

Cambridge *eExchange*

FOR CURRENT NEWS AND UPDATES

LOG IN TO THE EEXCHANGE AT:

<https://cresapts.com/eexchange>

If you need a login for the eExchange, please email your request to info@cresapts.com

Hello Employees!

December 2023

If you need assistance with Yardi or Rent Café please reach out to Yardi support yardisupport@cresapts.com

Rent Collection Reminders

The process of rent collection has a lot of moving parts. Chances are that most residents are diligent in delivering rent on time using a preferred payment method. Highly encourage residents to utilize RentCafe to make payments

There are always residents who are late with their rent more often than they are on time. Sure, they offer a newer and more creative explanation each month. And they make their best plea for a longer grace period and a waiver of that late fee. Their forlorn effort usually results in a visit later that afternoon with both the rent payment and the late fee.

The collection effort doesn't stop there. Managers are expected to be in good communication with residents who pay late rent on a chronic and consistent basis. Why is this important? Because our very own "Criteria for Residency" establishes that frequency and number of tardy rent payments is a primary factor for tenant approval. And if you would decline a future applicant for a history of repeated tardy rent payments, how can we overlook a current resident with the same pattern?

The Tenant Technologies EForms Program includes standardized communication for events like habitually late rent payments. These represent an ongoing violation of the terms and conditions of occupancy. A letter should be written whenever a resident falls into this repeated pattern of poorly managing their business relationship with your community.

For questions, please contact your Property Supervisor

What Exactly is an Emergency?

What should be declared an "emergency" for maintenance to be called after working hours? Fire or flood, sure. But what about a broken refrigerator? Or a tenant gets locked out of their apartment? It's not always obvious. It's important to be clear about what constitutes emergency maintenance.

Here's a helpful guide.

[What is an after-hours maintenance emergency?](#)

Oregon Paid Leave Program

The State of Oregon has implemented a new program, **Paid Leave Oregon**, which issues payments to qualified employees to cover leave of absences related to:

- Care for yourself or family members for birth of a child, to bond with a child after birth, adoption, or for placement of a child in your home through foster care
- Care for yourself during a serious health condition
- Care for a family member when they have a serious health condition, or
- If you or your child experience sexual assault, domestic violence, harassment, or stalking.

The Paid Leave Oregon plan covers a broader range of absences and has a higher pay rate than the Cambridge short term disability plan. Therefore, Paid Leave Oregon will be replacing our short-term disability plan for Oregon employees, effective 11/30/2023.

For further information, including how to apply, go to <https://paidleave.oregon.gov/>.

[Paid Leave Oregon Poster](#)

Don't Forget...

- Take your meal and rest periods without hesitation
- Accurately document your hours worked and the locations
- Complete your online timecard in a timely manner
- Overtime is to be pre-approved by your property supervisor or manager
- Check with HR if you're planning a leave of absence
- Pre-schedule vacations and PTO

Contact HR if you have questions regarding benefits.



Holiday Décor Guidelines

Cambridge recommends guidelines permitting installing holiday décor up to 14 days before the holiday and leaving those items in place up to 7 days after the holiday.

Save the Date!

Remember to mark your calendars and save the date for the Annual Cambridge Symposium 2024!

January 23rd – 25th

\$500 Referral Bonus Program

We are offering you the opportunity to earn a \$500 referral bonus for each applicant you refer that is hired and completes 3 months of service.

1. **Notify qualified friends,** relatives and prior coworkers of Cambridge openings
2. **See openings at** cresapts.com/careers
3. **Have the applicant** enter your FULL NAME on their application for employment
4. **If the referral is hired** and completes 3 months of service, you will receive on your paycheck within 30 days!

Contact an HR team member for more information. Some restrictions apply for payment of referral fees.

(503) 450-0230
HR@cambridgeres.com

Dealing with Abandoned Goods

When a household vacates and leaves behind any kind of abandoned property, we have a responsibility to document the item(s) and notify the former household of that property. This can range from an apartment left fully furnished to even a single item left behind after a move.

It's also our responsibility to store a tenant's abandoned belongings in a safe place until the tenant removes them or the required time period passes. If any of a former resident's personal property is disposed of without going through the Abandoned Property notice process first, we may potentially owe the value of that property and lose the right to claim any non-intentional damages against the resident.

Familiarize with the Operations Manual Chapter on Abandoned Property below. Pages 141 to 145 covers procedures for all states:

[Operations Manual V3.1 Jan 2023](#)

If you have any questions after reviewing this information, please contact your supervisor.

Careers with Cambridge

Cambridge is always accepting resumes. We are seeking individuals just like you to join our team.

Maintenance Technician: Performs moderate to difficult repairs and preventative maintenance to maintain the condition and appearance of the property.

Property Manager: Oversees the daily activities including leasing, collections, resident relations, maintenance, general office administration, and policy and procedure compliance.

Assistant Property Manager: Works in conjunction with the Property Manager to oversee the daily activities of the community including leasing, collections, resident relations, maintenance, general office administration, and policy and procedure compliance.

Evening Management Attendant: Responsible monitoring evening activity and maintaining positive resident relations with the community. Although living onsite may or may not be required, working from the site management office is a requirement.

A list of current job openings and applications for employment can be found on the [Careers Page](#).

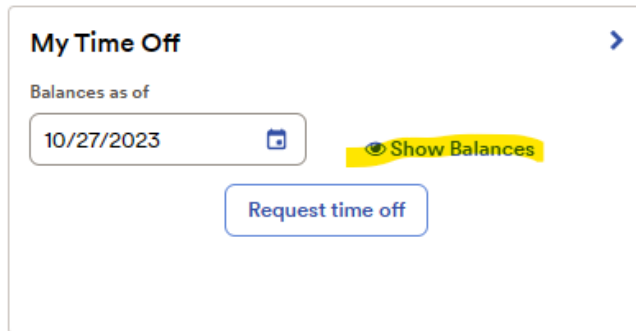
Please contact Cambridge Human Resource team at [\(503\) 450-0243](tel:5034500243) or hr@cambridgeres.com with any questions.

Floating Holiday

It is officially holiday season, and we need to begin scheduling our vacations. Keep in mind that you have floating holidays to use before they replenish on January 1.

To find out how many days of floating holiday you have available:

- Go to the Home page in ADP Workforce Now and click on Show Balances in the My Time Off box.
- These must be used in full day increments, 4 hours for part-time and 8 hours for full-time.



Take advantage of this new benefit and schedule your holiday vacations today! Thank You from your HR team.

Please contact the Cambridge Human Resources Team at [\(503\) 450-0247](tel:5034500247) if you have any questions

Paperless

Cambridge will proceed with its paperless initiative. When this occurs, make sure the documents you are scanning are readable and clear.

We recommend that you begin scanning documents now to establish a habit for when we fully implement the switch.

If you are having problems with the scans, please reach out to BlackPoint.

[1\(866\) 575-9512](tel:18665759512) or
servicedesk@blackpoint-it.com

Business Licenses

We ask that our property managers scan in a copy of the property's business licenses once they arrive onsite.

Please double-check the scanned document to ensure its legible.

Please email to info@cresapts.com

Cambridge Annual Open Enrollment Period

We are pleased to announce the period from November 6th through November 20th, 2023 has been designed as the Cambridge annual open enrollment period for your benefits which will be effective on January 1st, 2024.

Open enrollment is your opportunity to make changes to your benefits by adding, changing, or canceling insurance coverage.

Note: You only need to reenroll if you wish to continue to contribute to an FSA or additional HSA funds (beyond what Cambridge contributes). All medical, dental, and vision enrollments will rollover from 2023 to 2024.

Instructions

- Review the ADP Employee Enrollment Self-Service Guide for instructions on how to enroll, make changes or cancel coverage.
- Any changes not made to your benefits by November 20, 2023 will need to be made at the next open enrollment which will start on approximately November 15, 2024, for an effective date of January 1, 2025.

File Retention

It is important that site documents and reports are retained for specific periods of time. Each property should retain archived information at the property in a secure area. The following is a list of typical files/documents on site, the retention time and how to organize them.

Note: Always check with your supervisor prior to destroying documents at your property.

File/Document Type

Operational Files	Retention Time	Organized By
Guest Cards	Two Years	Month of the App; Last Name
Daily Traffic Logs	Two Years	Date
Marketing Scorecards	Two Years	Date
Manager Logs	1 year	Send to SERC 12/31
Rent Surveys	Two Years	Date
Weekly/Monthly Mgr. Reports	One Year	Date

Accounting Files

Yardi Receipt Batches	One Year	Date
Yardi Payables	One Month	Date
Petty Cash Requests	One Year	Date

Resident/Applicant Files

Resident Files	7 years from Move-out Date	Year; Last Name
Denied/Cancelled Apps	7 Years from Denial/Cancel	App Year; Last Name
First year TC files	Forever	Apartment number
Apps removed from waiting list	7 Years from date of Removal	Date of Removal; Applicant's Last Name
Waiting Lists	7 Years from transfer to New	Date of List

Maintenance Files

Permanent Maintenance Files	Forever	Date
Maintenance Logs	1 year	Send to SERC 12/31
Maintenance Requests	Forever in Maintenances Files	Date of Completion
Key Logs	Two Years	Date
Carpet Samples (damaged)	Six Months after Placement	Apartment Number; Date

Cambridge utilizes a 4 or 5 drawer locking HON vertical filing cabinet. If you need a new or additional file cabinet, please contact your supervisor.