

# Cambridge eExchange

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<http://cresapts.com/eexchange>

## Hello Employees!

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Don't forget to mark your calendar for the annual Spring Community Clean-Up week beginning on Monday, April 11<sup>th</sup>. Drop boxes will be coming soon.

### Maintenance Update: Can I Wear Shorts?

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
- Practical considerations about working in relatively unsanitary conditions such as challenging vacancies or "not-so-pretty" occupied units.

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.

Please see the attached flyer with more information regarding maintenance uniforms and the Cambridge Dress Policy.

### Pest Control Management

It's that time of year again and as temperatures begin to rise, so too do the reports of those pesky seasonal pests. Educate residents on identifying and reporting soon as possible. This avoids delays in treatments and unnecessary costs. (*Hint: The best time to cover this is at move in*).

**Inspect:** Inspections by site staff are warranted in all cases. It may be necessary to bring in a third-party professional to assist in identifying and creating an effective treatment plan. For situations involving cockroaches, bed bugs, rodents, and in some cases fleas, any unit that touches the reporting unit needs to be inspected.

**Document:** Photos, reports, emails, third party inspections – document each and every time you or someone on our behalf are in the apartment and follow through with requests to residents such as any pre-treatment requirements. Make sure that your vendor knows to document the source unit. This is a critical part of the process that allows for management to bill the appropriate parties for the event(s).

**Follow up:** Follow up with resident, pest control company, and to ensure any required actions are being complied with. Reinspect, as needed, per your pest control specialist.

**Do not delay beginning treatment** and contact your property supervisor if any barriers to fully addressing the pest issue arise. Remember that the goal is to locate a reliable service provider who will treat, on demand, effectively and at a price.

## Compliance

Join us in welcoming Rebekah Lopez to the Compliance Department!

There are a few notable changes that have taken effect this year:

#### Cost of Living Adjustments

- Social Security had a Cost of Living Adjustment (COLA) effective January 1, 2019 of 2.8%

#### Minimum Wage Increases

- 2019 California Minimum Wage is \$12.00 - **Effective January 1, 2019**
- 2019 Oregon Minimum Wage – **Effective July 1, 2019** – *Please see the map posted on the eExchange to determine your area.*
  - Standard \$11.25
  - Portland Metro \$12.50
  - Nonurban Counties \$11.00
- 2019 Idaho Minimum Wage is \$7.25 – **No Change**

Happy Calculations! The Compliance team can help with any prorations that might be needed. Contact Zoey, Christey, or Rebekah with any questions.

### ADP Time Keeping Approval

As we fully transition to ADP's on-line time keeping module, a new responsibility will be assigned to all site managers. This involves **SITE MANAGERS REVIEWING HOURS POSTED** for those employees working at your property or properties.

The review of reported work hours is essential. To help you understand this responsibility, we are introducing two brief training courses. These courses provide you an overview of the Time Keeping **approval** process.

**Have you completed these trainings? If not, please log in to <https://workforce.now.adp.com>.**

Required trainings:

- Time Off for Managers and Supervisors (1)
- Approving All Employees' Timecards

Login to [www.cresapts.com/eexchange](http://www.cresapts.com/eexchange) for more information.

# Dress policy: Making an appearance



Cambridge Real Estate Services is committed to conducting our business activities in a professional work environment. Your appearance is a reflection of you and of Cambridge and is collectively important to our residents, clients, visitors and co-workers. Employees are expected to present a clean and neat appearance and dress according to the requirements of their position. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. While at work, you are required to wear clean, appropriate clothing and shoes. The company publishes the following guidelines, consult your supervisor or Human Resources if you have questions.

## piercings:



Earrings should be small or moderate sized and no more than 3 piercings per ear. Ear gauges should be smaller than 10mm. One small nose stud is allowed; no rings or septum piercings are permitted. No other visible pierced jewelry or body adornments are allowed without prior approval by management.

## tattoos:

We want your professional interactions to be free from distraction. Tattoos are allowed, but not on your face or visible portions of your neck. If a neck tattoo can be concealed from public view through otherwise appropriate wardrobe choices, please bring this to the attention of the Human Resource Department for consideration. Treat tattoos as you would speech: you are not allowed to swear, make hateful or sexual comments, or lewd jokes in the workplace and neither should your tattoos.



## uniforms:

As a matter of company policy, all maintenance staff are required to wear company issued uniforms while on duty. This policy reflects workplace circumstances which require that maintenance workers be present in the homes of residents on a regular and recurring basis. A readily visible uniform identifies you as an employee and professionally communicates your status as a representative of Cambridge while working inside or around the home of our residents.



## hair:



Bright or unnatural hair colors are not permitted in the workplace. If an employee chooses hair color that is not permitted it should be concealed so that it does not create a workplace distraction.

Our clients' and residents' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct owner and resident contact, you represent the company with your appearance as well as your actions.

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**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](http://cresapts.com)