in place until at least Tuesday, April 16th**
- Be aware of local fire codes as well as parking when arranging the location of your drop box.
- Your drop box should be 30 yards for every 75-100 units on your property. Please 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



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

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>



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, April 11th to Tuesday, April 16th**, 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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¡LIMPIEZA DE PRIMAVERA DE COMUNIDAD!

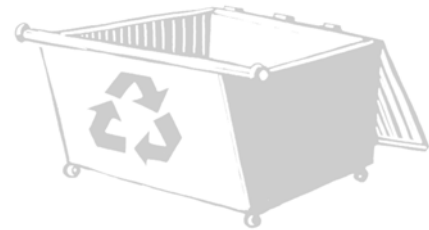
¿Tiene necesidad de vaciar su revoltijo de su patio? ¿Quiere limpiar toda la chatarra que ha estado ocultando en su closet? ¿Quizá tiene un mueble viejo que usted ha estado esperando para deshacerse de él?

¡Déjenos ahorrarle un viaje a su basurero local! **Jueves 11 de abril a martes, 16 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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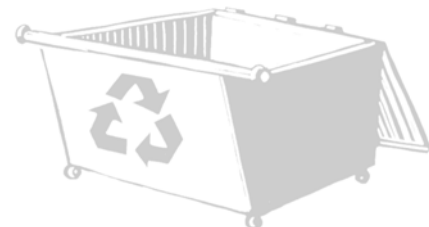
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Wellness Program



Any employee whose employment understanding (EU) is for 15+ hours per week is eligible to participate in the following wellness programs.

Please contact HR to find out more info or to enroll in the following wellness programs:



smoking cessation

- If an employee quits smoking and is nicotine free for 30 consecutive days, they may be eligible for a one-time \$300 bonus (subject to testing). If the employee remains nicotine free for 3 consecutive months, then the employee may be eligible for another \$300 bonus (subject to testing). After being nicotine free for 6 consecutive months each employee may be entered into an annual drawing for a possible bonus up to \$1,000. This bonus opportunity will happen around the first of the year or at our annual company meeting.
- Those that choose to participate will be subject to nicotine testing. Negative test results are required to be eligible for a bonus and to continue in the cessation program.
- This offer is available to eligible employees once every 12 months.
- Electronic cigarettes or nicotine gums/patches do not qualify as being nicotine free.



weight watchers

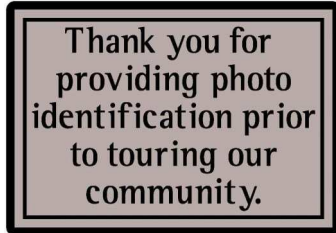
- **DO NOT ENROLL ON YOUR OWN, PLEASE CONTACT HR FOR ENROLLMENT.**
- Registration can take up to 10 business days to complete..
- Cambridge will cover the cost for 10 weeks of meetings (1 meeting per week) and 14 weeks of online registration which includes access to all the WW tools and points systems online or via mobile app.
- To find a meeting in your area, please visit: www.weightwatchers.com/meetingfinder.
- Cambridge will not track your progress or weight in any way. This plan is voluntary and is up to the employee to follow all guidelines.

Human Resources Department
acooper@cambridgeres.com
503-445-2793

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:



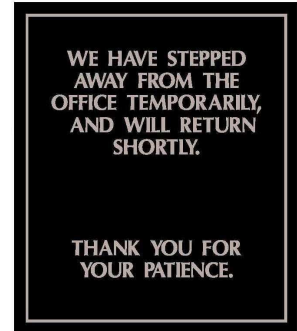
Quantity: _____

NO SMOKING:



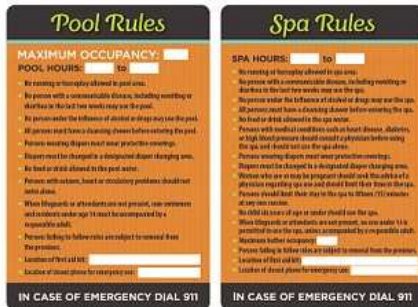
Quantity: _____

WILL RETURN:



Quantity: _____

POOL & SPA:



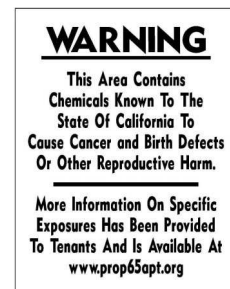
Quantity: _____

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

Cambridge Banner (144" x 48")

Choose Layout

Conventional Banner



Affordable Banner



Property Name: _____

Address: _____

Quantity: _____

Bedrooms: **1** **2** **3** (Circle all that apply)

Phone Number: _____

Handicap Accesibility needed: Yes No

Special Instructions: _____

Send order requests to Elite Signs at
info@elitesigns.net or call 503-775-1638



CUSTOM GRAPHICS SOLUTIONS

PERSONAL PROTECTIVE EQUIPMENT



Personal protective equipment, commonly referred to as "PPE", is a variety of equipment worn to minimize exposure to hazards that can cause workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, physical, electrical, mechanical, or other workplace hazards.

PPE must fit correctly and properly maintained to be the most effective. Employees must also know:

- Which type of PPE is appropriate for the particular job
- When the PPE is necessary
- How to put the PPE on, adjust, wear and take it off properly
- What the PPE limitations are
- The proper care, maintenance, useful life and disposal of the equipment

Types of Protection

Eye

Type *Safety glasses or goggles*

When There is a potential of eyes being struck by projectile objects, such as whenever using heavy tools or power equipment such as saws, drills, sledgehammers, etc.

Type Chemical splash goggles

When Working with chemicals.

Hearing

Type *Ear plugs or ear muffs*

When Using blowers, pressure washers, shop vacuums, power saws.

Foot

Type *Composite toed-shoes/boots or toe guards*

When Where there is potential for injury to the foot from rolling or falling objects, objects piercing the sole, or where feet may be exposed to electrical hazards, such as a static-discharge or electric-shock hazard.

Head

Type *Hardhats*

When When there is potential of force of impact resulting from a blow to the top of the head.

Respiratory

Type *Dust masks*

When Use for protection during any activity that produces small particulates such as sanding wood or drywall, sweeping, working with chalk or plant-related dusts.

Hands

Type *Gloves*

When As protection against injury or contamination, ranging from splinters to chemical burns to exposure to bacteria, etc. Be sure to choose the proper glove for that particular exposure.

AIR CONDITIONER INSTALLATION POLICY

Cambridge Real Estate Services acknowledges the desire of some residents to have portable air conditioning units in their apartment. Effective Spring 2018, our policies for such air conditioner installations include but are not limited to the following specifications:

- Residents may use Portable Air Conditioning Units. Through-the-window Air Conditioning Units are prohibited due to safety concerns
- For a variety of reasons, site maintenance personnel should not install resident-owned air conditioning units
- Portable Air Conditioners may be installed after May 1st
- Portable Air Conditioners must be removed no later than October 31st
- The resident is responsible for the storage of the portable air conditioner when not in season
- All installations must be uniform in appearance to the property
- Portable Air Conditioners must be 120-Volt only
- Portable Air Conditioners must use existing house wiring
- Portable Air Conditioners must not overload circuit
- Portable Air Conditioners must be in good working order
- Portable Air Conditioners must be installed such that power cords do not create potential trip hazards or create egress issues

Prior to the Spring of 2018, Cambridge Real Estate Services permitted the use of through-the-window air conditioners. For residents who established residency prior to May 1, 2018, consult with your site manager to determine if a "one summer season waiver" can be made available for the continued use of a through-the-window air conditioner for the 2018 summer season. The installation of cooling devices "through-the-window" included the following two provisions:

- Air Conditioners must be installed with the use of exterior brackets with manufacturer rating sufficient to hold the weight of the Air Conditioner without causing damage to the building
- Must use clear plexiglass and clear caulking to achieve a weather-tight installation

Residents are required to submit to management prior to the installation of the air conditioner unit, the specifics of the equipment which will be used and the resident must confirm that they are aware of the Air Conditioner Installation Policy.

Resident:

Landlord:
Agent for Cambridge Real Estate Services

Resident	Date
Resident	Date
Resident	Date
Resident	Date

Landlord's Representative	Date
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This institution is an equal opportunity provider and employer.
 If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

