

FALL INTO ACTION!



Included in this packet:

Fall Maintenance Checklist

You will find included in this Exchange the Fall Maintenance Checklist that should be distributed to all maintenance personnel. This checklist has been broken up into smaller lists by month to give rough guideline for tasks. Plan ahead and have an idea of how you will accomplish these tasks the month before they should be completed.



This list was developed by your maintenance supervisors and if you have any questions about the list or how to complete the tasks please ask one of them.

Maintenance Supervisor

Scott Busch

P: 503.919.1670

E: sbusch@cresapts.com

Fall Maintenance Uniform Order

The company provides Maintenance staff with uniforms which generally includes: shirts, sweatshirts, hats and a jacket.

Maintenance employees are also eligible to receive reimbursement for up \$100 dollars for either Carhartt work pants or work boots.



If you have any questions regarding your order please contact:

Miranda Baker

P: 503.450.0230

E: mbaker@cambridgeres.com

Fall and Winter Flags!

If your community is permitted to display flags you should have received an email from Miranda Baker with ordering instructions. New flags will arrived in October. If you have any questions regarding flags for your property please contact:

Miranda Baker

P: 503.450.0230

E: mbaker@cambridgeres.com

PAGE 2

➤ HUMAN RESOURCES

- > Grace Hill reminder
- > Smart Dollar reminder
- > Wellness reminder

➤ MAINTENANCE

- > Mold & Mildew
- > Ladders, Gutters & Roofs
- > Preventative Maintenance

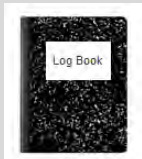
➤ OPERATIONS

- > Updated Fax Cover
- > S.E.R.C. cheat sheet
- > Yardi Help

ADDENDA

- Fall Maintenance Checklist
- Safety Program
- Updated Fax Cover
- Log Books
- S.E.R.C. cheat sheet
- Grace Hill Packet
- Mold & Mildew Remediation Guide

Manager and Maintenance Logs



Reminder that you should all be keeping a Manager Log on-site as well as a Maintenance Log. These records are imperative to community operations and we have included excerpts from the

SAFETY ALERT: Checking Smoke Detectors

Remember, each time you enter an apartment whether occupied or not, please take the few seconds necessary to test all smoke detectors. This habit can save lives by identifying inoperable smoke detectors before a fire incident occurs. If your property needs tamper warning stickers, please send a request to Vickie Weisser. E.mail: vweisser@cambridgeres.com

Human Resources

Finish Your Grace Hill Requirements Before End of Year!

By December 31st you should have all your Grace Hill required classes completed. We have included in the Grace Hill Employee Training Packet where you can find more information about the required classes each employee must complete, and interesting elective classes that are available online, as well as how to log into your account.



Required Classes:

- ✓ Fair Housing I
- ✓ Fair Housing II
- ✓ Preventing Sexual Harassment

Once these three classes are completed each employee should take an additional eight elective courses annually. We hope you enjoy the training and learn some interesting and useful information! To access Grace Hill and register as a new user, please visit the link below:

www.gracehillvision.com/cambridgeres

HR Reminder

See our Smart Dollar enrollment sheet for money saving tips and our wellness program reminder for information on programs to maintain a healthy work-life balance.

Maintenance

Mold & Mildew Remediation Guide

While temperatures begin to cool and we get more precipitation we need to heighten our awareness of mold and mildew as preventive measure.



Enclosed in this packet you will find Cambridge's Guidelines for Assessment and Remediation of Fungal



Contamination.

Please make sure this packet is available for all Maintenance Personnel to read and refer to. This is an expanded version of Chapter 20-A in the Cambridge Operations Manual. If you have any questions about mold, mildew or remediation procedures, please contact your supervisor.

Ladders, Gutters and Roofs

Make sure each maintenance employee reads the included and very important published safety guidelines about ladder, gutter and roof safety.

Preventative Maintenance Inspections Reminder

As a reminder, all units should have had at least one preventative maintenance inspection by this point in the year. Where does your property stand on preventative maintenance inspections? If you are behind, September and October are the months to catch up. Inspections can be disruptive to residents when left until late November or December.

Property Operations

Updated Fax Coversheet

We have had some changes in the central office and have updated our fax coversheet. Please find the newest version included in this Exchange.



Do You Know Who To Ask For Yardi Help?

If you are having a problem with Yardi and you need help you'll want to contact the Yardi Support Team. If you are unsure who this is you can find out on the eExchange under the "central office" tab and then under "the team": www.cresapts.com/eexchange



Email: yardisupport@cresapts.com

Don't forget to login to the e-Exchange for training materials, updates, calendar dates and much more. www.cresapts.com/eexchange

Who Does What in the Central Office?

We have included an updated copy of this publication for your easy reference. The Central Office Staff is here to support your efforts and please don't hesitate to let us know



Fall Maintenance Checklist

Autumn (Autumnal Equinox September 22)

September

- ✓ As a reminder, all units should have had at least one preventative maintenance inspection by this point in the year, and most should have had two. Where does your property stand? If you are behind, September and October are the months to catch up. Preventative maintenance inspections in late November and December can be disruptive to residents. Try to complete all preventative maintenance inspections remaining at your property by the end of October
- ✓ Schedule winter holiday coverage - Thanksgiving, Christmas, New Years, etc.
- ✓ Service central furnaces to assure proper operation before winter heating
- ✓ Labor Day - Holiday - Pools closed by mid-September
- ✓ Check common area lighting, photocells, and timers
- ✓ Final curb paint opportunity

October

- ✓ Gutter clean – collect vendor bids **all maintenance personnel must read attachment from safety manual about Ladder, Gutter and Roofs*
- ✓ Prepare for heater season - stock extra thermostats, heaters, and parts. Pay attention for heater fire hazards
- ✓ Irrigation systems winterized (check vendor contract)
- ✓ Remove exterior furniture (if applicable)
- ✓ Plant winter flowers and spring bulbs (time approximate) - check vendor contract
- ✓ Air conditioners must be removed by October 31st
- ✓ Building envelope inspections - check clearance between earth and buildings, check stairs, railings, patios, decks, siding, etc
- ✓ Autumn leaf removal (plan extra time to blow leaves)
- ✓ Replace furnace filters and/or clean heaters in common areas

- ✓ Inspect dryer ducts

November

- ✓ Prepare for inclement weather, have sand ready to spread on icy or snowy walkways
- ✓ Service snow blowers
- ✓ Check snow shovels for condition
- ✓ Begin winterization projects
- ✓ Close foundation vents
- ✓ Pool winterization
- ✓ Daylight Savings End - Adjust common area light timers back one hour. Inspect photocells and common area lights
- ✓ Thanksgiving Day - Holiday
- ✓ Install hose bibb covers
- ✓ Autumn leaf removal (plan extra time to blow leaves)
- ✓ Gutter cleaning (if leaves are finished falling)

Winter (Winter Solstice December 21)

December

- ✓ All winterization projects should be complete by now
- ✓ Christmas (Dec. 25) - Holiday
- ✓ Begin Christmas tree removal program
- ✓ All yearly fire extinguisher / fire suppression tests should be completed by now
- ✓ Traction material including such as sand or gravel. NOTE: Cambridge does not permit chemical or salt based ice-melt products and discourages Pea-Gravel
- ✓ If your community is located in an area that routinely experiences freezing weather **conditions, ensure you have an adequate supply of “Freeze Warning” Notifications on hand to distribute.**

Safety Program Update



Did you know...

1. Cambridge is proud to have very few employee work related injuries.
2. When they occur, slips, trips and falls are the number one injury our employees experience.
3. Lifting injuries, while less common, are the most serious injuries our employees experience. Lifting injuries can cause serious health issues. Get help or ask for vendor support when lifting heavy objects.
4. Most employee injuries happen during the first year of employment.
5. Holding monthly safety team meetings at your property is an OSHA requirement. Keep your safety meeting notes in an easy to access folder in your desk as proof that these meetings have occurred.
6. Addressing known safety hazards at your property proactively could make the difference in an employee or resident injury.
7. Safety of our employees and residents is our number one priority. Never take a safety short-cut just to save time on a job or task.
8. Each property should have an easily accessible:
 - first aid kit (HD item #129413)
 - eye wash station (HD item #129443)
 - protective eye wear (HD item #696621)
 - hearing protection (HD item #531073 and #531108)
 - disposable respirator (HD item #129331)
9. Cambridge will reimburse maintenance employees up to \$100 per year for either Carhartt work pants or work boots.
10. Ice cleats are part of our winter uniform order for employees in areas prone to ice and snow.
11. If you experience an injury of any type while on the job, please report it as soon as possible, so we can ensure you get the care you need.

Ladders, Gutters and Roofs

- Cambridge Real Estate Services does not authorize any employee to conduct roof work.
- Ladders over 24 feet are prohibited to be used by site staff.
- For any overhead work near electrical sources, use an appropriate ladder for the task (fiberglass, plastic, or wood). Metal ladders must not be used when working on or near electrical circuits.
- Straight or extension ladders should have safety feet or cleats. Stabilize them with lashing at the top and blocks at the bottom.
- Use ladders only on a stable base and not on boxes, barrels, or other insecure footings.
- Stepladders more than 10 feet high should be held by another worker. Don't step on the two highest rungs.
- Make certain the ladders are in good-working condition and the joint between the side rail and step are tight. Ladder fasteners (i.e., rivets, nuts, bolts, screws) must be secured in place and in good-working condition.
- Remove defective ladders from service and dispose of them immediately.
- Use portable stepladders with uniform space of 12 inches; parallel and level when the ladder is in this position.
- Use portable rung or cleat ladders positioned so that the horizontal position from top support to the foot of the ladder is one-quarter of the working length of the ladder.
- Position ladders away from doors unless door is blocked, locked, or guarded to prevent it from striking ladders. Provide a second worker to support the bottom or warning signs and barricades nearby.
- All portable rung ladders with reinforced rails must have metal reinforcement on the underside.
- Use stepladder steps (not rear brace supports) for foot placement when climbing.





Electrical Safety

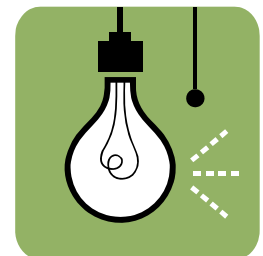
If you've ever touched an electric fence or put your fingers too close to a socket, you know what it feels like get a mild "bzzzzz." Now multiply that by a thousand, and you can imagine how dangerous working with electrical circuits and equipment can be. Even low voltage is powerful enough to kill, so be sure to follow these best practices for safely working with electricity.

Safety Meeting Log

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

MOST ELECTRICALLY-RELATED FATALITIES AND INJURIES COULD EASILY BE AVOIDED. TAKE THE STEPS TO PROTECT YOURSELF AND MAKE SAFETY YOUR #1 PRIORITY

1. **It's alive!** Treat all circuits and equipment as live and never try to adjust or repair them unless it's part of your job description and assignment. And remember, it's everyone's job to report hazards and maintenance needs to your supervisor ASAP.
2. **Kill it!** Before completing any work on live lines or equipment, de-energize all electrical circuits.
3. **Respect all protocols.** Follow proper lockout/ tagout procedures during repairs or when employees are in danger zones. Keep machines and equipment in a "zero energy state" during service or setup. A list of proper lockout/ tagout kits is available on the CRES Specifications Sheet (you can find the most recent version of this Spec sheet on the eExchange).
4. **Ditch the metal.** Never use metal ladders near electrical installations or equipment.
5. **Mind the atmosphere.** Never use spark-producing equipment in hazardous atmospheres or places where volatile processes are happening.
6. **Water + electricity = bad news.** Don't even think about using electrical equipment in damp or wet areas unless it's approved and proper PPE is utilized.
7. **Knowledge is power.** Read pages 26-27 of your Employee Safety Manual to learn how to safely work with electrical fixtures, wiring, flexible cords, permanent wiring, and power tools.



As amazing as electricity is (can you imagine life without power tools?), always remember that electrical circuits and equipment must be approached with the utmost respect and caution. To those of you who have been in the business for a while, of course, this shouldn't come as a shock.

For more details, see pages 26-27 of the Employee Safety Manual.

Guidelines for Assessment and Remediation
of Fungal Contamination

CAMBRIDGE

r e a l e s t a t e s e r v i c e s

Introduction

Mold, also referred to as mildew or fungus, is found throughout the environment. Mold growth may be caused by a leaking roof, pipe leaks, sewage backups, floods, high humidity, heating, leaks in air conditioning and ventilation systems, construction design defects in the building envelope and water-damaged building materials.

In the residential environment, molds can be found growing in wallboards, carpets, ceiling tiles, books and papers, plywood, wooden studs, and wooden furnishings. As long as moisture is present, molds will grow; without moisture, molds cannot reproduce.

Many molds and mildews are quite common and have no adverse health effects. A few species of molds however, if present in a large enough quantity, may have the potential to cause adverse health effects in certain susceptible individuals.

The conditions necessary for mold growth to occur on surfaces are:

- Moisture
- Temperature range between 40-100 degrees Fahrenheit
- Mold spores
- Nutrient base – Something the organism can metabolize, such as cellulose in wood, paper and ceiling tiles, or dirt in carpets and hidden areas.

The purpose of these guidelines is to establish procedures for addressing mold or mildew reported or observed at a property. Some of the material in these guidelines is taken from the Environmental Protection Agency and the Center for Disease Control. Please read in full the procedures, forms and related documentation contained in these guidelines.

ADDRESSING MOLD RELATED ISSUES

Mold requires a water source and prefers a dark, stagnant environment. Therefore, should a resident notify you of water intrusion, remove the existing water as quickly as possible, schedule repairs, and supply the resident with a dehumidifier. The use of ceiling fans, if available, and lower air conditioning temperatures are also highly recommended. All molds, should they be left untreated and allowed to grow, may cause health concerns for individuals suffering from allergies to mold, have immune deficiencies or sinus conditions. Our goal is to remediate all issues involving mold, and therefore reduce the health concerns of our residents.

Use the following guidelines when addressing mold or mildew reported or observed at a property.

At the Office:

1. Fill out a Maintenance Request form and in doing so record the observations of the resident regarding the presence of conditions that may be favorable to mold growth, or whether the resident believes mold growth is present. If a health concern is reported, immediately contact your Property Supervisor and submit an Incident Report to the Central Office. If the resident has had the mold tested, send a copy of the test results to the Property Supervisor.
2. Treat the service request as a priority.
3. Begin to complete the Mold and Mildew Tracking Log to reflect the Maintenance Request. Maintain the Log in the management office.

At the Service Location:

1. Determine the nature and extent of conditions favorable for mold growth, or mold, if any. Determine the source of any water infiltration or excessive moisture, both interior and exterior.
2. If a source of water or excessive moisture is found, stop the leak or cause of excessive moisture and completely dry out all affected areas immediately, or within 24 hours of notification. Consult the procedures for drying out surfaces in the remediation section of these guidelines.
3. If no mold is found, send a Mold and Mildew Resident Follow-up Letter and indicate the results of the investigation.
4. If mold is found, consult the procedures for drying out surfaces in the remediation section of these guidelines.
5. Use the Maintenance Request form or the Mold and Mildew Resident Follow-up Letter to inform the resident of the corrective action completed and additional steps to be taken, if any.

Back at the Office:

1. Before determining that the remediation will require the use of outside professionals or that a unit be vacated, consult the appropriate Property Supervisor.
2. Complete the Mold and Mildew Tracking Log to reflect what action was taken.

Within 7 – 10 days:

1. Send a Mold and Mildew Follow-up Letter.
2. Log the follow-up action on the Mold and Mildew Tracking Log.

COMPLETE EVERY STEP OF THESE GUIDELINES WHEN POSSIBLE.

Inspecting and Remediating Mold or Mildew

Inspection Procedures

A visual inspection is the first step in identifying the extent of moisture damage, which may create conditions favorable for mold growth. To the maximum extent possible ceiling tiles, gypsum wallboard, cardboard, duct line, wood, carpet, paper, and other cellulose surfaces should be given careful attention during a visual inspection. Kitchens, bathrooms, windows and HVAC systems should be scrutinized for a possible mold and mildew problem. Ceiling tiles, gypsum wallboard, cardboard, duct liner, wood, carpet, paper, and other cellulose surfaces should be given careful attention during a visual inspection.

An earthy or musty odor may also indicate that mold is present. The use of a moisture meter, to measure the saturation in building materials, is useful in evaluating the extent of water damage and determining when the appropriate moisture level has been restored. Under further investigation, it may be necessary to look inside of wall cavities of filter areas to determine the extent of any water damage or mold growth.

Once mold growth is observed, the extent of any damaged area should be evaluated in order to determine appropriate remedial strategies based on EPA guidance.

Remediation Procedures

Once mold is identified, it is essential to identify and correct the underlying source of water intrusion. Otherwise, mold growth will recur. Generally speaking, if mold is either seen or smelled, it should be remediated. Thus, a visual inspection is the first step to assessing a mold service request. According to the EPA guidelines, it is not essential to identify the types of mold (i.e. test) to remediate the situation. Under certain circumstances, however, it may be important to have building materials/air tested to determine the type of mold present. Consult with the appropriate regional maintenance manager before proceeding with any testing.

If extensive (i.e., the total surface area of visible mold is greater than 100 square feet or the potential for increased resident or remediator exposure during remediation is estimated to be significant), it is important to consult the appropriate regional maintenance manager.

Sampling and Testing

Sampling and testing are to proceed only upon the approval of the appropriate Property Supervisor and regional maintenance manager.

Bulk Sampling

- Bulk or surface sampling involves taking a sample of material and performing laboratory analysis. Sampling and testing are not a prerequisite to remediation.
- Bulk or surface samples may need to be collected to identify the type of mold if occupants are experiencing symptoms which may be related to mold exposure or to identify the presence or absence of mold if a visual inspection is inconclusive (e.g., discoloration or staining).
- Bulk sampling is to proceed only upon the approval of the appropriate Property Supervisor.

Air Sampling

- Air sampling may be utilized if the presence of mold is suspected (e.g., musty odors) but cannot be identified through visual inspection.
- Any air sampling must also include an exterior air sample as a baseline sample for the ambient environmental level of mold.
- If air sampling is conducted, personnel conducting the sampling must be trained in proper air sampling methods.

General Clean up Procedures

In all situations, the underlying cause of water accumulation must be fixed or the problem may recur. A prompt response (within 24 to 48 hours) and thorough clean up, drying and/or removal of water damaged materials will prevent or limit mold growth.

The EPA has delineated three levels of remediation, based on the total area of material affected by visible mold growth. Consult Clean Up and Mold (Table 1) and the following procedures, which are applicable to the Level I and Level II remediation procedures described above:

- Wear rubber gloves or vinyl gloves when handling moldy materials.
- Wear appropriate clothing and shoes, including eye protection; during clean-up of the area.
- Turn off all HVAC equipment.
- Exercise caution around any electrical equipment or fixtures.
- Make sure the area is well ventilated at all times during the removal process. Do not fan an area where mold is present or suspected.
- Read and follow the instructions and safety data sheets (MSDS) of all chemicals used.
- Wipe all surfaces with a non-ammonia soap or detergent in hot water to remove all loose mold.
- Use a stiff brush or cleaning pad on all uneven surfaces with detergent.
- At completion, rinse all surfaces clean with water. Use a wet/dry vacuum if necessary.
- Spray or wipe to disinfect the area with a mildewcide or virucide.
- Never mix ammonia with bleach.
- Let dry overnight.
- Remove and discard all porous or cellulose materials (e.g., wallboard) that appear to have mold on them. Contaminated absorbent material should be sealed in plastic sheets. Tape the plastic sheets closed before removing from the area.
- HEPA vacuum clean the entire work area at completion. (HEPA vacuums are available at The Home Depot or similar hardware/home center type stores.)
- Wipe clean all surfaces in the work area at completion of the cleaning and removal process.
- Wash hands thoroughly and HEPA vacuum all clothes during any break and at completion of the clean-up project.

The following equipment is available at most supply stores, such as Home Depot, and is useful to have on site to deal with water intrusion and/or mold remediation:

- Moisture meter
- High efficiency particulate air (HEPA) filtered vacuum cleaner
- Disinfectant or bleach and standard cleaning detergent
- Wet vacuum
- Blowers (have on site or know where to rent)
- Dehumidifiers (have on site or know where to rent)
- Localized containment bag (2-glove bags)
- Disposable clothing (1 box)
- N-95 disposable respirators (5 pack)
- 6-mil disposable bags (1 box)
- 6-mil polyethylene sheeting (2 rolls)
- Yellow caution tape (3 rolls)
- Plastic spray cleaning bottles
- Disposable scrub brush, sponges and cloths

Clean up and Mold (Table 1) Water Damage

Clean up and Mold Prevention Guidelines for Response to Clean Water Damage within 24-48 hours to prevent mold growth*

| Water Damaged Material* | Actions |
|---|---|
| Books and papers | <ul style="list-style-type: none"> • For non-valuable items, discard books and papers. • Photocopy valuable /important items, discard originals. • Freeze (in frost-free freezer) or freeze-dry. |
| Carpet and backing – Dry within 24-48 hours | <ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans. |
| Ceiling Tiles | Discard and replace. |
| Cellulose insulation | Discard and replace. |
| Concrete or cinder block surfaces | <ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. |
| Fiberglass insulation | Discard and replace. |
| Hard surface, porous flooring (linoleum, ceramic tile, vinyl) | <ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure under flooring is dry; dry under flooring if necessary. |
| Non-porous, hard surfaces (plastic, metals) | Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. |
| Upholstered furniture | <ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, you may wish to consult a restoration/water damage professional who specialized in furniture. |
| Wallboard (drywall and gypsum board) | <ul style="list-style-type: none"> • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible. |
| Window drapes | Follow laundering or cleaning instructions recommended by the manufacturer. |
| Wood surfaces | <ul style="list-style-type: none"> • Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying (use caution when applying heat to hardwood floors). • Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. • Wet paneling should be pried away from wall for drying. |
| <p>If mold growth has occurred or materials have been wet for more than 48 hours, consult Table 2 guidelines. Even if materials are dried within 48 hours, mold growth may have occurred. Items may be tested by professionals if there is doubt. Note that mold growth will not always occur after 48 hours; this is only a guideline.</p> | |

These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, chemical, or biological pollutants, then Personal Protective Equipment and containment are required by OSHA. An experienced professional should be consulted if you and/or your remediators do not have expertise remediating in contaminated water situations. Do not use fans before determining that the water is clean or sanitary.

*If a particular item(s) has high monetary or sentimental value, you may wish to consult a restoration/water damage specialist.

The subfloor under the carpet or other flooring material must be cleaned and dried. See the appropriate section of this table for recommended actions depending on the composition of the subfloor.

Clean Up and Mold (Table 2) Remediation Guidelines

Use professional judgment to determine prudent levels of Personal Protective Equipment and containment for each situation, particularly as the remediation site size increases and the potential for exposure and health effects rises. Assess the need for increased Personal Protective Equipment, if during the remediation; more extensive contamination is encountered than was expected. Consult Table 1 if materials have been wet for less than 48 hours, and mold growth is not apparent.

These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then the Occupational Safety and Health Administration (OSHA) requires PPE and containment. An experienced professional should be consulted.

Select the method most appropriate to the situation. Since molds gradually destroy the things they grown on, if mold growth is not addressed promptly, some items may be damaged such that cleaning will not restore their original appearance. If mold growth is heavy and items are valuable or important, you may wish to consult a restoration/water damage/remediation expert. Please note that these are guidelines; other cleaning methods may be preferred by some professionals.

CLEAN UP METHODS

Method 1: Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried. Steam cleaning may be an alternative for carpets and some upholstered furniture.

Method 2: Damp wipe surfaces with plain water or with water and detergent solution (except wood-use wood floor cleaner); scrub as needed.

Method 3: High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags.

Method 4: Discard – remove water-damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as normal waste.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Minimum: Gloves, N-95 respirator, goggles/eye protection

Limited: Gloves, N-95 respirator or half-face respirator with HEPA filter, disposable overalls, goggle/eye protection

Full: Gloves, disposable full body clothing, head gear, foot coverings, full-face respirator with HEPA filter

CONTAINMENT

Limited: Install polyethylene sheeting from ceiling to floor around affected area with a slit entry and covering flap; maintain area under negative pressure with HEPA filtered fan unit. Block supply and return air vents within containment area.

Full: Use two layers of fire-retardant polyethylene sheeting with a one-airlock chamber. Maintain area under negative pressure with HEPA filtered fan exhausted outside of building. Block supply and return air vents within containment area.

Table developed from literature and remediation documents including Bioaerosols: Assessment and Control (American Conference of Governmental Industrial Hygienist, 1999) and IICRC S500, Standard and Reference Guide for Professional Water Damage Restoration. (Institute of Inspections, Cleaning and Restoration, 1999); see Resources List for more information.

| Material or Furnishing Affected | Clean Up Methods | Personal Protective Equipment (PPE) | Containment |
|--|------------------|--|---|
| SMALL – Total Surface Area Affected Less Than 10 sq. ft. | | | |
| Books and papers | 3 | Minimum N-95 respirator, gloves, and goggles | None Required |
| Carpet and backing | 1, 3 | Same as above | None |
| Concrete/cinder block | 1, 3 | Same as above | None |
| Hard surface, porous flooring (linoleum, ceramic tile, vinyl) | 1, 2, 3 | Same as above | None |
| Non-porous, hard surfaces (plastics, metals) | 1, 2, 3 | Same as above | None |
| Upholstered furniture & drapes | 1, 3 | Same as above | None |
| Wallboard (drywall and gypsum board) | 3 | Same as above | None |
| Wood surfaces | 1, 2, 3 | Same as above | None |
| MEDIUM – Total Surface Area Affected Between 10-100 sq. ft. | | | |
| Books and papers | 3 | Limited or Full – Use professional judgment, consider potential for remediator exposure and size of contaminated area. | Limited – Use professional judgment, consider potential for remediator/occupant exposure and size of contaminated area. |
| Carpet and backing | 1, 3, 4 | Same as above | Same as above |
| Concrete or cinder block | 1, 3 | Same as above | Same as above |
| Hard surface, porous flooring (linoleum, ceramic tile, vinyl) | 1, 2, 3 | Same as above | Same as above |
| Non-porous, hard surfaces (plastics, metals) | 1, 2, 3 | Same as above | Same as above |
| Upholstered furniture & drapes | 1, 3, 4 | Same as above | Same as above |
| Wallboard (drywall and gypsum board) | 3, 4 | Same as above | Same as above |
| Wood surfaces | 1, 2, 3 | Same as above | Same as above |
| Material or Furnishing Affected | Clean Up Methods | Personal Protective Equipment (PPE) | Containment |

LARGE – Total Surface Area Affected Greater than 100 sq. ft. or Potential for Increased Occupant or Remediator Exposure During Remediation Estimated to be Significant

| | | | |
|---|------------|---|---|
| Books and papers | 3 | Full Use professional judgment, consider potential for remediator exposure and size of contaminated area. | Full Use professional judgment, consider potential for remediator/occupant exposure and size of contaminated area |
| Carpet and backing | 1, 3, 4 | Same as above | None |
| Concrete/cinder block | 1, 2, 3, 4 | Same as above | None |
| Hard surface, porous flooring (linoleum, ceramic tile, vinyl) | 1, 2, 3, 4 | Same as above | None |
| Non-porous, hard surfaces (plastics, metals) | 1, 2, 3 | Same as above | None |
| Upholstered furniture & drapes | 1, 3, 4 | Same as above | None |
| Wallboard (drywall and gypsum board) | 3, 4 | Same as above | None |
| Wood surfaces | 1, 2, 3 | Same as above | None |

Communicating Mold Issues to Residents

Residents may have questions or concerns regarding mold intrusion and remediation given the current media attention to this issue. In addition to the items below, should they wish to learn more about this subject, please refer them to the Environmental Protection Agency or Center for Disease Control websites.

1. A Mold and Mildew Addendum is to be signed by all new residents.
2. Keep residents informed with respect to repair and remediation issues.
3. If a condition is hazardous to a resident's health or if needed repairs pose a danger to residents, contact the appropriate Property Supervisor and Regional Maintenance Manager.

RESOURCES LIST

Center for Disease Control and Prevention (CDC)

(800) 311-3435 Information on health-related topics including asthma, molds in the environment, and occupational health.

CDC's National Center for Environmental Health (NCEH)

(888) 232-6789 "Questions and answers on Stachbotrys chartarum and other molds".

Occupational Safety & Health Administration (OSHA)

(800) 321-OSHA (800-321-6742)

www.osha.gov - Information on worker safety; includes topics such as respirator use and safety in the workplace.

Maintenance Log Book

Proper documentation and accurate record-keeping are essential daily tasks in property management. One area in which this is of vital importance is in maintenance.

Appropriate documentation of incoming and completed maintenance requests provides Cambridge with the following:

- ☞ Assurance that no request is missed or left incomplete
- ☞ Compliance with Fair Housing
- ☞ Data on the frequency, type and volume of requests
- ☞ An excellent tool for follow-up customer service with residents

A formal process such as this protects Cambridge from certain legal liabilities and exposure, minimizes room for error and consistently tracks activity at each site.

Once you have purchased a red, spiral-bound notebook, follow these instructions:

- ☞ Labels are provided for your convenience. The labels are affixed to the upper inside of the front cover and they indicate how each page is to be filled out. You may make labels of your own in the same format for each page if you wish.
- ☞ Log each incoming maintenance request by filling in the information in each column. Include common area and exterior maintenance issues as well as resident requests. Essentially any maintenance work is logged in this spiral.
- ☞ Be sure to note the date completed and initials of the person completing the request—train maintenance staff on using this log book, too.

As a thoughtful and effective means of resident retention, make sure to follow-up within three days of completion to confirm the job was completed to the resident's satisfaction.

- ☞ Keep the notebook in a place accessible to all staff—preferably next to the maintenance requests.
- ☞ DO NOT remove any pages. This is a document that can be used for court issues, if necessary. Use only pen, not pencil, to write in the notebook.

When the notebook is close to full, purchase another RED SPIRAL NOTEBOOK. When the log book is full, send the completed notebook to the Central Office. Cambridge will request all outstanding notebooks for each year at year-end and sites will mail these to Cambridge for permanent filing. (This may mean that only partially used notebooks are mailed in.)



A formal process such as this protects Cambridge from certain legal liabilities and exposure.

We have included the excerpt from the Operations Manual for instructions referring to the Manager Log. You will find this information in Chapter 2 Pages 2-3.

Manager Log

The manager log is used to document resident issues, pricing, concessions and discount changes.

- ☞ A new Manager Log is started on January 1. The previous year's log is to be sent to the Central Office on December 31.
- ☞ Obtain a hardback diary or black/white composition notebook.
- ☞ Use factual, succinct and professional language.
- ☞ Include sufficient detail to be of value at a later date, such as full names of the individuals involved, date and time of incident, description of the incident, witnesses or other supporting data.
- ☞ The information in the log book is useful for: completing the "resident conduct" section on the Weekly Progress Report; completing documentation for a request for violation letter; documentation in the event of court action; to document repair history; to show pricing, concessions and discounts that are implemented, based upon a certain time and not for specific and distinct applicants.

FALL MAINTENANCE UNIFORM INFORMATION SHEET

HOW TO ORDER:

1. EACH PROPERTY WILL RECEIVE AN EMAIL FROM THE UNIFORM COORDINATOR WITH ORDERING INSTRUCTIONS
2. HIT "REPLY" TO THE EMAIL
3. ENTER EACH EMPLOYEE'S UNIFORM ORDER ON A SEPARATE LINE OF THE TABLE INCLUDED IN THE EMAIL
 - MAKE SURE YOU CHOOSE EITHER PART TIME, OR FULL TIME (SEE BELOW FOR ELIGIBILITY)
 - ORDERS MUST BE RETURNED BY THE DUE DATE LISTED IN THE EMAIL
 - UNIFORM COSTS ARE BILLED TO YOUR PROPERTY THROUGH THE ACCOUNTING DEPARTMENT

AM I ELIGIBLE FOR A UNIFORM PACKAGE?

FULL TIME UNIFORM ELIGIBILITY:

- POSITION IS LISTED BELOW:
 - MAINTENANCE
- WORK 30 HOURS + PER WEEK or WORK 5 DAYS PER WEEK

PART TIME UNIFORM ELIGIBILITY:

- POSITION IS LISTED BELOW:
 - MAINTENANCE
- WORK 15 HOURS + PER WEEK or WORK 3 DAYS PER WEEK

IF YOU DO NOT QUALIFY FOR A UNIFORM PACKAGE PLEASE CONTACT
YOUR SUPERVISOR TO OBTAIN APPROVAL.

UNIFORM COORDINATOR:

MIRANDA BAKER

P: 503.450.0230

F: 503.450.0241

E: mbaker@cambridgeres.com

Things to keep in mind when ordering uniforms:

Uniforms may shrink slightly as they are washed

Employees provided with company uniforms are reminded that when in uniform, working or not, their conduct reflects on the company. For this reason, employees are asked to refrain from wearing uniforms except while on duty.

All uniforms, accessories or name tags issued by our company must be returned upon leaving our company.

Cambridge Training Program

Grace Hill

Grace Hill provides online training courses solely for the Property Management Industry. It is designed to help people, teams, and companies improve performance and reduce risk. Grace Hill has many years of industry training experience and expertise and a commitment to customer success.

Starting your training program today!

- ❖ To access grace hill and register as a new user, please visit the link below:
www.gracehillvision.com/cambridgeres.
- ❖ The following classes must be completed within your first 2 days of employment, and every 12 months after that (please set reminders on your calendar):
 - Fair Housing 1
 - Fair Housing 2
 - Preventing Sexual Harassment
- ❖ After that, complete a minimum of 2 classes every quarter.
- ❖ All time spent taking these training courses is paid time, please record on your timesheet accordingly.

New Account Set Up Information:

1. Go to website: www.gracehillvision.com/cambridgeres
2. Click “create an account” link (it is in the screen shot below – just below the password box and next to the login button)
3. Enter first and last name
4. Click continue
5. Enter property location (from drop down list)
6. Enter position (from drop down list)
7. Enter hire date
8. Create user ID and password and a password recovery question

Questions? Contact the Human Resources Department at (503)445-2793

Training Program

by Grace Hill



Grace Hill provides online training courses solely for the Property Management Industry. It is designed to help people, teams, and companies improve performance and reduce risk. Grace Hill has many years of industry training experience and expertise and a commitment to customer success.

Starting your training program today!



1 access and register

To access grace hill and register as a new user, please visit the link below:

www.gracehillvision.com/cambridgeres.



3 quarterly classes

After that, complete a minimum of 2 classes every quarter.



2 classes

The following classes must be completed within your first 2 days of employment, and every 12 months after that (please set reminders on your calendar):

- **FAIR HOUSING 1**
- **FAIR HOUSING 2**
- **PREVENTING SEXUAL HARASSMENT**



4 paid time

All time spent taking these training courses is paid time, please record on your time sheet accordingly.

Human Resources Department ●

503.450.2793 ●

CAMBRIDGE
real estate services

Cambridge Real Estate Services is committed to promoting and supporting a diverse workplace. We are proud to be an Equal Opportunity Employer.

cresapts.com

grace hill

SCIENCE-BASED E-LEARNING COURSEWARE FOR IMPROVED PERFORMANCE.



We've applied the latest advancements in learning science to the most comprehensive library of training courseware in the Property Management Industry. The result? A more engaging and meaningful training experience for learners, and a more effective and valuable online training program for your company.



COURSE FEATURES FOR YOUR NEEDS AND YOUR PEOPLE.



Self-paced learning with shorter learning modules



Interactive content, video instruction and real life scenarios



Mobile - accessible



Refreshed content, examples and practice scenarios



Downloadable and writable workbooks



Test-out Option: our courses are built with an accelerated track for experienced learners



Spanish Version: Because we care about making training accessible



Contemporary look-and-feel

grace hill

HR & COMPLIANCE



- ES Asbestos Awareness
- Business Ethics
- ES Defeating the Mold Monster
- ES Drug Free Workplace
 - SUPERVISOR VERSION** Drug Free Workplace
- ES Fair Housing
- ES Fair Housing II
 - Hoarding
- ES Lead Poisoning Awareness
- ES Sexual Harassment
 - SUPERVISOR VERSION** Sexual Harassment
 - SUPERVISOR VERSION** Sexual Harassment - CA
- ES Workplace Diversity
 - SUPERVISOR VERSION** Workplace Diversity
- ES Workplace Harassment
 - SUPERVISOR VERSION** Workplace Harassment
- ES Fair Housing For Maintenance

CUSTOMER SERVICE



Customer Relationship Management

ES CUSTOMER SERVICE SERIES

- 1 Be Proactive
- 2 Be Professional
- 3 Be Prompt
- 4 Be Personal

MAINTENANCE



LADDER SAFETY SERIES

- ES 1 Best Practices
- ES 2 Choosing a Ladder
 - Maintenance For Office Staff
- ES Preparing a Perfect Market Ready Apartment
- ES Preventative Maintenance



*** Along with our courses, you'll have access to 30 webinars on hot topics in the industry**

grace hill

MANAGEMENT & LEADERSHIP



Customer Relationship Management
Building a Team Culture
Conflict Resolution

SUPERVISOR VERSION Conflict Resolution

- ES** Dealing with Difficult People
- Employee Coaching
- Employee Engagement
- Employee Motivation
- Essential Skills for the New Supervisor
- Interviewing Skills
- Leadership: Profiles in Multifamily Housing
- Performance Management
- Property Management Financials

PROFESSIONAL DEVELOPMENT



Being a Team Player
Business Etiquette
Business Writing: Grammar Works
Crisis Management: Prevention & Preparation
Stress Management
Time Management

MARKETING



Creative Marketing Promotions
Curb Appeal
Marketing for Affordable Communities
Marketing Principles for Multifamily Housing
Traffic Generation

SALES & LEASING



Advanced Closing Techniques
Advanced Leasing
Advanced Telephone Techniques
Follow-Up Techniques
Introduction to Social Media
Resident Retention

LEASING SERIES

- 1 Planning & Preparation
- 2 Inquiry to Appointment
- 3 Touring the Community
- 4 Closing & Follow Up

QUICK START SERIES

- 1 Curb Appeal
- 2 Customer Service
- 3 Resident Retention
- 4 Internet Marketing
- 5 Make Ready Process
- 6 Onsite Sales
- 7 Telephone Techniques

LOW INCOME HOUSING CREDIT (LIHTC)

LIHTC SERIES

- 1 LIHTC Program Introduction
- 2 LIHTC Acronyms Definitions & Resources
- 3 Prepare for Audit
- 4 App & Verif Process
- 5 Household Composition
- 6 Income - Overview
- 7 Employment Income
- 8 Self-Employment Income
- 9 Social Security & TANF Income
- 10 Child Support Income
- 11 Unemployment & Workers Comp Income
- 12 Student Financial Assistance Income
- 13 Military Pay Income
- 14 Assets - Overview
- 15 Cash Banking & Retirement
- 16 Real Estate
- 17 Full-time Students

* Micro-Courses Available

MANAGEMENT & LEADERSHIP ELECTIVE PACKAGE

EMOTIONAL INTELLIGENCE SERIES

- 1 Understanding Emotions
- 2 Managing Emotions
- 3 Embracing Emotions

GENERATIONAL DIFFERENCES SERIES

- 1 The Multigenerational Workplace
- 2 Building a Bridge

LEADERSHIP SKILLS SERIES

- 1 Knowing Your Role
- 2 Talking the Talk
- 3 Walking the Walk

OFFICE POLITICS SERIES

- 1 Managing Office Politics
- 2 Office Politics & Professional Development

MARKETING COURSE ELECTIVE

Reputation Management

grace hill

SAFETY SERIES

SAFETY SERIES



-  Applying Electrical Standards
-  Bloodborne Pathogens
-  Fire Prevention & Safety
-  Hand and Power Tool Safety
-  Hazard Communication
-  Heat Stress
- Human Element
-  Lockout Tagout
- OSHA 300 - OSHA Recordkeeping Requirements
- Pandemic Influenza
-  PPE00 - Personal & Protective Equipment Overview
-  PPE01 - Introduction
-  PPE02 - Head Protection
-  PPE03 - Eye and Face Protection
-  PPE04 - Hand & Arm Protection
-  PPE05 - Body Protection
-  PPE06 - Foot Protection
-  PPE07 - Hearing Conservation
-  PPE08 - Respiratory Protection
-  PPE09 - Electrical Protective Devices
-  PPE10 - Levels of Protection & Protective Gear
-  Preventing & Addressing Electrical Violations
-  Preventing Back Injury
-  Preventing Slips, Trips & Falls
-  Recognizing Electrical Hazards
-  Safety & You - Supervisors
-  Safety Orientation
-  Using Electrical Safety Programs

MAINTENANCE COURSE ELECTIVES

-  Maintenance & the Resident Experience
 - Basic Electrical
 - Basic HVAC
 - Basic Plumbing
-  Battling Bed Bugs

RISK MANAGEMENT ELECTIVE PACKAGE

RISK MANAGEMENT SERIES

- 
 - 1 Risk Assessment
 - 2 Protecting People
 - 3 Protecting Property
 - 4 OSHA Compliance
- 

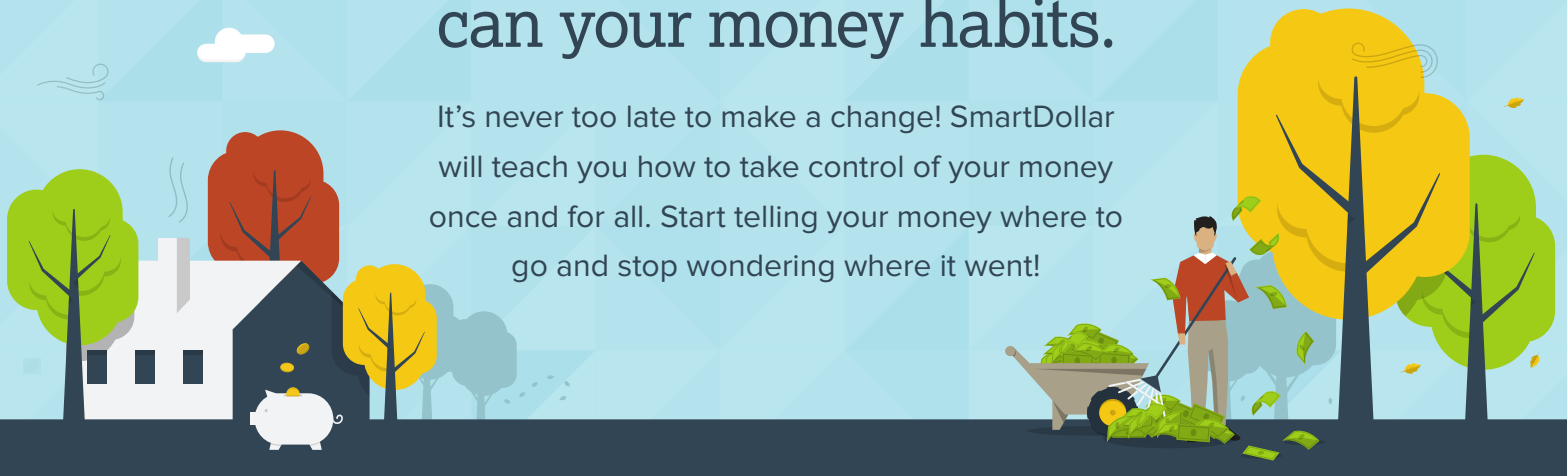
CRISIS MANAGEMENT SERIES

 - 1 Emergency Prevention
 - 2 Emergency Preparation
 - 3 Response
 - 4 Crime Awareness & Prevention

Get a Fresh Start!

Seasons change and so can your money habits.

It's never too late to make a change! SmartDollar will teach you how to take control of your money once and for all. Start telling your money where to go and stop wondering where it went!



YOU'LL LEARN HOW TO . . .

Jump-Start Your Money

Everyone knows they need a plan for their money, but where do you start? We walk you through practical steps anyone can follow.

Knock Out Debt

When you don't have debt, the world is your oyster. Learn how to eliminate those payments one at a time.

Retire in Style

Learn how to find the cash you need to retire with dignity.

Do College Debt Free

Saving for college can seem an impossible task, but if you plan ahead, you can make it happen debt free.

Secure Your Dream Home

A house is likely the biggest purchase you'll ever make. Learn the right ways and wrong ways to get your own piece of the American dream.

Demystify Your Credit Score

Your credit score seems like a mythical creature that no one understands. We will debunk the myths and give you the truth on credit scores.

Take the first step toward a smarter future! Enrolling is easy. Just go to the website below and sign up! The program is completely online so you can learn at your own pace and on your own schedule. Sign up today!

SIGN UP INFO

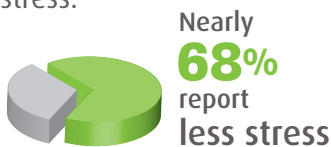
Life's stresses aren't a game

Real solutions are close at hand



Help with stress

A satisfaction survey of employees who used work-life balance EAP shows nearly 68% reported less stress.¹



When you have questions, concerns or emotional issues surrounding your personal or work life, you can count on us to offer help. Unum's work-life balance employee assistance program (EAP) offers unlimited access to master's level consultants by telephone, resources and tools online, and up to three face-to-face visits with a consultant for help with a short-term problem.*

Help for personal challenges, big and small

Keeping your work and personal life in balance can sometimes be tricky. Stressful situations can affect your health, well-being and ability to focus on what's important. That's when you can pick up the phone and speak confidentially** to a master's level consultant who can help you or a family member to:

- Locate childcare and eldercare services and obtain matches to the appropriate provider based on your or your family's preferences and criteria. The consultant will even confirm space availability.
- Speak with financial experts by phone regarding issues such as budgeting, controlling debt, teaching children to manage money, investing for college, and preparing for retirement
- Work through complex, sensitive issues such as personal or work relationships, depression or grief, or issues surrounding substance abuse
- Get a referral to a local attorney for a free, 30-minute in-person or telephonic legal consultation

You'll have access to an attorney for state specific legal information and services. If you decide to retain the attorney, you may be eligible to receive a 25% discount on additional services.

You also have unlimited website access at lifebalance.net where you can:

- Read booklets, life articles and guides
- View videos and online seminars, as well as listen to podcasts
- Subscribe to email newsletters
- Find information on parenting, retirement, finances, education and more

Balance can be a call or click away:

1-800-854-1446, English
1-877-858-2147, Spanish
1-800-999-3004, TTY/TDD

lifebalance.net

LifeWorks mobile app

user ID and password: [lifebalance](#)

MORE

To learn more or request your EAP wallet card, please contact your human resources department.

Work-life balance employee assistance program

Toll-free, 24-hour access

- 1-800-854-1446: English
- 1-877-858-2147: Spanish
- 1-800-999-3004: TTY/TDD

Online access

www.lifebalance.net; user ID and password: [lifebalance](#)



For reference only. Not actual card.

- Use health management online calculators and other tools to help you with topics such as losing weight or starting a new exercise program
- Access links to other informative websites
- Use school, camp, eldercare and childcare locators
- Use financial calculators, retirement planners, worksheets and more

Guidance for work-related conflicts

If you're a manager dealing with staff issues such as an employee who's feeling overwhelmed by his or her workload, you have unlimited access to guidance from a team of consultation experts. Call the toll-free work-life balance EAP number to:

- Have a confidential sounding board and objective view
- Work on communication and problem-solving skills
- Learn how to motivate your employees

If you are a supervisor or working to become one, you can visit the website at lifebalance.net to get information on managing people using resources such as:

- Electronic management newsletters
- Podcasts and articles for managers
- Self-assessment tools to be a better manager

If you would like to listen to podcasts and audio tracks on the go — or read articles or digital booklets on a mobile device — download the LifeWorks mobile app from your app store on your mobile device.

In addition to the LifeWorks app, a wallet card that includes the work-life balance EAP phone number and online access information is available. Please see your human resources department to request one.

* In California and Nevada, employees and their family members may confer with a local consultant up to three times in a six-month time period.

** The consultants must abide by federal regulations regarding duty to warn of harm to self or others. In these instances the consultant may be mandated to report a situation to the appropriate authority.

1 2012 4th Quarter Performance Dashboard Survey, Unum Group LTD and Life, Ceridian Corporation, December 2012.

unum.com

Work-life balance employee assistance program services are provided by Ceridian Corporation. These services are available with selected Unum insurance offerings. Exclusions, limitations and prior notice requirements may apply, and service features, terms and eligibility criteria are subject to change. The services are not valid after termination of coverage and may be withdrawn at any time. Please contact your Unum representative for full details.

Insurance products are underwritten by the subsidiaries of Unum Group.

© 2013 Unum Group. All rights reserved. Unum is a registered trademark and marketing brand of Unum Group and its insuring subsidiaries.

The Cost of Smoking

How much are you willing to spend and lose to light up?

According to MSNmoney.com, the costs of smoking can skyrocket fast due to insurance costs, dry cleaning bills and countless other expenses. Plus, smoking could even cost you your job!

The most startling statistic: A 40-year-old professional who quits smoking and puts the amount of money he or she spent on cigarettes into a 401(k) account could realistically save almost \$250,000 by the time he or she is 70 years old.¹ Now think about that question again. How much are you willing to pay to light up?

Here are some of the ways in which smokers lose out financially:

Cost of purchasing cigarettes and smoking-related materials (lighters, ashtray, etc.). The average cost of a pack of cigarettes is \$5.00.² Multiply that by a pack per day – that is \$35 per week and \$1,820 per year.

Insurance (health, life, property, etc.). A 20-year term life insurance policy would cost almost one and a half times as

much in premiums for a smoker as it would for a nonsmoker. Smoking is seen as a greater risk for insurers.

Resale value of cars is lower due to odor and burn damage. Dealers will knock down the trade-in value of a more expensive car by at least \$1,000 because of damage due to smoking.

Resale value of homes is lower due to damage (burn damage, odor in carpeting, window treatments, etc.). To clean carpet, it costs about 28 cents per square foot. Multiply that number by the number of square feet in a home and that's a big expense.

Cleaning expenses such as dry cleaning and teeth cleaning and/or whitening.

Loss of wages. Many studies suggest that smokers earn between four and 11 percent less than nonsmokers because they are perceived as less attractive and successful.

Fewer pension and Social Security benefits. If a smoker dies before age 65, he or she

will not collect Social Security, despite paying into it for years.

Losing out on a job opportunity or current employment because of a refusal to quit smoking.

Some employers require a nicotine test for job applicants, while an estimated 6,000 employers will not hire smokers at all. Still other companies will fine or even fire their workers for smoking.

Sources:

¹ "The high cost of smoking" - MSNMoney.com

² www.tobaccofreekids.org/research/factsheets/pdf/0099.pdf



A Financial Incentive to Quit

With all the money you're spending on your smoking habit, just think of what else you could do with that money if you didn't smoke! You could invest for your retirement, pay bills, go on vacation or reward yourself some other way.

FAX COVER SHEET

DATE: _____ **Total Pages (including coversheet):** _____

TO: _____

FROM (property/sender name): _____

RE: _____

PORTFOLIO SUPERVISORS
Fax To: 503.450.0241

- ___ BILL STEVENS
- ___ COLIN MACDONALD
- ___ DAMON KENYON
- ___ JANEEN KALLUS
- ___ JEFF PASSADORE
- Requests for Termination
- Incident Reports
- Capital Improvement Bids
- Supervisor Approval Items
- New Vendor Set Up
- Miscellaneous Urgent Items
- Requested Documents
- Other _____

SUPPORT STAFF
Fax To: 503.450.0241

- ___ ASHLEY WEAVER
- ___ CHELSA HARPER
- ___ ELISE RINGER
- ___ MIRANDA BAKER
- ___ TESS URTON
- ___ VICKIE WEISSER
- Carpet Inspections
- Collections Reports
- Uniform Orders
- Requested Documents
- Other _____

ACCOUNTING
Fax To: 503.546.7588

- ___ AGGIE INMAN
- ___ CARLA TATE
- ___ JASON CASEY
- ___ KIRSTEN BEIJER
- ___ LISA HOLTZ
- ___ MELISSA BERTRAND
- ___ PAM BERTRAND
- Accounts Payable
- Accounts Receivable
- SODA's (Late or Urgent Only)
- Requested Documents
- Other _____

REPORTING FAX: 503.450.0240 POWERSITE MONTH END

HUMAN RESOURCES
Fax To: 503.546.7588

- ___ ANGELA COOPER
- ___ DAISHA SORENSEN
- ___ DIANE RUNYAN
- Employee Benefits Items
- Payroll Dept. Correspondence
- Employee Evaluation
- Requested Documents
- Other _____

AFFORDABLE HOUSING COMPLIANCE

CA PROPERTIES
Fax To: 503.546.0101

ID & OR PROPERTIES
Fax To: 503.688.1542

- ___ CHRISTEY SIMKINS
- ___ SCOTT POOLE
- ___ ZOEY KURE
- TC/RD/HUD Compliance Files
- Compliance File Corrections
- TC or RD Schedule Updates
- Move In/Out Activity
- Audit Correspondence
- Requested Documents
- Other _____

MAINTENANCE
Fax To: 503.450.0241

- ___ SCOTT BUSCH
- Items for Approval
- Requested Documents
- Other _____

Who Does What at the Site Employee Resource Center?

| PROPERTY AND MAINTENANCE SUPERVISORS | |
|---|---|
| <p>Jeff Passadore Property Supervisor</p> | <p>Direct: 503.450.0233 Fax: 503.450.0241 Email: jpassadore@cambridgeres.com</p> |
|  | <p>Property Supervisor Fair Housing Officer Client Relations</p> |
| <p>Janeen Kallus Property Supervisor</p> | <p>Direct: 503.450.0238 Fax: 503.450.0241 Email: jkallus@cambridgeres.com</p> |
|  | <p>Property Supervisor Fair Housing Officer</p> |
| <p>Colin Macdonald Property Supervisor</p> | <p>Direct: 503.450.0234 Fax: 503.450.0241 Email: cmacdonald@cambridgeres.com</p> |
|  | <p>Property Supervisor Fair Housing Officer</p> |
| <p>Bill Stevens Property Supervisor</p> | <p>Direct: 503.450.0237 Fax: 503.450.0241 Email: bstevens@cambridgeres.com</p> |
|  | <p>Property Supervisor Fair Housing Officer</p> |
| <p>Damon Kenyon Property Supervisor</p> | <p>Direct: 503.445.2792 Fax: 503.450.0241 Email: dkenyon@cambridgeres.com</p> |
|  | <p>Property Supervisor Fair Housing Officer</p> |

| | |
|---|---|
| <p>Scott Busch Maintenance Supervisor</p> | <p>Direct: 503.919.1670 Fax: 503.450.0241 Email: sbusch@cambridgeres.com</p> |
|  | <p>Training Maintenance Standards Vendor Selection</p> |
| <p>ACCOUNTING & HUMAN RESOURCES TEAM</p> | |
| <p>Lisa Holtz CFO</p> | <p>Direct: 503.450.0242 Fax: 503.546.7588 Email: lholtz@cambridgeres.com</p> |
|  | <p>Property and Corporate Financial Manager Central Office Operations and Administration Information Technology</p> |
| <p>Angela Cooper Human Resources</p> | <p>Direct: 503.445.2793 Fax: 503.546.7588 Email: acooper@cambridgeres.com</p> |
|  | <p>Human Resources Management Employee Related Questions New Hire Orientation and Onboarding</p> |
| <p>Diane Runyan Human Resources</p> | <p>Direct: 503.450.0243 Fax: 503.546.7588 Email: drunyan@cambridgeres.com</p> |
|  | <p>Employee Payroll Benefits Administration</p> |
| <p>Daisha Sorensen Human Resources</p> | <p>Direct: 503.445-2796 Fax: 503.546.7588 Email: dsorensen@cambridgeres.com</p> |
|  | <p>Employee Payroll Benefits Administration</p> |

| | |
|---|--|
| <p>Todd Duncan Finance Manager</p> | <p>Direct: 503.450.0230 x262 Fax: 503.450.0241 Email: tduncan@cambridgeres.com</p> |
|  | <p>Property and Corporate Financial Manager Client Reporting and Analysis</p> |
| <p>Melissa Bertrand Property / General Ledger Accountant</p> | <p>Direct: 503.450.0244 Fax: 503.546.7588 Email: mbertrand@cambridgeres.com</p> |
|  | <p>General Ledger Accounting Property Accounts Payable Property Cash Flow Management Resident Move Out Processing New Property Transition Specialist</p> |
| <p>Pam Bertrand Property Accountant</p> | <p>Direct: 503.450.0235 Fax: 503.546.7588 Email: pbertrand@cambridgeres.com</p> |
|  | <p>Property Accounts Payable Property Cash Flow Management Resident Move Out Processing</p> |
| <p>Kirsten Beijer Property Accountant</p> | <p>Direct: 503.450.0236 Fax: 503.546.7588 Email: kbeijer@cambridgeres.com</p> |
|  | <p>Property Accounts Payable Property Cash Flow Management Resident Move Out Processing</p> |
| <p>Carla Tate Property Accountant</p> | <p>Direct: 503.445.2795 Fax: 503.546.7588 Email: ctate@cambridgeres.com</p> |
|  | <p>Property Accounts Payable Property Cash Flow Management Resident Move Out Processing</p> |

| | |
|---|--|
| <p>Aggie Inman Property Accountant</p> | <p>Direct: 503.445.2791 Fax: 503.546.7588 Email: ainman@cambridgeres.com</p> |
|  | <p>Property Accounts Payable Property Cash Flow Management Resident Move Out Processing</p> |
| <p>Jason Casey Property Accountant</p> | <p>Direct: 503.450.0245 Fax: 503.546.7588 Email: jcasey@cambridgeres.com</p> |
|  | <p>Property Accounts Payable Property Cash Flow Management Resident Move Out Processing</p> |
| <p align="center">COMPLIANCE TEAM</p> | |
| <p>Zoey Kure Compliance</p> | <p>Direct: 503.445.2797 Fax: 503.450.0241 Email: zkure@cambridgeres.com</p> |
|  | <p>Compliance Support Certifications Review / Approval Audit Management Tax Credit, HOME and RD Specialist</p> |
| <p>Christey Simkins Compliance</p> | <p>Direct: 503.450.0231 Fax: 503.450.0241 Email: csimkins@cambridgeres.com</p> |
|  | <p>Compliance Support Audit Support Certifications and Recertification Support</p> |
| <p>Scott Poole Compliance and Yardi Support</p> | <p>Main Line: 503.450.0230 ext. 260 Fax: 503.450.0241 Email: mbaker@cambridgeres.com</p> |
|  | <p>Yardi Support Special Projects Compliance Coordinator</p> |

| | |
|---|--|
| <p>Miranda Baker Compliance Support</p> | <p>Main Line: 503.450.0230 ext. 260 Fax: 503.450.0241 Email: mbaker@cambridgeres.com</p> |
|  | <p>Compliance Administrative Support Certifications and Recertification Processing Tax Credit Schedules Brochures, Flags Website and eExchange Coordination Safety and Monthly Newsletters</p> |
| <p>PROJECT AND SUPPORT STAFF</p> | |
| <p>Vickie Weisser Receptionist</p> | <p>Direct: 503.450.0246 Fax: 503.450.0241 Email: vweisser@cambridgeres.com</p> |
|  | <p>Phone & Fax Routing Mail and Shipping Coordinator Office Depot and HD Supply Support Carpet Inspections Business Cards (B&B Printing Coordinator)</p> |
| <p>Chelsa Harper Project Coordinator</p> | <p>Direct: 503.450.0248 Fax: 503.450.0241 Email: charper@cambridgeres.com</p> |
|  | <p>Special Projects Web Master Marketing Kronos Support Employee Training</p> |
| <p>Elise Ringer Property and Client Support</p> | <p>Direct: 503.450.0232 Fax: 503.450.0241 Email: eringer@cambridgeres.com</p> |
|  | <p>Supervisor Support Resident Letters and Notices Reasonable Accommodation Requests Reserve Requests Property Transition Coordination Owner Reporting Compilation and Distribution Lender/Insurance Inspection Coordination Travel Coordination Site Purchasing TenantTech/E-Form Updates</p> |

Tess Urton
Support Staff

Main Line: 503.450.0230 ext. 239
Fax: 503.450.0241
Email: turton@cambridgeres.com



Brochures, Flags
Website and eExchange Coordination
Event Coordination
Safety and Monthly Newsletters
Accounting Support
Surveys

Ashley Weaver
Property and Client Support

Phone: 503.445.2794
Fax: 503.450.0241
Email: aweaver@cambridgeres.com



Supervisor Support
Resident Letters and Notices
Reasonable Accommodation Requests
Reserve Requests
Insurance Coordination
Travel Coordination
Site Purchasing
TenantTech/E-Form Updates