

Cambridge eExchange

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Hello Employees!

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A friendly reminder that application fees in all states will be increased to \$45 effective August 1, 2020, with the exception of HUD properties.

Pool and Spa Maintenance During COVID-19

Pools and spas may be unavailable to residents this summer, but don't forget to keep up on maintenance! Keeping the pool water clean is serious business. Water needs testing and chemicals added as needed. Moreover, employees need to physically remove debris, such as leaves and branches, and monitor the filtration and heating systems. Pool maintenance also involves ensuring that the pool decking remains free of obstructions and doesn't become a slipping hazard. Some tasks should be performed daily or weekly, they include:

- Physically removing debris, both from the surface of the water and the bottom of the pool
- Maintaining chlorine levels
- Checking the water level and adding more if needed
- Checking the filter pressure and backwashing if necessary
- Pool chemicals need to be checked every day during the summer, either by maintenance or management
- Expiration dates of pool chemicals should be checked on a regular basis and stored in maintenance shops rather than the pool room.

Monthly tasks include:

- Testing pH, dissolved solids, and total alkalinity — and adding chemicals as needed
- Cleaning the pool filter
- Checking the operation of the pump and motor

Roommate Separation

Sometimes during tenancy, roommates may decide to go their separate ways or may want to add more roommate(s) to the lease. To accomplish this, typically an agreement is completed which re-establishes the ground rules for the remaining resident(s) and the vacating resident alike.

However, we do not have to agree to remove a roommate from the lease or add any residents to the lease unless the household is current on all charges. Charges may include but are not limited to unpaid rent, unpaid utilities and / or other ancillary fees such as parking or storage accrued since April 1, 2020.

Of course, there are some exceptions; note the roommate release (or addition, if applicable) is permitted even with a balance due, but only if:

- The situation is covered by VAWA or similar
- Due to a military order

Questions? Please do not hesitate to your Regional Manager or Property Supervisor

Careers with Cambridge

Keyholder – Maintains common areas in a clean, orderly and safe condition. Assists Property Manager in unlocking commons area doors as needed. ***Must live onsite*** Location: Oregon - Countrywood Manor, Surfwood Manor

Leasing Agent – Under the direction of the Property Manager, the Leasing Agent is responsible for leasing, marketing and maintaining positive resident relations within the community. Locations: Oregon - Gardenbrook/West Slope (PT), Squire's Court (PT)

Property Manager – Oversees daily activities including leasing, collections, residential relations, maintenance, general staff administration, and policy & procedure compliance. Location: Oregon – Stone Creek

Assistant Property Manager – Works in conjunction with the Property Manager to oversee the daily activities such as leasing, collections, resident relations, maintenance, general administration, and policy & procedure compliance. Location: California - Tuscaro; Oregon – Squires Court; Hood Village (PT)

Maintenance Technician – Performs moderate to difficult repairs and preventative maintenance to maintain the condition and appearance of the property. Locations: California - Dolores Lia (PT); Blue Oak Court; Washington - The Springs; Oregon - 2400 Brookwood/Crescent Ridge, Pinewood Manor; Stone Creek, Hidden Court/Glenfair, West Hills Terrace (PT); Portland Area – General Westside and Eastside

Assistant Maintenance Technician (Part Time) – Provides less complicated repairs and preventative maintenance at the direction of a senior Maintenance Technician. Location: Oregon – Pleasant Ridge

Plumber – Install, maintain and repair water and gas supply lines, heating systems and associated fixtures and appliances in residential apartment communities. Location: Oregon: Portland Area

To request an Application for Employment or for more career information, please contact Human Resources at hr@cambridgeres.com or 503.450.0237

COVID-19 Prevention and Exposure Update

There are an increasing number of reports of individuals coming into contact with others who have reported they have or may have been exposed to COVID-19. These reports include those actively working in our industry: site employees, vendors, residents, and so forth. These events are of concern as in a rental community setting, employees working as management or maintenance staff often encounter many residents during each day, thereby increasing the possibility that unintentional contact can contribute to the spread of the virus.

Prevention

To protect all parties, prevention must be the foremost concern, so follow the steps below before entering any apartment, or coming into close and continuing contact with others. Close and continuing contact is defined as within a distance of six feet, and for a duration approaching or exceeding 15 minutes.

Whenever possible, prior to interaction, CALL and ask if anyone in the home:

- Has tested positive to COVID-19, and if so when
- Is waiting for the results of a COVID-19 test
- Has been sick with COVID-19 symptoms during the last 14 days, and if so, what are/were the symptoms
- Has been ordered to (or made the decision themselves) to self-quarantine due to exposure

If the answer to any of the above questions is “Yes”, re-evaluate the necessity and urgency of site staff, vendors or other service providers coming into contact with members of the household, or entering into their apartment. Contact with such households should generally be avoided, with business records created to document the reason for delayed service for a period of at least 14 days after the positive test, or a similar number of days after symptoms have passed.

If all answers are negative, the following precautions must still be made before entering an apartment:

- Show up at the door wearing a mask and disposable gloves
- Request residents leave the residence or at a minimum remain in another room until notified the repair has been completed
- Maintain a distance of, at minimum, of 6 feet from all occupants of the household

Exposure

If, despite best efforts an employee becomes aware of exposure, immediately report the exposure via email to the Portfolio Supervisor and Angela Cooper in Human Resources.

Angela Cooper will then conduct a brief investigation and advise you of the next steps to take.

Maintenance Supply Levels

As we've become accustomed to living during COVID-19, one thing we've all become familiar with is supply shortages, whether that be toilet paper, hand sanitizer, or face masks. Many other supplies have become limited as well, ranging from chicken to bandsaws.

We're starting to see longer lead times when purchasing some supplies, such as kitchen or laundry appliances, or HVAC equipment. And, we have reason to believe that as more and more manufacturing plants require physical distancing for employees and COVID testing, production may slow down even more. We don't expect mass shortages such as we saw with cleaning supplies early on, but in some cases ordering something that we'd expect to arrive next day may arrive next week, or the week after.

To be proactive, we suggest that each of you should take a quick but thorough inventory of your shop and make an order of up to three months of these turnover and maintenance supplies. Granted, we're not asking you to run out with a blank check, pay particular attention to key items that you may need, such as toilet fill valves, faucets, or light fixtures, and plan to order accordingly. If you normally use one in a month, buy three. Don't feel inclined to buy more than that at this time, nor should you triple your entire inventory, only items that are crucial or high use items. As always, there is a need to balance inventory needs with budget, but let's be prepared to endure some longer than average wait times for parts. You should also continue to order these parts as you use them, so you should continue to have a larger than normal inventory until things get back to normal.

If you have any questions, please contact your Property Supervisor Scott Busch. Stay Healthy!

GRACE HILL ELECTIVES REMINDER

Have you completed your Grace Hill online course requirements yet? If you haven't already taken your assigned Sexual Harassment and Fair Housing courses, log in at <https://www.gracehillvision.com/cambridgeres> where you can access the Course Library for all required and elective courses!

Here are just some of the elective course options:

- Diversity & Inclusion (English & Spanish)
- Diversity & Inclusion for Supervisors (English & Spanish)
- Building a Team Culture
- Being a Team Player
- Conflict Resolution
- Leadership Development Series
- Crisis Management: Prevention and Preparation
- Stress Management

Be sure to record any training course time on your timecard. If you have any questions or need login assistance, email hr@cambridgeres.com or call 541.450.0237.