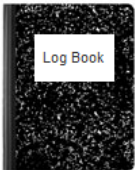


# FALL INTO ACTION

## Manager and Maintenance Logs



Reminder that you should all be keeping a Manager Log onsite as well as a Maintenance Log. These records are imperative to community operations. 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 just 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 24th

Offices open late on Friday, November 26th

Christmas: Sunday, December 25th observed on Monday, December 26th

New Years Day, Sunday, January 1st observed on Monday, January 2nd

## 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 notebook 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 by 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 many reasons, one being that you can search by keywords, by 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** from **User Reports**.

Another great thing about the digital log book is that 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 logger by highlighting what you want to copy and paste into an email or document.



### ➤ OPERATIONS

- Manager and Maintenance Logs
- Yardi Help
- Holiday Décor

### ➤ MAINTENANCE

- Smoke Detectors
- Central Furnaces
- Ladders, Gutters & Roofs
- Ice Melt
- Fall Maintenance Checklist

### ➤ HUMAN RESOURCES

- Holiday Time off Planning

### ➤ ACCOUNTING:

- Helpful Reminders
- Pro-Rated Rent Calculations

### ➤ SAFETY:

- Power Outages & Blackouts

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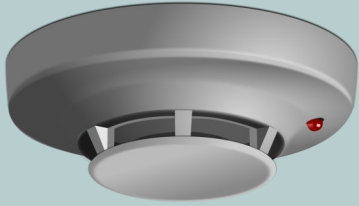
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## Checking Smoke Detectors

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)



## Service Your Central Furnaces

If your property has a central furnace system, please ensure a routine maintenance service is scheduled at least once per year.

If you have questions about this process, please contact your portfolio supervisor to discuss.



## Fall Maintenance Checklist



Included here 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.

## 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)



### How Early Should I Decorate?

If residents are itching to carve a pumpkin or deck the halls as soon as Labor Day passes, it may be time to adopt some guidelines.

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

# Maintenance

## Ladders, Gutters and Roofs

Very important guidelines about ladders, gutters and roof safety:

- Cambridge Real Estate Services does not authorize any employee to conduct roof work.
- The use of ladders over 24 feet by site staff is prohibited.
- 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.



## Operation Ice Melt

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

# Safety

## Power Outages & Blackouts

In the event of cold weather power outages or blackouts, 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.
- Keep afterhours emergency maintenance phones fully charged.
- 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

## 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 by CLI (direct dial 503-484-2425).

1. Dial 1-800-CALL-CLI (1-800-225-5254).
2. When the operator answers, tell them: a) your customer code is **684785**; b) you are calling from **Cambridge Real Estate Services**; c) the language you need; d) if you need a third-party dial-out.
3. The operator will connect you promptly.

## 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.

# 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.



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# Autumn

(Autumnal Equinox September 22)

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## *September*

Schedule winter holiday coverage - Thanksgiving, Christmas, New Year's, etc.

Labor Day - Holiday - Pools closed by mid-September

Check common area lighting, photocells, and timers

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

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

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 bibb covers

Autumn leaf removal (plan extra time to blow leaves)

Gutter cleaning (if leaves are finished falling)

## Winter (Winter Solstice December 21)

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### *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