

# FALL INTO ACTION

## 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 Operations Manual for your review. Please let us know if you have any questions.

**\*\* Don't forget to regularly login to the Exchange for training materials, updates, calendar dates, and more\*\***

## 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 to two pairs of Carhartt work pants per year at a cost not to exceed \$50 per pair of \$100 per. If you have any questions regarding your order please contact:



**Miranda Baker**  
P: 503.416.0646  
E: mbaker@cambridgeres.com



### ➤ MAINTENANCE

- Fall Maintenance Checklist
- Ladders, Gutters & Roofs
- Uniform Order Sheet

### ➤ OPERATIONS

- Yardi Help
- Community Flags
- Updated Fax Cover
- Manager Log Books

### ➤ HUMAN RESOURCES

- Grace Hill Training
- Safety Program Update

## 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 in the central office without delay. Email: vweisser@cambridgeres.com

## Fall and Winter Flags!

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

**Miranda Baker**  
P: 503.416.0646  
E: mbaker@cambridgeres.com

## Fall Maintenance Checklist

Included in this packet is the Fall Maintenance Checklist to 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.

Director of Maintenance

**Scott Busch**  
P: 503.919.1670  
E: sbusch@cresapts.com

# Property Operations

## 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](http://www.cresapts.com/eexchange)

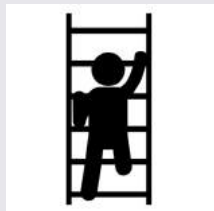
Email: [yardisupport@cresapts.com](mailto:yardisupport@cresapts.com)



## Maintenance

### Ladders, Gutters and Roofs

Make sure maintenance employees read the included and very important published safety guidelines about ladder, gutter and roof safety.



**\*\* Don't forget to regularly login to the Exchange for training materials, updates, calendar dates, and more\*\***

## 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.



## 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 this Exchange 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 (Year 1)
- ✓ Fair Housing II (Year 2)
- ✓ Fair Housing Refresher (Year 3+)
- ✓ Preventing Sexual Harassment

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

[www.gracehillvision.com/cambridgeres](http://www.gracehillvision.com/cambridgeres)

**CAMBRIDGE**

REAL ESTATE SERVICES

# 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 Year's, etc.
- ✓ Labor Day - Pools usually closed by mid-September
- ✓ Check common area lighting, photocells, and timers
- ✓ Service central furnaces to assure proper operation before winter heating
- ✓ Service HVAC equipment
- ✓ 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
- ✓ Window unit 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 bib 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.

# 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 must be held by another worker. Do not step on the two top 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.



# CAMBRIDGE

real estate services

## 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?

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

#### **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



#### **UNIFORM COORDINATOR:**

MIRANDA BAKER

P: 503.416.0646

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.

# Reminder to Update your Community Flags!

Twice yearly the community flags should be updated according to season. Please be sure to update your flags from the Magenta colored (Spring & Summer) version to the Orange (Fall & Winter) flags.

If your community is permitted to fly flags you should have received an email from Miranda Baker at the Site Employee Resource Center with ordering information in August. You will receive the Fall Design of these flags at your property in October.

**Fall & Winter**



**Spring & Summer**





# 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

- \_\_\_ DEXTER KEYTON
- \_\_\_ ELENA MARTINEZ
- \_\_\_ 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
- \_\_\_ DAVID BUSSEY
- \_\_\_ JASON CASEY
- \_\_\_ KIRSTEN BEIJER
- \_\_\_ LISA HOLTZ
- \_\_\_ MAI NGUYEN
- \_\_\_ MELISSA BERTRAND
- \_\_\_ TODD DUNCAN

- Accounts Payable
- Accounts Receivable
- SODA's (Late or Urgent Only)
- Requested Documents
- Other \_\_\_\_\_

**HUMAN RESOURCES**  
Fax To: 503.546.7588

- \_\_\_ ANGELA COOPER
- \_\_\_ HOPE VANCE
- \_\_\_ MARY WILSON

- 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 \_\_\_\_\_

# 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](http://www.gracehillvision.com/cambridgeres).



### 3 quarterly classes

After that, complete a minimum of 1 class 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 or**
- **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 ●

503.445.2793 ●

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

# Safety Program Update



## Did you know...

1. Cambridge is proud to have very few 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. 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.
6. Addressing known safety hazards at your property proactively could make the difference in an employee or resident injury.
8. Each property should have an easily accessible, and can be purchased at HD Supply:
  - ◆ 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 to your supervisor and Human Resources as soon as possible, so we can ensure you get the care you need.

## 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.