

April 2025

# Cambridge

## *Spring into Action*

### **SPRING INTO ACTION**

While we are working hard to ensure that our neighborhoods continue to look their best, the clocks are not the only things that are moving forward at this time of year.

The contents of this Exchange Newsletter have been included to help your team get ready for the change of the season.

### **SPRING CLEANING**

#### **Community Spring clean-up!**

The Annual Spring Clean-Up can be scheduled on a Thursday—Monday if you have not already done so. 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!

### **MANAGER WEEKLY REPORTS!**

Did you have a successful spring cleaning? Tell us about it! Keep your supervisor informed about your productive spring clean-up by including a recap in the next weekly report. Here is a reminder about the weekly report process.

Please remember to submit your Weekly Manager Report every Friday. Please remember that this is mandatory and needs to be completed each week.

**Please ensure that you label these reports with the name of the property and the date when you send them.**

- Glenbrook Weekly Manager Report 02.23.2025

Reports need to be submitted to [managerreports@cambridgeres.com](mailto:managerreports@cambridgeres.com) and to your supervisor

For further information and advice on the Weekly Manager Report, here is an article on [eExchange](#) that describes how to accurately fill out the report and goes over the following steps:

- Occupancy statistics
- Leasing Activity
- Maintenance Activity
- Vacancy
- Resident Issues
- Property Maintenance
- Staff
- General Operations

## FAIR HOUSING:

Occasionally, we utilize this chance to remind every employee of Cambridge's commitment to uphold fair housing rules that affect potential tenants, applicants, and residents.

Prospective residents occasionally get in touch with us to inquire about our general residency requirements and whether their situation will result in a denial. It is forbidden for staff to respond to any questions about individual housing qualifying, just to remind everyone.

When someone asks, "Are you felony friendly?" or any other question pertaining to a prospect's housing eligibility, the proper response is: I apologize; nevertheless, I am pleased to send you an application and our screening standards. I do not make those judgments. Rent is available for any qualified applicant at Cambridge Real Estate Services and (your property) apartments.

The independent screening company is the only entity permitted to examine applicants based on the same residency criteria. See Cambridge's stated Criteria for Residency if a potential student has queries regarding their qualifications.

## SPRING FLAGS

Spring flags shipped to properties January 30th. Please display the appropriate flag for the season.

**Magenta-** Spring/Summer  
**Orange-** Fall/Winter

## WINDOW SCREEN SAFETY

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.

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:

**For more info, see flyer on last pages**

## MAINTENANCE REMINDER: CAN I WEAR SHORTS ON THE JOB?

With the arrival of spring uniforms and warmer weather, oftentimes maintenance workers ask about the ability to "dress down" in short pants during particularly hot days. Cambridge is supportive of a comfortable work environment. The realities of maintenance jobs are such that short pants often "expose" our employees to other hazards which are minimized by the protection offered by work jeans or other pre-approved attire. Specifically: Exposure to chemicals or solvents used in maintenance activities is heightened when wearing shorts. Protections afforded by pants when working around building insulation, in crawl spaces or attics are often critical to a safe work environment.

If your staff feels that they need to adapt "warm weather attire", please note that such programs should be discussed with your property supervisor prior to implementation.

## FOCUSING ON WELLNESS:

As a reminder, Cambridge offers the following Wellness Programs.

- Smoking Cessation
- Weight Loss Reimbursement Program

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  
Daisha Sorensen in Human Resources at  
dsorensen@cambridgeres.com or 503-450-0237.**

# 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*
- **Spring Maintenance Uniforms** — *If you placed an order for your team, the uniforms will be shipped out in the next couple of weeks*
- **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*
- **Furnace/HVAC Filters** — *clean or offer replacement filters for residents, no less often than every 6 months*

## 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*

## COORDINATE YOUR COMMUNITY CLEANUP!

Site Management Staff,

We are hosting a companywide “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 a Thursday and should remain in place until at least the following Monday.
- 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 because 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 SERC Team

## **COMMUNITY SPRING CLEANING!**

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

Allow us to save you a trip to your local landfill! Thursday, \_\_\_\_\_ to Monday, \_\_\_\_\_, a drop box bin 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! If you have a balcony, we hope you take this opportunity to clear it of any clutter so everyone can enjoy attractive surroundings.

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

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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! El jueves \_\_\_\_\_ al lunes \_\_\_\_\_, 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!

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

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

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## HYDROSENSORS, HYDROMETERS AND HUMIDITY

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

- **HYDROSENSORS**—Every property should have this item. If you need one, please contact your supervisor. 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 they 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 for your next order. Reference number 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 your supervisor.

## RELATIVE HUMIDITY

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 often, 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 present in the air to the greatest amount possible at the same temperature.

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 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

## RELATIVE HUMIDITY CONTINUED...

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.
  - 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, although that can be hard to do during winter months.
- Installing a dehumidifier can be a 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.



## RELATIVE HUMIDITY CONTINUED...

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.**

# Important Reminders from Our HR Team

## **Timekeeping and Meal Breaks**

Cambridge Real Estate Services is required to abide by local, state and Federal law. One of these protections also involves timely meal and rest breaks along with accurate timekeeping. Employees will be receiving individual notices if they are not in compliance.

### **Rest Breaks**

Employees are entitled to one rest break of 10 minutes for every 4 hours worked. The break should be taken as much as is practicable, in the middle of each work period. Rest breaks are paid.

### **Meal Breaks**

See the chart below to determine when depending on your state of employment, you must start your required meal break. Meal breaks must be uninterrupted and are unpaid, so you must clock out at the beginning and clock back in after.

<b>Worked In State</b>	<b>Meal Break Must Start Between Work Hours</b>	<b>Second Meal Break Must Start Prior to Work Hour</b>	<b>Minimum Meal Break</b>	<b>Rest Breaks</b>
<b>California</b>	3 - 5	10	30 minutes	(2) 10-minute
<b>Idaho</b>	3 - 6	14	30 minutes	(2) 10-minute
<b>Oregon</b>	3 - 6	14	30 minutes	(2) 10-minute
<b>Washington</b>	2 - 5	11	30 minutes	(2) 10-minute

We strongly recommend taking your meal break away from your normal workspace so your breaks are uninterrupted. If your meal break is interrupted, you must re-start the 30-minute mealtime.

## **Waiving a Meal Break**

### **California**

First meal breaks may be waived if the workday concludes in 6 hours or less. Second meal breaks may be waived if the workday concludes in 12 hours or less (and the first meal break was not waived).

### **Idaho**

First meal breaks may be waived if the workday concludes in 5 hours 59 minutes hours or less.

### **Oregon**

First meal breaks may be waived if the workday concludes in 5 hours 59 minutes hours or less.

### **Washington**

First meal breaks may be waived if the workday concludes in 5 hours or less.

## **Timekeeping Policy**

Precise time entry helps to ensure records are accurate for payroll and compliance purposes.  
Per Cambridge policy:

- Clock in when you arrive at work.
- Clock out when you leave for your meal break.
- Clock in when you return from your meal break.
- Clock out when your workday is completed.
- Clock out if you leave work for any other reason (such as a doctor's appointment).
- Clock in as you return to work for any other reason.

Always enter your exact arrival and departure times in ADP. For example, if you arrive at work at 8:08 AM, it's essential that you record your start time as exactly 8:08 AM on your timecard – do not enter 8:00 AM or 8:00am. If you return from your meal break at 12:52 PM log your return time as 12:52 PM (provided you have taken the required minimum meal break period of 30 minutes). It is not compliant with the law or Cambridge company policy to “round” clocked times.

Failure to take your required meal breaks on time and failure to accurately record your time may result in disciplinary action up to and including termination.

“There is a reasonable expectation that a child should be safe within his/her own home”

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“There is a reasonable expectation that any window capable of being opened, will be opened”



Help us implement an acceptable passive barrier that will stop unacceptable accidents.  
A lot more children's lives will be saved.

**National Association For  
Child Window Safety**

2101 10<sup>th</sup> Ave, South  
Minneapolis, MN 55404.  
Phone: 612-599-0280  
Email: [info@childwindowsafety.org](mailto:info@childwindowsafety.org)

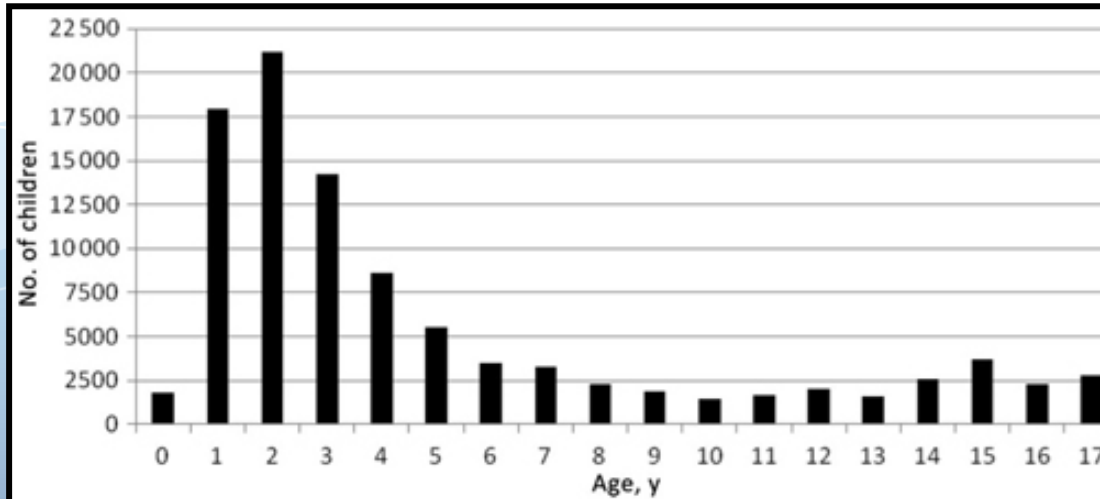
## National Association For Child Window Safety



**Working to Provide a  
Safer Tomorrow for  
Children**

# Finding a Solution

At National Association for Child Window Safety, we are conducting ongoing research to find the most cost effective and efficient way to find a solution to children falling. We strive to increase awareness for child window safety.



**FIGURE 1:** Number of children treated in US hospital EDs for injuries attributable to falls from windows in 1990-2008, according to year of age. Official Journal of The American Academy of Pediatrics

In recent years, an average of 5000 children falls out of window in a year.

A Study done by The American Academy of Pediatrics in year 2008 showed that most of the Children that fall out of windows are in the 1- 4 year old age range and it still remained the same in recent studies.

Children living in apartment buildings:

- Fall from windows at five times the rate of children in other types of homes.
- The height of the fall, rate of the fall, force of impact and surface child falls on influence severity.
- The greater the height of the fall, the higher the death rate.

Source: Cincinnati Children's Hospital

Solutions are simple. But there is a difference between a passive and active protection:

- Child Safety Screen- Passive
- Window Bars - Passive
- Window stops- Active

Benefits of Child Safety Screen:

- Saving lives saves heartaches
- Society money
- Maintenance cost
- Insurance Cost