

# 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\*\***

## Holiday Time Off Planning

The holidays are around the corner and many of you will be requesting time off. Here are a few things to keep in mind:

- For a better chance at having your time off approved, request the time off immediately
- Be prepared to recommend coverage for your time off
- If you must stagger time off with coworkers and you took time off during the holidays last year, please consider letting your coworker take the time off this year
- When applicable, plan your time off around office closures

### Office Closures

Thanksgiving: Thursday, November 25th

Offices open late on Friday, November 26th

Christmas: Saturday, December 25th

New Years Day, Saturday, January 1st

## Digital Manager and Maintenance Log

If you choose to use the digital manager log on Tenant Tech, you can do so by clicking on the note book with a pencil in Tenant Tech.



Once you click a dialog box will open up and you can enter your note into this box and click add entry. Please note, entries are permanent and cannot be edited once added to the log book.

You may also attach a note to a specific unit that automatically copies over to your manager log as well but selecting a resident and clicking on **Notes/Attach**. If you do this make sure the box is selected that is labeled **Copy this note to the Manger's Log**.

The digital manager log is helpful for any reasons, one among them is you can search it by keywords, the employee who entered the note or by date range using the search function when you click **View All Entries** in the dialog box after opening the log entry, or by clicking on the reports menu and selecting **Manager Log form User Reports**.

Another great thing about the digital log book is it details out the date and time of the entry and who entered the note. You can also copy and paste entries easily including date, time, and who logged the entry by highlighting what you want to copy and paste into an email or document.



### ➤ OPERATIONS

- Yardi Help
- Operations Manual Update
- Document Retention
- Translation & Interpretation Services

### ➤ MAINTENANCE

- Ladders, Gutters & Roofs
- Fall Uniform Order
- Fall Checklist
- Mold & Mildew
- Ice Melt
- Updated Specifications Sheet

### ➤ HUMAN RESOURCES

- Grace Hill Training

### ➤ ACCOUNTING:

- Helpful Reminders
- Pro-Rated Rent Calculations

### ➤ SAFETY:

- Power Outages & Black Outs



## 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](mailto:vweisser@cambridgeres.com)



## Fall and Winter Flags

If your community is permitted to display flags, you will receive an email from Austin Pitschka with ordering instructions. New flags will arrive October. If you have any questions regarding flags for your property, please contact:

**Austin Pitschka**

**P: 503.416.0647**

**E: [apitschka@cambridgeres.com](mailto:apitschka@cambridgeres.com)**

## Signs and Banners

If your community is in need of community signs, or new leasing banner, check out Eexchange for order forms.

## A-Boards

Watch for our new A-Boards that will be delivered in the Spring 2022.



## Who Does What in the Central Office?

We have included an updated copy of this publication for your easy reference. The SERC office is here to support your efforts and please don't hesitate to let us know if you have questions.

**Who Does What at the Central Office?**

PROPERTY AND MAINTENANCE SUPERVISORS	
	Property Supervisor Part Time Supervisor
	Property Supervisor Part Time Supervisor
	Property Supervisor Part Time Supervisor
	Property Supervisor Part Time Supervisor
	Property Supervisor Part Time Supervisor



# 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)



## Document Retention—How Long Do We Need to Keep These?

In this industry we can end up with a lot of paperwork! A great question as year end approaches is "How long do we need to keep these?"

We've included the File Retention page excerpted from Chapter 6 of Operations Manual in this Exchange for quick



reference.

## Translation and Interpretation Services

Site staff is always authorized and instructed to offer and utilize translation services for purposes of interpreting to anyone showing up or contacting your property that speaks a foreign language, or that shows signs of limited English proficiency. This includes but not limited to: Residents, Applicants, Prospects, and applies to any phone calls, email correspondence, and in-person interactions. Use of on demand/in-person interpretation services and/or documented translation services is pre-approved at your community and does not require any supervisor approval.

If someone in your office or on the phone with limited English proficiency that needs interpretation, simply call the on demand interpretation services provided in this packet. If you need any document translation services or need to coordinate a future meeting using in-person translation services, please utilize BTB Language Solutions, the additional interpretation/translation service provided, or contact your supervisor for assistance.

**BTB Language Solutions, Inc: 208.906.2996 \*  
info@btblanguage.com \* www.btblanguage.com**



## Digital Version of the Site Operations Manual



The Site Operations Manual has been redesigned to be an easy to use site level guide for Cambridge policy and procedure. You'll find information on everything from receiving an application to gathering bids for capital improvements. Internal links make navigation through the document quick and easy. External links to the eExchange, Tenant Tech, the Yardi Manual, and Employee Manual (to name a few) should help you navigate multiple sources of information from one centralized source.

Making the most of the Site Operations Manual:

- Keep a copy of the Site Operations Manual on your computer's desktop for easy access.
- Clicking on a subject in the Table of Contents will take you to that page in the Manual.
- Every content page has an arrow at the bottom of the page that will return you to the Table of Contents.
- If you can't find what you're looking for in the Site Operations Manual, send a description of what you were looking for to [info@cambridgeres.com](mailto:info@cambridgeres.com) using "Site Operations Manual" in the subject line.

[Operations Manual V2.1 Oct 2021](#)

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# Maintenance

## Ladders, Gutters and Roofs

A very important published safety guidelines about ladders, gutters and roof safety.

- 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 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.

## 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 year. If you have any questions regarding your order please contact:

**Austin Pitschka**  
P: 503.416.0647  
E: [apitschka@cambridgeres.com](mailto:apitschka@cambridgeres.com)  
• [New Hire Uniform Request Sheet](#)  
• [Spring Uniform Info Sheet](#)  
• [Fall Uniform Info Sheet](#)



## 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.



## Mold & Mildew Remediation Guide

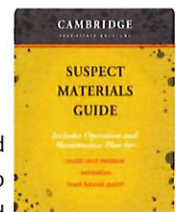
While temperatures begin to cool and we get more precipitation we need to heighten our awareness of mold and mildew as preventive measure.

Enclosed in this packet you will find Cambridge's Guidelines for Assessment and Remediation of Fungal Contamination.

Please make sure this packet is available for all Maintenance Personnel to read and refer to. This is an expanded version of Chapter 20-A in the Cambridge Operations Manual.

Please reference Cambridge Suspect Materials Guide.

If you have any questions about mold, mildew or remediation procedures please contact your supervisor. <http://cresapts.com/eexchange/files/09-Mold-and-Mildew-Remediation-Guide.pdf>



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# Maintenance

## Operation Ice Melt

In select locations where inclement weather is more common occurrence, ice melt products may be permitted with supervisor approval only, as a required as a condition of insurability.

Here are a few key concepts to keep in mind:

- There are no ice melt products that are technically "safe" for concrete.
- Do not use any ice melt on concrete less than 5 years old.
- Do not use any products that contain any of the following ingredients which accelerate concrete damage.  
⇒ NO!!! Aluminum Chloride, Ammonium Nitrate or Sulfate or Chloride, Calcium Sulfate, Magnesium Sulfate or Chloride, Sodium Cyanide.
- Do not use ice melt on any concrete that is previously pitted or that has evidence of ice melt damage prior to Cambridge's involvement at your community.

For established concrete older than 5 years:

- Continue our standard snow removal/response practices including use of traction sand for all locations/situations.
- With supervisor approval, use granulated ice melt products only as directed that are made of Sodium Chloride (salt) without prohibited ingredients.
- The natural freeze/thaw cycles compound wear and tear on concrete so it is critical to address ponding and snow melt on walkways prior to re-freeze events

## Updated Specifications Sheet

We have had some recent changes in the maintenance specifications sheet. Please find the newest version included in this Exchange packet along with the specifications introduction document. Please direct any questions regarding specs to your supervisor.

## Human Recourses

### Finish Your Grace Hill Requirements Before End of Year!

Your required Grace Hill course are to be completed each year on a rolling 12-month period which is based on your hire date.

Once you complete the required courses, you do not need to take them again for another 12 months!

Your required classes are:

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

Once these courses are completed, employees must take an additional 4 elective courses annually - preferably 1 course per quarter.

We hope you enjoy the training and learn some interesting and useful information!

To access Grace Hill, go to:

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

Contact an HR Team Member for questions.





# Accounting

## Helpful Accounting Reminders:

- **Updating Forwarding Address:** When a resident who is moving gives you their forwarding address, please update it in Yardi as well as writing it on the move out inspection worksheet.
- **Move Outs:** Please complete m/o settlements on time. print 3 copies of the statement and sign all copies. Include any additional information that you have in the folder, such as an explanation of why you did not charge a lease buy out.
- **Petty Cash:** Petty cash does not need to be in a separate batch. Enter your petty cash as an invoice in your regular payable batch.
- **Invoices:** Please note, bills cannot be paid from statements, we must have a copy of the invoice. Use accurate general ledger. Remember pay on current changes only.

If you have any questions, please contact the accounting department.



## Accounting Team:

- **Kirsten Beijer:** 503.450.0236  
kbeijer@cambridgeres.com
- **Melissa Bertrand:** 503.450.0244  
mbertrand@cambridgeres.com
- **David Bussey:** 503.450.0235  
dbussey@cambridgeres.com
- **Jason Casey:** 503.450.0245 jcasey@cambridgeres.com
- **Eunku Lee:** 503.416.0646 elee@cambridgeres.com
- **Carla Tate:** 503.445.2795 ctate@cambridgeres.com
- **Mai Nguyen:** 503.445.2796  
mnguyen@cambridgeres.com



## Pro-Rated Rent Calculations

Occasionally when working on a move in or out, you may have discrepancies between the Tenant Technologies and Yardi pro-rate calculations. Here are some general rules to follow regarding the pro-rates:

1. If pro-rate rent amounts don't match between Tenant Tech and Yardi, please use the Yardi amount
2. If the amounts are off by less than \$1, this is somewhat normal rounding differences.
3. If the pro-rate calculations are off by more than \$5, please notify Yardi support.

To contact Yardi support, please email:

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

## Safety

### Power Outages & Black Outs

In the event of cold weather power outages or black outs, employees can be prepared by the following:

- Have a phone which doesn't require electricity to operate.
- Post emergency numbers for your electric utility so it's handy in case you need to call.
- Notify the Site Employee Resource Center if your power is out so we can be of assistance.
- Keep flashlights in the office, and/or common areas with charged batteries.
- Remember when you are using the computer to always save files promptly. In the event of a power outage this could mean you only lose the last few minutes of unsaved data.
- Have a surge protector with battery back-up for your computer & Printer. These can be purchased from Office Depot.
- Be aware of residents who require electricity for medical or mobility reasons.
- Warn residents to be careful when using candles or oil lamps for substitute light.
- Make sure all residents are aware of the dangers of carbon monoxide poisoning. Many people die each year when they try to heat their homes with portable gas heaters, gas stoves, or propane grills.

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**Label file storage boxes clearly and keep them organized while in storage for quick and easy retrieval. It will save you time.**

## 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**

<b><u>File/Document Type</u></b>	<b><u>Retention Time</u></b>	<b><u>Organized By</u></b>
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 CRES 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 Tax Credit 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 Maint. Files	Forever	Date
Maintenance Logs	1 year	Send to CRES 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







# Fall Maintenance Checklist

## Autumn

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### September

- ✓ **Please consult with your supervisor and your Regional Manager for information and current policy and practices updates regarding Preventative Maintenance during COVID-19**
- ✓ Schedule winter holiday coverage - Thanksgiving, Christmas, New Year's, etc.
- ✓ Check common area lighting, photocells, and timers
- ✓ Service HVAC equipment; Schedule seasonal preventive maintenance through vendor
- ✓ Final curb paint opportunity
- ✓ Close and winterize pools
- ✓ Schedule preventive maintenance for furnaces and gas fireplaces
- ✓ Bid and award snow removal contracts
- ✓ Service snow blowers
- ✓ Consult and schedule with landscapers for planting winter flowers and spring bulbs (time approximate) – check vendor contract

### 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)
- ✓ Store and secure exterior pool and patio furniture (if applicable)
- ✓ Resident owned unit air conditioners must be removed by October 31<sup>st</sup>
- ✓ 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); support landscaping team by removing leaves on their non-scheduled days
- ✓ Replace furnace filters and/or clean heaters in common areas
- ✓ Inspect dryer ducts

## *November*

- ✓ Prepare for inclement weather, have materials ready to spread on icy or snowy walkways
- ✓ Check snow shovels and snow blowers 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)
- ✓ If your community is located in an area that routinely experiences freezing weather conditions, ensure you have an adequate supply of “Freezing Warning” notifications on hand to distribute
- ✓ Establish priority snow plow routes

# Winter

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## *December*

- ✓ All winterization projects should be complete by the beginning of December
- ✓ Christmas (Dec. 25) - Holiday



# Cambridge Real Estate Services Specifications Sheet

## August 2020 Revision

The bulk of parts and supplies listed on the newly revised specifications sheet remains the same as previous revisions, but a few of them had changes to their item numbers. Let's take a look at our spec sheet.

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### a brief overview

We'll start with an introduction to the spec sheet. This list is not all encompassing. Many parts that are property specific are not listed here. Some examples are drawer guides, and bifold door hardware. This means, you're empowered to purchase the drawer guide or bifold hardware that best suits your needs, while keeping overall value in mind. Other parts that you may use on a regular basis are on this list. These items include kitchen and bath faucets, toilet flappers, doorknobs, smoke detectors, and much, much more. In this case, if it is on our spec sheet, we ask that you do not use any other part or supply other than the one listed. In cases such as these, when it comes time to replace a faucet, we only want to see a Moen Chateau installed. Similarly, we only want to see Korby brand flappers, GE Silicone II caulk for wet applications, and the Kwikset SmartKey deadbolt installed.

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### The columns:

Your spec sheet outlines the part, a description of the part, the price, and where to purchase it. There are also columns that will tell you if you need supervisor approval to purchase the item, as well as informing you if the part meets accessibility standards

PRODUCT	ITEM INFO	BRAND AND SPECIFICATION	CURRENT PRICE (rounded)	Approval Required	VENDOR OR SOURCE
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## New items and new item numbers

In the second column from the left you may find the words **new item #** written in red. This notes any part that is the same or very similar as one we've had on our spec sheet already, but is now ordered under a different number than last year. Please remember to update your saved lists online to include these part numbers.

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## Compliance with accessibility standards

Also located in the second column in the right, is the letters "ADA" highlighted in a blue field. This means that these items are approved for applications in which accessibility standards must be met.

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## The hyperlink

In the far right column, titled "Vendor or Source", you will see the item numbers listed in blue. These are hyperlinks to the item's product page from the suppliers, designed so you can click on the link and your browser window will take you to that particular product's description. If you have any question as to what a product you should be ordering looks like, or you want to get any information about that particular product, simply click on the link, and you're directed to the proper place. And if it's an item purchased through HD Supply, as most are, you can simply order it from there.

Please take some time to familiarize yourself with the new revision of the specifications sheet, keeping an eye out for new products and new product numbers.



Cambridge Real Estate Services Specifications Sheet					
PRODUCT	ITEM INFO	BRAND AND SPECIFICATION	CURRENT PRICE (rounded)	Approval Required	VENDOR OR SOURCE
<b>APPLIANCES</b>					
Clothes Washer		General Electric GTW220ACKWW	\$459	✓	HD Supply Number 285038
Wahing Machine Supply Lines		4' Stainless Steel Washing Machine Hose	\$17		HD Supply Number 200075
Dishwasher		General Electric GSD2100VWW	\$305	✓	HD Supply Number 285946
Dryer		General Electric GTX22EASKWW	\$399	✓	HD Supply Number 285293
Dryer Pigtail		3 conductor 30A	\$16		HD Supply Number 301289
Dryer Pigtail		4 conductor 30A	\$19		HD Supply Number 301488
Garbage Disposal		ISE Badger V 1/2HP	\$88		HD Supply Number 405300
Garbage Disposal Pigtail		3' Disposal Pigtail, 3 Prong	\$7		HD Supply Number 301466
Range / Oven		General Electric RBS360DMWW	\$419	✓	HD Supply Number 285167
Range / Oven, Self Cleaning		General Electric JBS160DMWW	\$449	✓	HD Supply Number 285581
Range / Oven - ADA Compliant	ADA	Hotpoint JB450DFWW	\$787	✓	HD Supply Number 285588
Range Pigtail		3 conductor	\$31		HD Supply Number 301471
Range Pigtail		4 conductor	\$35		HD Supply Number 301473
Range Hood		Broan 30" White Ductless	\$59		HD Supply Number 281200
Range Hood		Broan 30" White Rectangular Vented	\$59		HD Supply Number 281025
Range Hood		Broan 30" White Round Vented	\$59		HD Supply Number 281375
Refrigerator (Left Hand Swing)		Hotpoint HPS16BTNLLWW	\$549	✓	HD Supply Number 565323
Refrigerator (Right Hand Swing)		Hotpoint HPS15BTHRWW	\$529	✓	HD Supply Number 565322

<b>FLOOR COVERINGS</b>					
<b>CARPET</b>					
Carpet	Base	Shaw Industries, Collinsville, Color - Barn Owl (darker)	Price Includes Pad	✓	All Aspects(OR) PG Long (ID) Advanced (CA)
Carpet	Upgrade	Shaw Industries, Jetliner, Color - Crisp Linen (lighter)		✓	All Aspects(OR) PG Long (ID) Advanced (CA)
Carpet	Premium	Shaw Industries, Piedmont Way, Color - Barn Wood (taupe)			
ADA Compliant Carpet		Neyland 3 - Color - Gingersnap		✓	All Aspects(OR) PG Long (ID) Advanced (CA)
<b>VINYL</b>					
Vinyl	Base	IVC Level Plus Style - Losh Oak (wood grain, darker)		✓	All Aspects(OR) PG Long (ID) Advanced (CA)
Vinyl	Upgrade	IVC Level Plus Style - Nice (wood grain, lighter)		✓	All Aspects(OR) PG Long (ID) Advanced (CA)
Vinyl	Premium	IVC Level Plus Style - Potter's Alley (grey/beige wood grain)			
Cove Base		Cove Base (per linear ft installed)		✓	All Aspects(OR) PG Long (ID) Advanced (CA)
<b>DOOR MATS</b>					
Rubber backed front door mat		Shaw Trafficmaster Rib-It 18" X 27" Charcoal Mat	\$3		Home Depot SKU 596617

<b>COUNTERTOPS</b>					
Laminate Countertops		Wilsonart brand laminate preformed countertop			Natural Tigris
Laminate Countertops		Wilsonart brand laminate preformed countertop			Oiled Soapstone



ELECTRICAL				
CEILING FANS AND LIGHT FIXTURES				
Ceiling Fan (New Style)		48" Brushed Chrome Ceiling Fan	\$119	HD Supply Number 326072
Ceiling Fan (Dining)		42" 5 blade for small to medium areas	\$109	HD Supply Number 269304
Ceiling Fan (Larger)		52" 5 blade for large areas	\$139	HD Supply Number 269312
Ceiling Light, Large (Hall, Bedroom)		13" Satin Nickel LED	\$46	HD Supply Number 326470
Ceiling Light, Small (Hall, Bedroom)		11" Satin Nickel LED	\$45	HD Supply Number 326466
Bath Vanity Light (New Style)		4 light wall mount satin nickel	\$129	HD Supply Number 320258
Bath Vanity Light		5 Light 36" Standard Length	\$80	HD Supply Number 323246
Bath Vanity Light		4 Light 30" Medium Length	\$66	HD Supply Number 324214
Bath Vanity Light		3 Light 24" Short Length	\$70	HD Supply Number 324212
Bath Vanity Light Replacement Glass		Frosted Glass Vanity Lens (fits 323246, 324214, 324212)	\$35 Pkg/4	HD Supply Number 315119
Emergency Lighting	New Item #	Two Light Emergency Unit with Battery Backup	\$50	HD Supply Number 310927
Exit Sign / Emergency Lighting		Green Colored LED Exit Sign with Battery Backup	\$42	HD Supply Number 330603
Kitchen Ceiling Light (Option One)		4' LED Brushed Nickel Kitchen Light	\$149	HD Supply Number 326660
Kitchen Ceiling Light (Option Two)		Satin Nickel LED Oval Kitchen Light	\$169	HD Supply Number 326454
15 AMP OUTLETS AND SWITCHES				
White Outlet		15 amp White Receptacle	\$8 pkg/10	HD Supply Number 337450
White Outlet (20a)	New Item #	20 amp White Receptacle	\$23 pkg/10	HD Supply Number 335072
Outlet Cover		White Outlet Cover	\$10 pkg/25	HD Supply Number 918722
Ivory Outlet		15 amp Ivory Receptacle	\$8 pkg/10	HD Supply Number 337525
Ivory Outlet (20 a)	New Item #	20 amp Ivory Receptacle	33 p/10	HD Supply Number 335072
Outlet Cover		Ivory Outlet Cover	10 pkg/25	HD Supply Number 918721
White Single Pole Wall Switch		15 amp White Single Pole Wall Switch	\$12 pkg/10	HD Supply Number 336550
Switch Plate		White Switch Plate	\$11 pkg/25	HD Supply Number 918715
Ivory Single Pole Wall Switch		15 amp Ivory Single Pole Wall Switch	\$12 pkg/10	HD Supply Number 336525
Switch Plate		Ivory Switch Plate	\$11 pkg/25	HD Supply Number 918714
White GFCI Outlet		15 amp White GFCI Outlet	\$21	HD Supply Number 110294
White GFCI Outlet (20a)		20 amp White GFCI Outlet	\$24	HD Supply Number 110301
Ivory GFCI Outlet		15 amp Ivory GFCI Outlet	\$21	HD Supply Number 110293
White Outlet with USB Charger		15A USB Charger with Duplex Receptacle, White	\$35	HD Supply Number 374616
Ivory Outlet with USB Charger		15A USB Charger with Duplex Receptacle, Ivory	\$35	HD Supply Number 374615
FORCED AIR HEATERS				
Wall Heater		Cadet 240 volt 1000 watt heater	\$120	HD Supply Number 257522
Wall Heater		Cadet 240 volt 1500 watt heater	\$125	HD Supply Number 257523
Wall Heater		Cadet 240 volt 2000 watt heater	\$130	HD Supply Number 257524
Wall Heater		Cadet 240 volt 3000 watt twin heater	\$248	HD Supply Number 257525
Wall Heater Grille		White Cadet Heater Grill	\$16	HD Supply Number 257511
Thermostat (Line Voltage)	New Item #	Cadet Single Pole Thermostat	\$15	HD Supply Number 118297
Thermostat (Line Voltage)	New Item #	Cadet Double Pole Thermostat	\$18	HD Supply Number 118299
Digital Thermostat (Line Voltage)		Single Pole Line Voltage Digital Thermostat	\$53	✓ HD Supply Number 257073
AIR CONDITIONER HARDWARE				
Through the window A/C bracket		Universal heavy duty air conditioner support	\$44	Home Depot SKU 379106

electrical continued on next page



ELECTRICAL (continued)					
FIRE / CARBON MONOXIDE					
9 Volt Battery		9 Volt Rayovac Lithium (12 pack)	\$150 Pkg/12		HD Supply Number 700647
Carbon Monoxide / Smoke Alarm Combo		BRK Hardwire /w battery back up	\$39		HD Supply Number 126722
Carbon Monoxide / Smoke Alarm Combo		Battery powered	\$37		HD Supply Number 126720
Fire Extinguisher		Install in Apartment(s), 2 lb 8 oz	\$115 Pkg / 6		HD Supply Number 126455
Fire Extinguisher		Common area / building extinguisher, 5 lb	\$62		HD Supply Number 126453
Fire Extinguisher		Common area / building extinguisher, 10 lb	\$90		HD Supply Number 126454
Smoke Detector		USI Direct Wire w/ 10 year sealed battery back-up	\$23		HD Supply Number 109858
Smoke Detector		Sealed 10 year lithium battery powered	\$23		HD Supply Number 109944
DEVICES FOR THE HEARING IMPAIRED					
Hearing Impaired Doorbell	ADA	Plug in Wireless Doorbell with Button	\$67		HD Supply Number 109874
Hearing Impaired Smoke / CO Alarm	ADA	Strobe alarm - use in hardwired circuits containing other smoke or CO detectors. Does not detect, just alerts.	\$103		HD Supply Number 837494
Hearing Impaired Smoke Detector	ADA	Hardwired Smoke Detector with Strobe Alarm	\$140		HD Supply Number 837493

PLUMBING					
WATER SUPPLY LINES		Stainless Steel Braided			
16"		3/8 x 1/2	\$5		HD Supply Number 500398
16"		1/2 x 1/2	\$6		HD Supply Number 546265
20"		3/8 x 1/2	\$6		HD Supply Number 500399
20"		1/2 x 1/2	\$7		HD Supply Number 546285
12" Toilet Supply		3/8 x 7/8	\$5		HD Supply Number 500401
WATER HEATER					
Water Heater, Electric		50 Gallon, 23" diameter x 49-3/4" Tall	\$415		HD Supply Number 754131
Water Heater, Gas		50 Gallon, 21" diameter x 60-3/4" Tall	\$615		HD Supply Number 754139
Water Heater, Gas (Ultra Low Nox)		50 Gallon, 61" tall California Only (Ultra Low Nox)	\$645		HD Supply Number 754146
Water Heater Earthquake Strap		Up to 55 Gallon Strap Kit	\$21		HD Supply Number 206976
Water Heater Supply Lines		18" Corrugated Copper Supply Line	\$14		HD Supply Number 403376
Water Heater Supply Lines		24" Corrugated Copper Supply Line	\$15		HD Supply Number 403377
FAUCET/SINK/TUB					
Bath Sink, Round		Gerber 19" Round White China Lavatory	\$50		HD Supply Number 404680
Bath Sink, Oval		Gerber 17"X20" Oval White China Lavatory	\$50		HD Supply Number 404681
Bathtub		White Enamel, Right Handed Drain	\$170		HD Supply Number 641151
Bathtub		White Enamel, Left Handed Drain	\$170		HD Supply Number 641152
Bathroom Sink Pop-Up		Cast Brass Lavatory Drain Pop-Up Unit	\$19		HD Supply Number 514300
Bath Faucet	ADA	MOEN Chateau, Single Handle	\$92		HD Supply Number 414830
Kitchen Faucet	ADA	MOEN Chateau, Single Handle	\$102		HD Supply Number 412620
Kitchen & Bath Faucet Cartridge Replacement		MOEN Chateau Replacement Cartridge	\$21		HD Supply Number 479000
Kitchen Sink, Single Bowl		22" x 25", 7" Deep, 22 Gauge Stainless	\$129		HD Supply Number 837454
Kitchen Sink, Double Bowl		22"X33", 7" Deep 22 Gauge Stainless	\$169		HD Supply Number 500686
Tub / Shower Valve	ADA	MOEN Chateau, Posi-temp	\$149		HD Supply Number 416966
Under Lavatory Protector	ADA	Under Sink ADA Cover	\$43		HD Supply Number 550505
Shower Head		Niagara Conservation 2.0 GPM Shower Head	\$9		HD Supply Number 532920
ADA Handheld Shower Head & Grab Bar	ADA	Delta Grab Bar Shower System	\$149	✓	HD Supply Number 534260

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PLUMBING (continued)					
TOILET					
Flappers		Korky Plus Red, 3"	\$5		HD Supply Number 579508
Flappers (12 Pack)		Korky Plus Red, 3" (12 pack)	\$45 pkg/12		HD Supply Number 579589
Fluidmaster Fill Valve		Fluidmaster 400A	\$8		HD Supply Number 575250
Fluidmaster Fill Valve 6 Pack		Fluidmaster 400A 6 Pack	\$43		HD Supply Number 754116
Supply Line		Metal Braided 3/8 x 7/8 x 12	\$5		HD Supply Number 500401
Toilet Bowl (Flapperless)		Niagra Bowl	\$96		HD Supply Number 772053
Toilet Tank (Flapperless)		Niagra Tank	\$100		HD Supply Number 772050
Toilet Tank		Gerber Maxwell Tank	\$46		HD Supply Number 189871
Toilet Bowl	New Item #	Gerber Maxwell Bowl	\$70		HD Supply Number 189104
ADA Compliant Toilet Bowl	ADA	American Standard Colony ADA Bowl (use 689706 tank)	\$131		HD Supply Number 689705
ADA Compliant Toilet Tank	ADA	American Standard Colony ADA Tank (use 689705 bowl)	\$76		HD Supply Number 689706
Toilet Seat (Round)		Wood Composition, Closed Front	\$56 Pkg / 6		HD Supply Number 568501
Toilet Seat (Elongated)	ADA	Wood Composition, Closed Front	\$99 Pkg / 6		HD Supply Number 568515
Wax Rings		Jumbo Wax Ring with Flange	\$4		HD Supply Number 569283

BATHROOM HARDWARE					
HUMIDITY CONTROL					
Humidity & Motion Sensing Bath Fan		WhisperSense 80 CFM Motion and Humidity Sensing Fan	\$169		Home Depot # 307887784
Humidity & Motion Sensing Bath Fan w/ Light		WhisperSense 80 CFM Motion and Humidity Fan w/ Light	\$290		Home Depot # 303694917
BATHROOM HARDWARE					
Curved Shower Rod (Satin Nickel)		Moen 60" Adjustable Shower Rod, Brushed Nickel	\$50		HD Supply Number 822775
Curved Shower Rod (Chrome)		Moen 60" Adjustable Shower Rod, Chrome	\$49		HD Supply Number 822770
Tub & Shower Splash Guard		White Shower Splash Ender	\$8		HD Supply Number 405220
Tub Surround		Three piece high gloss	\$260		HD Supply Number 737797
Towel Bar, Satin Nickel		24" Satin Nickel	\$8		HD Supply Number 818221
Towel Bar, Satin Nickel		30" Satin Nickel	\$9		HD Supply Number 818282
Towel Bar Brackets, Satin Nickel		Satin Nickel	\$9		HD Supply Number 818225
Stainless Steel Grab Bar	ADA	1-1/2 X 12" Satin Finish	\$31		HD Supply Number 731220
Stainless Steel Grab Bar	ADA	1-1/2 X 16" Satin Finish	\$41		HD Supply Number 731221
Stainless Steel Grab Bar	ADA	1-1/2 X 18" Satin Finish	\$33		HD Supply Number 731222
Stainless Steel Grab Bar	ADA	1-1/2 X 24" Satin Finish	\$36		HD Supply Number 731223
Stainless Steel Grab Bar	ADA	1-1/2 X 32" Satin Finish	\$41		HD Supply Number 731224
Stainless Steel Grab Bar	ADA	1-1/2 X 36" Satin Finish	\$44		HD Supply Number 731225
Stainless Steel Grab Bar	ADA	1-1/2 X 42" Satin Finish	\$49		HD Supply Number 731227
Stainless Steel Grab Bar	ADA	1-1/2 X 48 Satin Finish	\$49		HD Supply Number 731228
Stainless Steel Grab Bar Fastener		Commercial Grab Bar Fastener	\$31		HD Supply Number 822688



DOOR HARDWARE					
SmartKey Deadbolt	ADA	Kwikset SmartKey Satin Chrome Deadbolt	\$17		HD Supply Number 900794
Entry Door Leverset	ADA	Kwikset Kingston Satin Chrome Entry Leverset	\$55		HD Supply Number 913968
Passage Leverset	ADA	Kwikset Kingston Satin Chrome Passage Leverset	\$33		HD Supply Number 920927
Privacy Leverset	ADA	Kwikset Kingston Satin Chrome Privacy Leverset	\$36		HD Supply Number 920929
Hinges		Satin Chrome 3 1/2" Round Corner	\$6 Pkg / 2		HD Supply Number 894276
Strikeplates		Stainless Steel	\$5 Pkg / 2		HD Supply Number 896615

PROPERTY OWNED EQUIPMENT					
Appliance Dolly / Hand Truck		Ratcheting Nylon Strap Dolly	\$229	✓	HD Supply Number 129656
Automatic Pool Cleaner		Kreepy Krauly Classic	\$579	✓	Order Through Central Office
Blower		Echo backpack blower (C.A.R.B approved)	\$349	✓	HD Supply Number 837924
Dehumidifier		50 Pint Portable Dehumidifier	\$229	✓	Home Depot # 310365942
Drain Snake		25' Hand Spin Auger	\$68		HD Supply Number 125015
Electrical Lockout Safety Kit		Lockout / Tagout Kit	\$119		HD Supply Number 300570
Extension Cord		50' 14 Gauge # Wire Extension Cord	\$42		HD Supply Number 300032
Garbage Can		44 gallon Rubbermaid "Brute" Garbage Can	\$62		HD Supply Number 126170
Garden Hose		75' Industrial Garden Hose	\$61		HD Supply Number 150400
Gas Can		Two Gallon Safety Can	\$60		HD Supply Number 396322
Hazardous Materials Storage (Small)		30 Gallon Flammable Liquid Storage	\$799	✓	HD Supply Number 129693
Hazardous Materials Storage (Large)		45 Gallon Flammable Liquid Storage	\$959	✓	HD Supply Number 129698
Hydrosensor		Hydroshark Brand Moisture Detector	\$160		Order Through Central Office
Hygrometer (measures humidity)		Digital Pocket Hygrometer & Thermometer	\$34		HD Supply Number 154547
6' Step Ladder		Werner 6" Fiberglass Ladder	\$80		Home Depot SKU 768651
24' Extension Ladder		Werner 24" Aluminum Type II Ladder	\$199	✓	Home Depot SKU 739347
Ladder Stabilizer for Extension Ladders		Werner Aluminum Ladder Stabilizer	\$33		Home Depot SKU 770334
Lead Paint Test Kit (for sites built before 1978)		Lead Check Test Kit	\$34 pkg/8		HD Supply Number 891085
Ozone Generators (Small Capacity)		1000 sq foot Room Deodorizer	\$329	✓	HD Supply Number 125452
Ozone Generator (Large Capacity)		4000 sq foot Room Deodorizer	\$459	✓	HD Supply Number 125453
Parking Lot Striping Machine		Paint Striping Machine	\$110	✓	HD Supply Number 099458
Pressure Washer		3400 PSI, 2.5 GPM Gas Pressure Washer	\$799	✓	Home Depot # 305967700
Refrigerator Coil Brush		Refrigerator Coil Brush	\$5		HD Supply Number 203023
Shoe Covers		Disposable Shoe Covers (Box of 300)	\$45 Pkg/300		HD Supply Number 129424
Shop Vac, Wet/Dry		12 Gallon Wet / Dry Vacuum	\$109		HD Supply Number 181776
Snow Shovel		18" Poly Snow Shovel	\$15		HD Supply Number 111976
Toilet Auger		3 Foot Toilet Auger	\$50		HD Supply Number 152574
Toilet Dolly		Rolling Toilet Dolly	\$125		Order Through Central Office
Tool Kit		Property Owned Tool Kit (CA Properties Only)			Order Through Central Office
Two Way Radios		Motorola Two Watt, Two Channel UHF	\$230	✓	HD Supply Number 155197
Water Shutoff Key		28" Steel Curb Key	\$15		Home Depot SKU 365270

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PROPERTY OWNED EQUIPMENT (continued)				
PERSONAL SAFETY EQUIPMENT				
Disposable Gloves, Large		Disposable Large Nitrile Gloves (Box of 100)	\$21	HD Supply Number 117954
Disposable Gloves, Xtra Large		Disposable XL Nitrile Gloves (Box of 100)	\$21	HD Supply Number 117955
Eye Wash		Dual Eye Wash Station	\$46	HD Supply Number 129443
First Aid		Class "A" First Aid Kit	\$50	HD Supply Number 685337
Hearing Protection		Earmuff Style Ear Protection	\$17	HD Supply Number 531073
Hearing Protection		Foam Ear Plugs (200 Pair)	\$30 Pkg / 200	HD Supply Number 531108
Respirator (Disposable)		P 100 Particulate Respirator	\$17 / Two	HD Supply Number 129331
Safety Glasses		Clear Wrap Around Safety Glasses	\$11	HD Supply Number 696622

PAINT / SUNDRIES				
Blue ADA (Speedy) Paint	ADA	Benjamin Moore Urethane Alkyd Gloss Enamel P22 -35 Safety <sup>Blue</sup>		Benjamin Moore dealer
Red Curb Paint		Benjamin Moore Urethane Alkyd Gloss Enamel P22 -21 Safety <sup>Red</sup>		Benjamin Moore dealer
White Speed Bump & Striping Paint		Benjamin Moore Urethane Alkyd Gloss Enamel P22 - 08 Zone <sup>Making White</sup>		Benjamin Moore dealer
White Striping Spray Paint ( use with striping machine 099458)		White Rust-oleum Traffic Spray Paint, Case of 6	\$37 case / 6	HD Supply Number 900515
Latex Caulk		10.1 oz Dap Alex Plus, White	\$37 Case / 12	HD Supply Number 108709
Latex Caulk (Squeeze Tube)		5.5 oz Dap Alex Plus, White	\$34 Case / 12	HD Supply Number 108708
Silicone Caulk		10.1 oz GE Silicone II Kitchen & Bath, White	\$78 Case / 12	HD Supply Number 108607
Silicone Caulk (squeeze tube)		2.8 GE Silicone II Kitchen & Bath, White	\$53 Case / 12	HD Supply Number 108605
Sidewalk / Concrete Crack Sealant		Sikaflex Crack Sealant	\$9	Home Depot 207086509
Wall Texture		20 oz Homax Orange Peel Texture	\$15	HD Supply Number 920020



## Who Does What at the Site Employee Resource Center?

### PROPERTY AND MAINTENANCE SUPERVISORS

Jeff Passadore  
Property Supervisor



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Property Supervisor  
Fair Housing Officer  
Client Relations

Janeen Kallus  
Property Supervisor



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Property Supervisor  
Fair Housing Officer

Colin Macdonald  
Property Supervisor



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Property Supervisor  
Fair Housing Officer

Damon Kenyon  
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Property Supervisor  
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Kristin Strong  
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Property Supervisor  
Fair Housing Officer



## HUMAN RESOURCES TEAM

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Human Resources Management  
Employee Related Questions  
New Hire Orientation and Onboarding

Taylor Gillan  
Human Resources Generalist



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Employee Payroll  
Benefits Administration

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Employee Payroll  
Benefits Administration

## ACCOUNTING TEAM

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Central Office Operations and Administration  
Information Technology

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Property and Corporate Financial Manager  
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Government programs

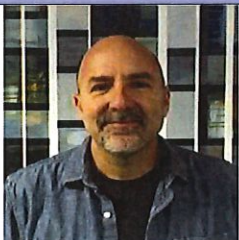
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Property / General Ledger Accountant



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Property Accounts Payable  
Property Cash Flow Management  
Resident Move Out Processing  
New Property Transition Specialist

David Bussey  
Property Accountant



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Property Accounts Payable  
Property Cash Flow Management  
Resident Move Out Processing



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Property Accounts Payable  
Property Cash Flow Management  
Resident Move Out Processing

Carla Tate  
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Property Cash Flow Management  
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Resident Move Out Processing

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Mai Nguyen  
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Resident Move Out Processing

## COMPLIANCE TEAM

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Certifications Review / Approval  
Audit Management  
Tax Credit, HOME and RD Specialist

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Compliance Support  
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Certifications and Recertification Support

Rebekah Lopez  
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Yardi Support  
Special Projects  
Compliance Coordinator



## PROJECT AND SUPPORT STAFF

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Mail and Shipping Coordinator  
Office Depot and HD Supply Support  
Carpet Inspections  
Business Cards (B&B Printing Coordinator)

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Property Transition Coordination  
Owner Reporting Compilation and Distribution  
Travel Coordination  
Site Purchasing  
TenantTech/E-Form Updates

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Travel Coordination  
Site Purchasing  
TenantTech/E-Form Updates