

**CAMBRIDGE**

*real estate services*

**MultiFamily NW (MFNW) Forms  
Training Manual**

Last Updated: May 2020

# Multifamily NW Forms Training Manual

*This manual will:*

- *Provide the name of the new Multifamily Northwest (MFNW) form available (known as Metro Multifamily Housing Association in California, or MMHA)*
- *Outline the use of each MFNW or MMHA form*
- *Note main differences between the former Cambridge version and the new MFNW or MMHA version of the form*
- *Provide instructions on how to complete each MFNW or MMHA form in Tenant Tech*

*Forms in this manual are listed with form number, title of form and the state(s) the form applies to.*

**Forms are listed in alphabetical order, by form name.**

*In order to access all forms in Tenant Tech, you must first select a Resident, then click on Forms & Docs, search for the form by typing the name of the form (fastest way) or by choosing a form or form(s) within Form Groups on the left side of the screen.*

*On all forms, you can change the date on the left-hand side on the Edit Forms screen:*

The screenshot displays the Tenant Tech web application interface. At the top, the user is logged in as Kristin Strong. The navigation bar includes 'Dashboard', 'Residents', 'Forms & Docs' (selected), and 'Reports'. Below the navigation bar, there are three main action buttons: 'Select Forms', 'Edit Forms' (highlighted in green), and 'View Forms'. The main content area shows '1 Form Selected' with 'Prev' and 'Next' navigation buttons. The selected form is 'Move-in Accounting (M004)'. The 'Date on This Form' is set to '08/21/2019', with a red arrow pointing to the date field. Below the date field are 'Save Data' and 'View Forms' buttons. The form content includes sections for 'Tenancy' (Lease Term Beginning: 07/01/2012, Ending: 06/30/2013) and 'Rent/Charges' (TOTAL RENT DUE AT MOVE-IN: From 07/01/2012 Thru 07/31/2012, SECOND RENT PAYMENT).

If you have any questions on forms please contact your Regional Manager, Kristin Strong at SERC ([kstrong@cambridgeres.com](mailto:kstrong@cambridgeres.com) or 503-450-0248), or your Property Supervisor.

**1. M120 14-Day Notice to Pay Rent or Vacate the Premises (Washington)**

Use: This form will be completed and issued to all households that have not paid rent by the 5<sup>th</sup> of the month.

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' 14-Day Notice to Pay Rent or Vacate the Premises (forms very similar)

How to complete this form in Tenant Tech:

- A. Review Service Instructions thoroughly
- B. In Past Due Amounts section:
  - a. Enter in the month and amount for Monthly rent due, Utilities due, Other recurring or periodic charges identified in the lease (ex. parking, storage, etc.) and description of charge(s)
- C. Enter in the Property Name and Address where total amount due is to be paid
- D. Check the box if the resident is required to pay by means other than by personal check, third-party check or multiple checks
- E. In Statement of Account section, add any additional charges owed (ex. late fees)
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

**2. M020 (or CM020rd-PK for RD properties) 3-Day Notice of Termination for Nonpayment of Rent (Idaho)**

Use: This form will be completed and issued to all households that have not paid rent by the specified date on the Rental Agreement.

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' 3-Day Notice to Quit (forms very similar)

How to complete this form in Tenant Tech:

- A. If appropriate, check the box indicating payment required by money order or certified check
- B. Enter Property Name in blank below Make payment to:
- C. In Statement of Account section:
  - a. Enter the Past Due rent Month / Year and amount
  - b. Enter the Late Charges Month / Year and amount
  - c. Enter any Other Charges Month(s) / Year and amount(s)
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Confirm all information is accurate
- G. Print
- H. Hand complete Proof of Service by checking the box indicating the notice was both served and mailed and entering the date notice was delivered

**3. M013 24-Hour Notice of Inspection /Maintenance (Oregon, Washington, California and Idaho)**

Use: to be completed when notifying residents that entrance to their unit is needed for vendors, staff members or inspections. Form must be posted a minimum of 24 hours prior to date entrance is needed.

Main difference(s) between Cambridge form and new MFNW form: This form replaces CRES' 24-Hour Notice. Additional information on the MFNW form includes resident address, area for detailed explanation of reason for entry and more details for the method of notification.

How to complete this form in Tenant Tech:

- A. Enter date and time on this form that entry will be made
- B. Enter end date/time the entry will be completed
- C. Enter the reason for entry either for maintenance or inspection
- D. In the box labeled Explanation of inspection and/or maintenance enter in as much detailed explanation of reason entry will be needed
- E. Enter in the company or person's name that will be entry unit
- F. If unit will be used to show future prospects while unit is occupied check box labeled; To exhibit unit to prospective or actual purchasers, mortgagees, or tenants
- G. In the area labeled Service of notice check box that matches method used to deliver notice. Include the date and time delivered in the box corresponding with the delivery method chosen
- H. Click Save Data on left side of screen
- I. Click Next on left side of screen
- J. Confirm all information is accurate
- K. Print

#### 4. M279 30-Day Notice of Rent Increase (Month-to-Month Tenancy or Less) – (California)

Use: to be completed and distributed to households on a month-to-month lease and whose rent is being changed within 30 days. Use this form for households without Section 8 vouchers. **IMPORTANT: Conventional properties only – do not increase rents more than 5% plus the current Consumer Price Index.**

Main difference(s) between Cambridge form and new MFNW form: new form to CRES

How to complete this form in Tenant Tech:

- A. Add Effective Date of rent increase (must be a minimum of 35 days from the date the form is completed)
- B. Enter in current monthly rent amount
- C. Enter in new monthly rent amount
- D. Add "1st" for Rent payable date
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

#### 5. M280 60-Day Notice of Rent Increase (Month-to-Month) – (California)

Use: to be completed and distributed to households on a month-to-month lease and whose rent is being changed within 60 days. Use this notice for households with Section 8 vouchers. **IMPORTANT: Conventional properties only – do not increase rents more than 5% plus the current Consumer Price Index.**

Main difference(s) between Cambridge form and new MFNW form: new form to CRES

How to complete this form in Tenant Tech:

- A. Add Effective Date of rent increase (must be a minimum of 35 days from the date the form is completed)
- B. Enter in current monthly rent amount
- C. Enter in new monthly rent amount
- D. Add “1st” for Rent payable date
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

## 6. M020-PK 72-hour Notice of Termination for Non-Payment of Rent (Oregon)

Use: to be completed and distributed to household whose rent has not been paid by midnight on the 7<sup>th</sup> of the month.

Main difference(s) between Cambridge form and new MFNW form: This form replaces CRES’ 72-Hour Notice and allows you to break down the charges line by line to clear up any questions regarding prior month charges that are still outstanding. Also, there is an added box to check for Section 8 residents.

How to complete this form in Tenant Tech:

- A. All residents must be listed on 72-hour notice. DO NOT click box next to print with head of household only
- B. In the Payment Information section, check the box requiring payment to be in a form of Certified funds if resident has had 2 NSF’s in a 12-month period per Cambridge policy
- C. List the name and physical address of your property in “Make payable to (name and delivery location)”
- D. In Statement of Account section, list all amounts due (with descriptions)
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

## 7. M024 Abandoned Property Notice (Oregon)

Use: this form is to be used when it is believed that abandoned goods or personal property have been left after a move out

Main differences between Cambridge form and new MFNW form: replaces CRES’ Abandoned Property Notice. MFNW form missing area for resident to designate someone in the event of their death (this information can be noted on the MFNW Rental Application).

How to complete this form in Tenant Tech:

- A. Contact Information section:
  - a. Enter the Resident’s post office box, if applicable
  - b. Enter the Resident’s forwarding address
- B. Abandoned Property Information section:
  - a. Describe in detail the abandoned property; take photos and place in the file as backup
  - b. Enter in location of property
  - c. Enter date by which Resident must contact Owner / Agent (must be at least 8 days after mailing)

- d. If appropriate, check the box noting that the property left is less than \$1,000 and that Owner/Agent intends to dispose of the property if Resident does not claim it
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

## 8. M024 Abandoned Property Notice (Washington and Idaho)

Use: this form is to be used when it is believed that abandoned goods or personal property have been left after a move out.

Main differences between Cambridge form and new MFNW form: replaces CRES' Abandoned Property Notice

How to complete this form in Tenant Tech:

- A. Contact Information section:
  - a. Enter the Resident's post office box, if applicable
  - b. Enter the Resident's forwarding address
- B. Abandoned Property Information section:
  - a. Enter the current location of the property
  - b. Enter the sale or disposal date. IMPORTANT: guideline of 45 days from the date of mailing of this notice is required prior to the sale or disposal of abandoned property. The exception would be receiving confirmation from your Property Supervisor that the value of the abandoned property is \$250 or less
  - c. Check the box if it has been determined, and approved by your Property Supervisor, that the abandoned property has been valued at \$250 or less
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

## 9. M045 Abandoned Property Release (Oregon and Washington)

Use: this form is to be used when personal property is left at the Premises upon termination of tenancy and therefore property is considered abandoned. This form shall be signed after termination of tenancy or no more than 7 days prior to termination of tenancy.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech: As with the Cambridge form, this form has no fields to fill in, aside from the date.

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

## 10. M153 Addendum to Add or Remove Resident(s) (Oregon, Washington, California and Idaho)

Use: This form will be used for adding and / or removing any household members over the age of 18 during a household's tenancy

Main difference(s) between Cambridge form and new MFNW form: the new version allows for both addition and removal of residents over the age of 18; this form replaces Notice of Resident Vacating (Roommate Separation)

How to complete this form in Tenant Tech:

- A. In Rental Agreement Information, type in the current Rental Agreement date
- B. If adding a resident - in Addition of Resident(s) section, you will type in the New Resident's Name and the date of new resident(s) who will occupy the unit.
- C. If removing a resident - in Removal of Existing Resident(s) section, you will type the departing resident's name and the date the departing resident(s) will vacate the unit
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Confirm all information is accurate
- G. Print

*Tips: It is very important to have all the residents sign this addendum. It is best to have all the residents present when the actual act of removing existing resident(s) or adding new resident(s) is being conducted.*

## 11. M003 Agreement to Execute Rental Agreement (Oregon)

Use: this form is required to be completed by an applicant when paying a security deposit to hold an apartment and covers information that is also listed on the Rental Agreement.

Main differences between Cambridge form and new MFNW form: Cambridge version references properties that participate in affordable housing programs; this information will be noted on the Affordable Housing Addendum (for affordable properties only), which should be signed when the Agreement to Execute form is signed by the applicant.

How to complete this form in Tenant Tech:

- A. In Purpose of Form section, choose Move-In (could also be used for a Transfer)
- B. Add original (anticipated) move-in date
- C. Check Yes or No box indicating if Applicant has a Section 8 Housing Choice Voucher
- D. If the Applicant has a Section 8 Voucher, indicate the number of days in which the Agreement will terminate if the housing authority does not complete inspection / approve unit
- E. In Parties section, enter Current Date
- F. Check box if there is a co-signer
- G. Enter email address, mobile phone and Other Electronic Method for electronic delivery of notices and utility bills (or click on Use Head of Household's email / cell phone hyperlinks to auto fill)
- H. Enter property email address (or click on gray Insert Default button to auto fill)
- I. In Tenancy section, enter lease Beginning and Ending dates
- J. Check box next to Early termination provision applies (for conventional and Tax Credit properties only) and enter an amount – amount should not exceed 1.5 times the monthly stated rent
- K. In Monthly Charges, enter Monthly Stated Rent amount and any other monthly charges (ex. storage fee, garage fee, etc.)

- L. In Accounting section, check box “see Second Month’s Accounting” (complete this form M035 using instructions in this manual)
- M. If appropriate, enter Specials / Adjustments / HOA Fees
- N. In Deposits section, enter in Security Deposit amount and any Additional Deposits
- O. Check box “Deposits will be held by owner”
- P. Enter any Specials / Adjustments
- Q. In Fees section:
  - a. Enter Tampering Fee of \$250
  - b. HOA Move-In Fee and Move-Out fee (if appropriate)
  - c. Late Fees
- R. No need to enter any Notes – skip this section
- S. Click Save Data on left side of screen
- T. Click Next on left side of screen
- U. Confirm all information is accurate
- V. Print

## 12. M050 Air Conditioner Installation Agreement (Oregon and Washington only)

Use: this form is to be signed by all residents at move in and lease renewal so that residents understand when, how and what type of air conditioners can be used at the property. Cambridge only allows portable A/C units – **no exceptions.**

Main differences between Cambridge form and new MFNW form: n/a; both versions of this form are the same

How to complete this form in Tenant Tech: As with the Cambridge form, this form has no fields to fill in, aside from the date.

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

## 13. M056 Amendment to Rental Agreement (Oregon, Washington, California and Idaho)

Use: This form will be used for legal name change(s), addition or removal of minor occupants, change(s) of vehicle(s), change of rent due date or other.

Main difference(s) between Cambridge form and new MFNW form: n/a – new form to CRES

How to complete this form in Tenant Tech:

- A. If a legal name change - in Legal Name Change section, check box and enter in Residents old name and new legal name
- B. If adding or removal of a minor - in Addition or Removal of Minor Occupants section, check box, choose Add or Remove and enter name and date of birth for that household member
- C. For change of vehicle - in Change of Vehicle section, check box, type Make, Model, Color, State, License Plate # and Parking ID # (if applicable) in appropriate Delete and / or Add areas
- D. Rent Due Date Change – DO NOT USE THIS AREA OF THE FORM WITHOUT SUPERVISOR APPROVAL



- E. For Other – check box and enter in changes to the Rental Agreement; DO NOT USE THIS AREA OF THE FORM WITHOUT SUPERVISOR APPROVAL
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

**14. M135 Annual Recycling Notice (Oregon, Washington and California)**

Use: this form should be signed at move in and at lease renewal and identifies where residents can recycle and what items they can recycle on the property

Main difference(s) between Cambridge form and new MFNW form: n/a – new form to CRES

How to complete this form in Tenant Tech:

- A. Enter location(s) of recycling containers
- B. Enter in all items that can be recycled (can be found on recycling bins from waste company)
- C. Enter in any special instructions regarding recycling, if applicable; if not applicable, type N/A
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Confirm all information is accurate
- G. Print

**15. M078 Appliance Addendum (Oregon and Washington)**

Use: this form is to be completed at move-in and identifies all appliances that the Owner / Agent provides in the unit for resident use, as well as outlines if resident are allowed to provide their own appliances.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. **Add applicable appliances (with make and model) to units after each inspection or move out.**  
 You will need to handwrite applicable appliances on the form until the full list of appliances auto-populates from Tenant Tech on the form. Confirm appliances listed that have been provided by Owner / Agent are correct. Options include the following:
  - a. Dishwasher
  - b. Dryer
  - c. Microwave
  - d. Oven
  - e. Range
  - f. Refrigerator
  - g. Stove
  - h. Washing Machine
  - i. Carbon Monoxide Detector
  - j. Garbage Disposal
  - k. Range Hood
  - l. Smoke Detector
  - m. Water Heater
  - n. Other \_\_\_\_\_

- B. Check if Resident may not supply an appliance for use on the Premises or if Resident may supply their own appliances, subject to the rules on this form
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

**16. M106 Assistance / Companion Animal Agreement (Oregon, Washington, California and Idaho)**

Use: this form will be used when a resident submits a reasonable accommodation for an assistance or companion animal, and the request has been approved by SERC.

Main differences between Cambridge form and new MFNW form: this form replaces CRES' Service Animal Agreement form; differences include:

- A. A clause added in stating no breeding of any assistance animal is allowed
- B. A clause added in that animals with aggressive history will not be allowed
- C. Takes away the clause that disallows puppy pads

How to complete this form in Tenant Tech:

- A. Enter animals in by clicking Manage Animals:
  - a. Select Type
  - b. Enter in Breed
  - c. Enter in Name
  - d. Enter in Age
  - e. Enter in Height
  - f. Click the check box for "Assistant Animal"
  - g. Add any applicable notes
  - h. Upload a photo of the animal
  - i. Select if renter insurance is on file
  - j. Input the deposit amount paid (note this is not an additional deposit for having an assistance / companion animal but rather just the security deposit)
  - k. Click Add
- B. Enter in Emergency Contacts by clicking on Manage Contacts:
  - a. Enter in Full name
  - b. Enter in phone number
  - c. Enter in Email
    - i. Complete for up to 3 but no less than 1 emergency contact
  - d. Click Save
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Print

**17. M107 Check In & Out Final Accounting (California)**

Use: this form should be completed and signed at move in by resident (and resident should complete any and all damages in the unit at move in); management should complete at move out (to document any and all damages in the unit)

Main difference(s) between Cambridge form and new MFNW form: Unit Condition Report

How to complete this form in Tenant Tech:

- A. Enter date on left hand side of form
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

**18. M132 Community Rules and Regulations (Oregon, Washington, California and California)**

Use: this form provides additional rules and regulations that are not outlined on any other forms / Rental Agreement. This form is to be signed and provided at move in and lease renewal to each household.

***NOTE: not applicable to RD or HUD units***

Main differences between Cambridge form and new MFNW form: replaces CRES Rules and Regulations

How to complete this form in Tenant Tech:

- A. Check all Common Area Facilities that apply at your property
- B. If Management provides lockout services, complete Lockout charge for lockouts occurring after hours (if a different amount than \$25.00)
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

**19. M026 Co-Signer Agreement (Oregon, Washington, California and Idaho)**

Use: to be completed at move in by co-signers, if a co-signer was used to help residents obtain an apartment

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' Co-Signer Agreement

How to complete this form in Tenant Tech:

- A. In the Co-Signers Stored in This Unit section: follow the instructions to store a co-signer and / or manage co-signers for a selected unit
- B. In Co-Signers on This Form section, complete co-signers name and address or click the green Insert Stored Co-Signers box
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

**20. M058 Criminal Activity Addendum (Oregon)**

Use: to be completed at move in and at each lease renewal; outlines activity / behavior that residents and their guests must avoid or could possibly lose their tenancy

Main difference(s) between Cambridge form and new MFNW form: this form replaces Lease Addendum for Drug-Free Housing and Trespass Addendum

How to complete this form in Tenant Tech: As with the Cambridge form, this form has no fields to fill in, aside from the date.

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

## 21. M003 Deposit to Secure Occupancy (Washington and California)

Use: This form is required to be used when an applicant pays a deposit to secure a unit after application approval and / or to pay a deposit on a unit for a transfer

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' Agreement to Execute form

How to complete this form in Tenant Tech:

- A. In Purpose of Form section:
  - a. Click Move-In or Transfer button (add old unit if a transfer)
  - b. Type in move-in date
  - c. Select Yes or No if the household has a Section 8 voucher
- B. In Parties section:
  - a. Enter date of agreement
  - b. If necessary, edit Residents on the Residents tab
  - c. Click the box if there is a co-signer for the unit
  - d. Click the gray Insert Default button or manually enter the properties' email address
- C. In Tenancy section:
  - a. Enter lease dates – beginning and ending (you can also choose lease term and click the gray Apply button)
  - b. Click the box indicating if an Early Termination provision applies
  - c. Enter appropriate amount of Early Termination fee (if needed, obtain from your Property Supervisor as this varies by property)
  - d. Enter 1<sup>st</sup> for Rent Due Date
- D. In Monthly Charges section, enter monthly stated rent and any other monthly amounts to be charged to the household (i.e. storage, parking, etc.)
- E. In Accounting section:
  - a. Confirm rent / charges
  - b. Check the box if you choose to provide the household with the Second Month's Accounting form (optional form)
  - c. Add any specials / adjustments if applicable
  - d. Add any non-refundable move-in fees (i.e. pet fee, application fee, etc.)
  - e. For deposits, enter in security deposit amount and the bank name / address where the property banks
  - f. Add any additional deposits required
  - g. Add any other specials or adjustments
- F. In Fee Schedule section:
  - a. Enter all fees – dishonored check fee, unauthorized pet fee, smoke alarm / tampering fee (\$200), non-compliance fee and late fees
- G. Disregard Notes section**
- H. Click Save Data on left side of screen

- I. Click Next on left side of screen
- J. Confirm all information is accurate
- K. Print
- L. Complete each box manually (in writing) as appropriate / each step is complete

**22. M034 Designation of Person to Act on Death - Sole Resident (Washington)**

How to complete this form in Tenant Tech:

- A. Enter the requested information to include the name, address, email address, and phone number to the Resident's designated person
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

**23. M068 Domestic Violence – Request for Early Release and Qualified Third-Party Verification (Oregon)**

Use: this form will be used when a resident becomes a victim of domestic violence and needs to relocate

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Fill out the requested release date (14-day notice is required for a domestic violence notice to vacate)
- B. Add in any additional immediate family members using the spaces provided as applicable
- C. In Qualified Third Part Verification section, complete the following information if provided:
  - a. Most recent incident occurrence date
  - b. Click the correct radio button regarding less than 90 days or more than 90 days
  - c. If applicable the dates of incarceration
  - d. If applicable the dates the perpetrator lived more than 100 miles from the victim's home
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Print

**24. M036 Garage / Storage Rental Agreement (Oregon, Washington, California and Idaho)**

Use: This form will be used when a household is assigned a garage and / or storage unit

Main difference(s) between Cambridge form and new MFNW form: replaces CRES Garage, Parking, Storage Space Rental Agreement

How to complete this form in Tenant Tech:

- A. Enter in Garage Unit Number and / or Storage Unit Number
- B. Check box indicating if Occupant of garage and / or storage unit is a Resident or Non-Resident
- C. Click gray box Insert Resident Data or enter in Resident name(s), address, phone, etc.
- D. Enter in lease terms for garage / storage unit(s)
- E. Enter in any applicable deposits

- F. Enter in a general description of contents to be put in storage unit and / or garage and any damages
- G. Click Save Data on left side of screen
- H. Click Next on left side of screen
- I. Confirm all information is accurate
- J. Print

## 25. M062 Installment Payment Agreement (Oregon and Washington)

Use: this form is to be used **with supervisor approval only**. This would only be used during special circumstances for a past due balance on a resident's account / ledger.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

Please have the resident ledger in front of you for itemized breakdown of the balance(s) owed to the property.

Outstanding Amounts: (breakdown of balances owed)

- A. Select first "amount" box and enter first balance owing
- B. Tab down to the "description" box and enter what the balance owing is for
- C. Continue filling in the "amount" and "description" boxes until you have entered all items/balances that were approved by your supervisor

Payment Agreement: (discuss due dates and amounts with your supervisor)

- A. Select the first "amount" box and enter the first balance due payment
- B. Tab down to the first "due date" box and enter the desired date
- C. Continue filling in the "amount" and "due date" boxes until you have entered all balances and dates
- D. Click Save data on left side of screen
- E. Click Next on left side of screen
- F. Confirm all information is accurate
- G. Print

## 26. MFH002 Internal Tracking of Request for Reasonable Accommodation / Modification (Oregon and Washington)

Use: This form will be used for tracking a household's request for a Reasonable Accommodation (RA) / Modification

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- K. Complete Resident / Applicant Name
- L. Check the box if the RA / Modification was submitted by an Applicant
- M. If submitted by an Applicant (and not a Resident), complete Applicant's current full address
- N. Enter Resident or Applicant's phone number
- O. Enter Resident or Applicant's email address
- P. Click Save Data on left side of screen
- Q. Click Next on left side of screen

- R. Confirm all information is accurate
- S. Print
- T. Complete each box manually (in writing) as appropriate / each step is complete

## 27. M110 Maintenance/Emergency Entry Notice (Oregon, Washington, California and Idaho)

Use: to be completed when there is an Emergency Entry into a unit

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Enter the time of entry
- B. In Entry section, click box next to Someone has been in your apartment if applicable and fill out the following information
  - a. Check maintenance box or emergency box and add details in Explain area
  - b. If emergency box checked, fill in who entered, action take and if future action required.
- C. In No Entry section, check box next to We could not enter because tab (only if unable to gain entry)
- D. Check applicable box that explains why there was no entry
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

## 28. M038 Mold & Mildew Addendum (Oregon, California and Idaho)

Use: to be completed at move in and at each lease renewal; outlines ways to prevent mold growth and what to do if mold is found in a unit

Main difference(s) between Cambridge form and new MFNW form: very similar; replaces CRES' Mold and Mildew Addendum

How to complete this form in Tenant Tech: As with the Cambridge form, this form has no fields to fill in, aside from the date.

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

## 29. M039 Mold Addendum & FAQ (Washington)

Use: to be completed at initial move in lease signing. This form provides residents with educational information on what mold is, how it can affect them, how to prevent mold, when to inform Owner/Agent and how to clean up mold.

Main difference(s) between Cambridge form and new MFNW form: The CRES Mold & Mildew Addendum covers more in detail the different ways to help prevent Mold/Mildew and heavily encourages residents to contact Owner/Agent of any signs of an issue. MFNW form is more of educational so the resident understands what causes the mold and the proper steps to maintain a mold free unit.

How to complete this form in Tenant Tech:

- A. Enter Date for this form on the left-hand side
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

**30. M004 Move-In Accounting (Oregon)**

Use: this form should be used for new move-ins to document charges and payments to new residents

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. In Tenancy section, confirm lease begin and end date
- B. In Rent / Charges section:
  - 1. Pro-rate Method should be C, Cambridge uses 30 days to prorate rent
  - 2. The First Month Rent payment, the Second Month Rent Payment and other Monthly Charges section should automatically populate, based on the information on the rental agreement
  - 3. Check the box of “Second Month’s Accounting for Additional Charges/Adjustments (Form M035) if you are planning on providing the Second Month’s Accounting form to the household
  - 4. Other Monthly Charges Section should be populate automatically based on the rental agreement information
  - 5. In Specials/Adjustments/HOA Move-In Assessments section, enter the type of specials or adjustments and the total amount here if applicable
  - 6. In Total Rent Charges Amount due section –
    - a. If there is any payment made prior to move-in, you will enter the type of payment and the amount of payment here in the prior payment area.
    - b. Enter the total amount paid on the move-in day in “Total charges paid at move-in.
- C. Deposit section:
  - a. Enter the required amount of security deposit
  - b. Additional Deposits – if there is a pet deposit, garage deposit and etc., you will enter the type of deposit and the total amount required here if applicable
  - c. Check the box next to “deposits will be held by owner”
  - d. In “Specials/Adjustments” area – if there is a special promotion or adjustments applies, you will enter the type of specials or adjustments and the amount here
  - e. In Total Deposits Charged -- enter the total amount of security deposit payments made prior to move-in here; in “Deposit Paid at Move-In” enter the total amount paid at move-in
- D. Note section: do not add anything here unless approved by your Supervisor
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

**31. M004 Move-In Accounting (Washington)**

Use: this form should be used for new move-ins to document charges and payments to new residents

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES



How to complete this form in Tenant Tech:

- A. In Tenancy section, confirm lease begin and end date
- B. In Rent / Charges section:
- C. The First Month Rent and Second Month Rent Payment should automatically populate, based on the information on the rental agreement
- D. Check the box of “Second Month’s Accounting for Additional Charges/Adjustments (Form M035) if you are planning on providing the Second Month’s Accounting form to the household
- E. Other Monthly Charges Section should be populate automatically based on the rental agreement information.
- F. In Specials/Adjustments/HOA Move-In Assessments section, you will enter the type of specials or adjustments and the total amount if applicable
- G. In Total Rent Charges Amount due section –
  - a. If there is any payment made prior to move-in, you will enter the type of payment and the amount of payment here in the prior payment area.
  - b. Enter the total amount paid on the move-in day in Total charges paid at move-in
- H. Non-Refundable Fees section:
  - a. Enter any and all non-refundable fees here (if necessary) and any prior payments made
- I. Deposit section:
  - a. Enter the required amount of security deposit
  - b. Enter Bank Name and Address where security deposit will be held
  - c. Additional Deposits – if there is a pet deposit, garage deposit, etc., you will enter the type of deposit and the total amount required here if it applies
  - d. In “Specials/Adjustments” area – if there is a special promotion or adjustments applies, you will enter the type of specials or adjustments and the amount here
  - e. In “Total Deposits Charged” -- enter the total amount of security deposit payments made prior to move-in here and enter the total amount paid at the move-in
- J. Note section: do not add anything here unless approved by your Supervisor
- K. Click Save Data on left side of screen
- L. Click Next on left side of screen
- M. Confirm all information is accurate
- N. Print

**32. M007 Move-In & Out Inspection (Oregon, Washington and Idaho)**

Use: to be completed at move-in and move-out for all units; used to document condition of unit at move in and move out

Main difference(s) between Cambridge form and new MFNW form: replaces Unit Condition Report new version provides a page 2 to document any items that are not graded with “Acceptable”

How to complete this form in Tenant Tech:

- A. Keys – Number of keys given at move-in:
  - a. Enter the number of house keys given at move-in
  - b. Enter the number of mailbox keys given at move-in
  - c. Enter the number of facilities keys given at move-in (i.e. pool area, clubhouse, etc.)
  - d. Enter the number of key cards given at move-in (i.e. fob, fob keys, etc.)
  - e. Enter the number of other types of keys given at move-in (i.e. garage openers, etc.)

- B. HUD units only – add date by which any necessary cleaning or repairs will be completed
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

### 33. M155 No Smoking Addendum (California)

Use: this form should be used for new move-ins to document charges and payments to new residents

Main differences between Cambridge form and new MFNW form: replaces CRES No Smoking Addendum

How to complete this form in Tenant Tech:

- A. Click gray Insert Default Smoking Policy button
- B. If no data auto fills, click the appropriate statement that reflects the smoking policy at your property
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

### 34. M024 Notice of Belief of Abandonment (California)

Use: this form will be used when you believe that a household has skipped and / or a unit has been abandoned.

Main differences between Cambridge form and new MFNW form: replaces Abandoned Property Notice

How to complete this form in Tenant Tech:

- A. Enter the unit address of the resident(s)
- B. Enter the date the real property will be deemed abandoned and lease will terminate (no less than 18 days from current date)
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

### 35. M042 Notification of Balance Due (Oregon and Washington)

***Important: Send two (2) of these notices to a household; if not paid, then send M031 Notification of Balance Due – Failure to Pay Money***

Use: this form will be used when a resident does not pay all monies owed to the property.

Main differences between Cambridge form and new MFNW form: replaces CRES Balance Due letter

- A. MFNW form gives a more detailed breakdown of charges
- B. wording is also stronger and more urgent in the MFNW form

How to complete this form in Tenant Tech:

- G. Click the appropriate box or boxes for charge listed:
  - a. Rent
  - b. Late Fees
  - c. NSF Fees
  - d. Noncompliance Fees
  - e. Deposit(s)
  - f. Resident-Caused Damages
  - g. Pet Rent
  - h. Garage
  - i. Parking
  - j. Storage
  - k. OR write in a specific item (ex. utilities)
- H. Enter the correct amounts owed accordingly
- I. Enter in the date of the charge and the description
- J. Input a Date Due
- K. Add any applicable information for example:
  - a. First attempt to collect, second attempt to collect etc.
- L. Click Save Data on left side of screen
- M. Click Next on left side of screen
- N. Confirm all information is accurate
- O. Print

**36. M017 Notice of Disturbance / Noncompliance (California)**

Use: this form will be sent to households that have violated the rules and regulations of the Rental Agreement and / or addenda.

Main differences between Cambridge form and new MFNW form: replaces all of CRES' disturbance and non-compliance notices

How to complete this form in Tenant Tech:

- A. In Nature of Violation section, check all boxes that apply
- B. In Violation Specifics section:
  - a. Complete Date and time of violation
  - b. Complete Location of violation
  - c. Describe the violation – quote all information in the resident's current Rental Agreement and / or Community Rules and Regulations that the residents have violated; only add facts; avoid opinions and subjective language (if needed, contact your Regional Manager or Property Supervisor for guidance)
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

**37. M025 Notice of Disposition of Property after Writ of Restitution (Washington)**

Use: to be completed when the courts have deemed the Restitution in favor of the Landlord requiring resident to vacate the unit however the resident abandons property after Sheriff lock out is completed.

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Enter PO box or forwarding address left by resident. If no forwarding address was given, enter in the last known address
- B. In Current location of property section, enter the location the property is being stored
- C. In the Sale/Disposal section, enter date 30 days from date of form if the items are deemed to be worth more than a \$250 value
- D. If items are less than \$250, check box at bottom of the screen and skip entering in a date 30 days out
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

### **38. M017 Notice of Disturbance / Noncompliance (Washington and Idaho)**

Use: this form will be sent to households that have violated the rules and regulations of the Rental Agreement and / or addenda.

Main differences between Cambridge form and new MFNW form: replaces all of CRES' disturbance and non-compliance notices

How to complete this form in Tenant Tech:

- G. In Nature of Violation section, check all boxes that apply; if Other, complete Describe section using detailed information (just facts, avoid opinions or subjective language – if needed, contact your Regional Manager or Property Supervisor for guidance)
- H. In Violation Specifics section:
  - a. Complete Date and time of violation
  - b. Complete Location of violation
  - c. Describe the violation – quote all information in the Rental Agreement and / or Community Rules and Regulations that the residents have violated; only add facts; avoid opinions and subjective language (if needed, contact your Regional Manager or Property Supervisor for guidance)
  - d. CRES policy is to never charge noncompliance fees; enter \$0 for the Noncompliance fee
- I. In Service of Notice section, if emailed or electronically delivered to the household, check the box and complete the date the notice sent via email or via another electronic method
- J. Click Save Data on left side of screen
- K. Click Next on left side of screen
- L. Confirm all information is accurate
- M. Print

### **39. M054 Notice of Exclusion (Trespass) (Oregon and Idaho)**

Use: this form will be used to exclude a non-resident from the property.

Main differences between Cambridge form and new MFNW form: replaces CRES' Notice of Exclusion

How to complete this form in Tenant Tech:

- A. Enter Property address
- B. Excluded Person section:
  - a. Complete Name
  - b. Date of birth
  - c. Sex
  - d. Race
  - e. Height
  - f. Weight
  - g. Address (if known)
  - h. City
- C. Basis for Exclusion section:
  - a. Describe in detail (using facts, not opinions) as to how the person violated one or more criteria for exclusion. Attach police report if filed
- D. Appeals may be submitted to section:
  - a. Add in SERC address (PO BOX 2968, Portland OR 97208)
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

#### **40. M017 Notice of Noncompliance (Oregon)**

Use: this form will be sent to households that have violated the rules and regulations of the Rental Agreement and / or addenda.

Main differences between Cambridge form and new MFNW form: replaces all of CRES' noncompliance notices

How to complete this form in Tenant Tech:

- A. Read Service Instructions carefully.
- B. In Nature of Noncompliance section, check all boxes that apply
- C. In Noncompliance Specifics section:
  - a. Complete Date and time of noncompliance
  - b. Complete Location of noncompliance
  - c. Describe the noncompliance – quote all information in the resident's current Rental Agreement and / or Community Rules and Regulations that the residents have violated; only add facts; avoid opinions and subjective language (if needed, contact your Regional Manager or Property Supervisor for guidance)
- D. In Number of Noncompliances section, choose if this is the household's first, second or third + noncompliance FOR THE SAME OR SIMILAR CONDUCT and add date(s) of first / previous noncompliance / warning – Note CRES policy is to never charge a noncompliance fee
- E. In Total Fee section, enter the total amount of the noncompliance fee (\$0 – it is CRES policy to never charge a noncompliance fee)
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

#### 41. M016 Notice of Parking Violation (Oregon, Washington, California and Idaho)

Use: send to residents who have violated any parking rule(s)

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. In Vehicle Description section, enter:
  - a. Make
  - b. Model
  - c. Color
  - d. License plate number
  - e. State
- B. In Parking Violation section, check all parking violations that apply to the resident you are sending the notice to; if other, be specific and use facts
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

#### 42. M011 Notice of Rent/Monthly Charges Increase (Oregon)

Use: this form will be sent to households whose rent will be increasing within the next 91 days

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Read City of Portland information carefully
- B. Read Service Instructions carefully
- C. Increase Information section:
  - a. Enter the effective date of the increase.
  - b. Complete the current charges, increase, and new charges that have been pre-approved by your Property Supervisor (lump together rent plus any month to month fees in one line and do not ever list utilities on this form)
- D. Exemptions section:
  - a. Under most circumstances this section will not apply. Please reach out to your Property Supervisor to confirm prior to entering information into this section.
- E. Notes section:
  - a. **Under most circumstances this section will not apply. Please reach out to your Property Supervisor to confirm prior to entering information into this section.**
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

#### 43. M170 Notice of Resident's Right to Initial Inspection (California)

Use: this form will be sent to households that have given notice and / or will be given notice and would like to conduct an inspection with management.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Complete date on left side of screen
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

#### **44. M041 Notice of Tampering With or Failure to Maintain Alarm / Detector (Oregon)**

Use: this form will be used when a resident has tampered with or failed to maintain the smoke alarm(s) and / or the carbon monoxide detector(s) in their apartment.

Main differences between Cambridge form and new MFNW form: replaces CRES' Notice of Smoke Alarm / Carbon Monoxide Detector Violation

How to complete this form in Tenant Tech:

- A. In Removal / Tampering Specifics section:
  - a. Enter date and time of discovery of removal / tampering, or failure to maintain
  - b. Enter location of alarm / detector (be specific; ex. on ceiling in hall leading from living room to bedrooms)
  - c. Describe removal / tampering or failure to maintain (be specific and as detailed as possible; avoid opinions – ex. smoke detector was found to be removed from ceiling; wires were exposed. Maintenance re-installed the smoke detector during inspection)
- B. In Fees section:
  - a. Enter Number of alarms / detectors that were removed or tampered with, or failed to maintain
  - b. Enter Noncompliance fee, per alarm / detector (cannot exceed \$250 – consult with Supervisor first)
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

#### **45. M041 Notice of Tampering With or Failure to Maintain Alarm / Detector (Washington)**

Use: this form will be used when a resident has tampered with or failed to maintain the smoke alarm(s) and / or the carbon monoxide detector(s) in their apartment.

Main differences between Cambridge form and new MFNW form: replaces CRES' Notice of Smoke Alarm / Carbon Monoxide Detector Violation

How to complete this form in Tenant Tech:

- G. In Removal / Tampering Specifics section:
  - a. Enter date and time of discovery of removal / tampering, or failure to maintain
  - b. Enter location of alarm / detector (be specific; ex. on ceiling in hall leading from living room to bedrooms)

- c. Describe removal / tampering or failure to maintain (be specific and as detailed as possible; avoid opinions – ex. smoke detector was found to be removed from ceiling; wires were exposed. Maintenance re-installed the smoke detector during inspection)
- H. In Fees section:
  - a. Enter Number of alarms / detectors that were removed or tampered with, or failed to maintain
  - b. Enter Noncompliance fee, per alarm / detector (cannot exceed \$200 – consult with Supervisor first)
- I. Click Save Data on left side of screen
- J. Click Next on left side of screen
- K. Confirm all information is accurate
- L. Print

#### 46. M040 Notice of Violation (Oregon)

**Please contact your Regional Manager or Property Supervisor should you need assistance completing this form.**

Use: this form will be used when a resident has violated one or more rules of the Rental Agreement, Community Rules and / or lease addenda.

Main differences between Cambridge form and new MFNW form: replaces all of CRES’ violation notices

How to complete this form in Tenant Tech:

- A. Review Service Instructions carefully.
- B. In Nature of Violation section, check all boxes that apply to the resident’s violation
- C. In Violation Specifics section:
  - a. Complete date and time of violation
  - b. Complete location of violation
  - c. Describe the violation in detail; be specific and use facts only. **You are required to add any and all language from the resident’s current Rental Agreement, Community Rules and Regulations, lease addenda to note how the resident violated the rules**
  - d. Describe the cure; be very specific (ex. “the unsightly patio must be cleaned on or before 5 days from the date of this notice, at which time management will re-inspect your patio”).
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Confirm all information is accurate
- G. Print

#### 47. M031 Notice of Violation – Failure to Pay Money (Oregon)

Use: this form will be completed and distributed to households that owe past due balances and **two (2) M042 Notification of Balance Due notices have already been sent.**

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Read Service Instructions and follow carefully
- B. In Violations section:



- a. Click all appropriate box(es) for monies owed – damage, utility charges, fees and / or deposits
- b. Complete details for each / appropriate category that monies are owed for
- c. Complete amount for each / appropriate category that monies are owed for
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

#### 48. M031 Notice of Violation – Failure to Pay Money (Washington)

Use: this form will be completed and distributed to households that owe past due balances and two (2) M042 Notification of Balance Due notices have already been sent.

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. In Violations section:
  - a. Click all appropriate box(es) for monies owed – rent, fees or deposits, damage, utility charges and / or other
  - b. Complete details and / or periods for each / appropriate category that monies are owed for
  - c. Complete amount for each / appropriate category that monies are owed for
- B. In Service of Notice section, if emailed or electronically delivered to the household, check the box and complete the date the notice sent via email or via another electronic method
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

#### 49. M043 Notification of Credit (Oregon and Washington)

Use: this form will be used to notify a resident of a credit balance on their account.

Main differences between Cambridge form and new MFNW form: replaces CRES' Credit Balance Letter

How to complete this form in Tenant Tech:

- A. In Credit section, enter amount of credit on account, enter Resident's next payment due (which should include the credit amount; ex. if rent is \$1000 and they have a credit of \$50, enter \$950 here) and the month it is due
- B. In Regular Payment section, enter amount of Regular monthly payment and the date resident should return to making regular payments
- C. In Additional Information section, only add notes to help explain why there is a credit and / or to "Please contact the management office with any questions."
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Confirm all information is accurate
- G. Print

## 50. M152 Other Occupant Access Addendum (Oregon)

Use: this form will be completed at move in and / or renewal for a unit occupied with minor(s)

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- G. Click Save Data on left side of screen
- H. Click Next on left side of screen
- I. Confirm all information is accurate
- J. Print

## 51. M158 Parking / Carport Agreement (Oregon, California and Idaho)

Use: This form outlines vehicles registered to a specific apartment, reserved carport/parking space, proper use of parking, vehicle designation, violations and towing permission. This agreement refers heavily to property generated parking permits (tags, stickers, etc.) which you may or may not have at your property. Permits should not be implemented without Supervisor approval. Multiple vehicles can be added to the agreement (this allows you to control the number of vehicles parking on the property), all fields are adjustable to property specific requirements. **This form should be completed at move in and annually at renewal.**

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' Oregon Parking and Carport Agreement

How to complete this form in Tenant Tech:

- A. Select ALL appropriate parking space buttons for your property
- B. Enter Parking Space/Carport number- if a monthly fee is charged enter in appropriate amount- contact regional manager or supervisor to discuss
- C. Vehicles will be deemed "stored" if not moved every 7 days- this is standard Cambridge practice
- D. Enter date resident is taking over parking space/carport
- E. Late Fee- property specific- contact regional manager or supervisor to discuss
- F. If applicable- enter any deposits needed for key, card or remote needed for access
- G. Select ALL appropriate Guest Parking buttons for your property
- H. Authorized Vehicles must be entered on form by selecting Manage Vehicles and entering all resident vehicle information- specific spots can be entered for each desired vehicle
- I. Parking Identification- Property specific- contact your regional manager or supervisor to discuss
- J. Special Provisions - do not enter anything unless discussed and approved by Supervisor**
- K. Click Save Data on left side of screen
- L. Click Next on left side of screen
- M. Confirm all information is accurate
- N. Print

## 52. M158 Parking and Carport Agreement (Washington)

Use: This form outlines vehicles registered to a specific apartment, reserved carport/parking space, proper use of parking, vehicle designation, violations and towing permission. This agreement refers heavily to property generated parking permits (tags, stickers, etc.) which you may or may not have at your property. Permits should not be implemented without Supervisor approval. Multiple vehicles can be added to the agreement (this allows you to control the number of vehicles parking on the property), all fields are adjustable to property specific requirements. **This form should be completed at move in and annually at renewal.**

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' Parking and Carport Agreement

How to complete this form in Tenant Tech:

- A. Click on gray Insert Default Parking Settings button; if this does not auto fill the form, please use the following instructions
- B. In Parking Spaces section:
  - a. Click the appropriate box regarding parking at your property (no assigned spaces or assigned spaces)
  - b. If Resident is assigned a parking space or carport, complete the parking space number, and check if parking is included in rent or not. Add in monthly fee for parking if applicable.
  - c. Check the box if parking tags, stickers, etc. must be displayed in resident vehicles and are provided by management
  - d. Enter "7" in blank for Vehicles will be deemed "stored" if not moved every \_\_\_ days
- C. In Terms section, enter date of term beginning (likely the same as Rental Agreement start date), any applicable late fees for parking and dishonored check fee (\$35)
- D. In Accounting section, check box(es) and add in any applicable key / card or remote deposits
- E. In Guest Parking section:
  - a. Click the appropriate box indicating if guest parking is not allowed
  - b. If guest parking is only allowed in specific areas, click that statement and check the appropriate box indicating where guests can park
- O. In Authorized Vehicles section, all authorized vehicles must be entered by selecting Manage Vehicles and entering all resident vehicle information - specific spots can be entered for each desired vehicle
- P. Parking Identification- Property specific- contact your regional manager or supervisor to discuss
- F. Special Provisions - do not enter anything unless discussed and approved by Supervisor**
- G. Click Save Data on left side of screen
- H. Click Next on left side of screen
- I. Confirm all information is accurate
- J. Print

## 53. M060 Pest Control Addendum (Oregon, Washington, California and Idaho)

Use: this form is to be signed by all responsible parties at initial lease signing and at each lease renewal. This form is to ensure residents acknowledge the unit and all personal items being brought into the property are pest free. Resident preparation and preventative guidelines, possibility of resident responsible for costs and resident requirement to inform the Owner/Agent in writing of any pest issues.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech: As with the Cambridge form, this form has no fields to fill in, aside from the date.

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

#### 54. M006 Pet Agreement (Oregon, Washington, California and Idaho)

Use: this form will be used for all new move-ins that have pets or if there are any changes in pets during a household's tenancy.

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' Pet Agreement; does not note 2 pet maximum, maximum aquarium size or maximum cage size; that pets should be kept clean and free of pests or rules surrounding pet waste. Missing information has been added to the **Addendum to Rental Agreement**.

How to complete this form in Tenant Tech:

- A. Pet Terms
  - a. Click manage animals
  - b. Fill in animal information
  - c. Click add
  - d. Enter maximum adult weight/size of any pet
  - e. Enter date rental term begins
  - f. Enter pet rent if applicable for your property
- B. Initial Accounting
  - a. Enter refundable pet deposit
- C. Special Terms and Conditions
  - a. This section you can add any special terms or conditions approved by your supervisor
- D. Emergency Contacts
  - a. Click on manage contacts button and enter emergency contact information
- E. Click Save Data
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

#### 55. M124 Reasonable Accommodation/Modification Request/Verification (Oregon, Washington, California and Idaho)

Use: this form when a resident is requesting a Reasonable Accommodation or Modification; this form should be sent to the designated third-party on this form for verification.

Main difference(s) between Cambridge form and new MFNW form: replaces CRES Reasonable Accommodation Verification Request

How to complete this form in Tenant Tech:

- A. Resident's Contact Information - enter the following information:
  - a. Daytime phone number
  - b. Evening phone number
- B. Accommodation/Modification section (only complete if requested by resident; otherwise let resident complete this section)
  - a. Add name of disabled person requesting the accommodation or modification
  - b. Enter the accommodation or modification being requested (ex. 2 grab bars in the bathroom near shower)
  - c. Explain why the accommodation or modification is necessary to fully enjoy the resident's unit or common areas
- C. Escrow Account – leave blank
- D. Click Save Data on left side of screen
- E. Click Next on left side of screen
- F. Print

**56. MFH016 Reasonable Modification Addendum (Oregon and Washington)**

Use: this form when resident has submitted a Request for Reasonable Modification and the Site Employee Resource Center (SERC) has issued a Pre-Approval of Request for Reasonable Modification.

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- G. Contractors Hired by Residents - enter the following information:
  - a. Contractor's Name
  - b. Address
  - c. Phone Number
  - d. Email Address
  - e. License Number
- H. Click Save Data on left side of screen
- I. Click Next on left side of screen
- J. Print

**57. M135 Recycling Notice (Oregon)**

Use: this form outlines where recycling bins are provided at the property. This form should be signed by management and distributed at move in and annually at renewal / recertification to households for all properties located in a city or county within the urban growth boundary.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Check if distributing at Move In (initial) or if at annual renewal / recertification
- B. List all locations where recycling containers can be found on the property
- C. List all items that may be recycled in containers on property
- D. List any special instructions regarding recycling (ex. glass should be recycled in blue containers; no hazardous materials (i.e. paint cans) can be recycled in containers at XYZ property)

- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

K. Print

## 58. M135 Recycling Notice (Washington)

Use: this form outlines where recycling bins are provided at the property. This form should be signed by management and distributed at move in and annually at renewal to households for all properties located in a city or county within the urban growth boundary.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. In Recycling Instructions section:
  - a. List all locations where recycling containers can be found on the property
  - b. List all items that may be recycled in containers on property
  - c. List any special instructions regarding recycling (ex. glass should be recycled in blue containers; no hazardous materials (i.e. paint cans) can be recycled in containers at XYZ property)
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

## 59. M065 (M065p for Portland area properties) Renewal Offer / Rent Increase Notice (Oregon and Idaho)

Use: this form will be completed and sent no less than 91 days prior to a household's lease expiring.

Main differences between Cambridge form and new MFNW form: replaces CRES' Lease Renewal form

How to complete this form in Tenant Tech:

- A. Read City of Portland information carefully
- B. Read Service Instructions carefully
- C. Agreement Type & Important Dates section:
  - a. Check the applicable box indicating that Resident is currently on a lease or a month-to-month agreement and enter the lease expiration date, if applicable
  - b. Enter the date the renewal or rent increase will take effect
  - c. Enter the deadline for agreement to be signed
  - d. Enter the lease terms offered as approved by your Property Supervisor
- D. Exemptions section:
  - a. Under most circumstances this section will not apply. Please reach out to your Property Supervisor to confirm prior to entering information into this section
- E. Additional Information section:
  - a. Under most circumstances this section will not apply. Please reach out to your Property Supervisor to confirm prior to entering information into this section

- F. Additional Terms section:
  - a. **Under most circumstances this section will not apply. Please reach out to your Property Supervisor to confirm prior to entering information into this section**
- G. Click Save Data on left side of screen
- H. Click Next on left side of screen
- I. Confirm all information is accurate
- J. Print

## 60. M001-C033-PK Rental Agreement (Oregon)

Use: this form will be used for all new move-ins, lease renewals, transfers and / or file changes. Minimum lease term is 6 months and maximum lease term is 24 months.

Main differences between Cambridge form and new MFNW form: This form replaces CRES's Rental Agreement

How to complete this form in Tenant Tech:

- A. Purpose of Form section:
  - a. Check the box that applies to the Rental Agreement
  - b. Complete the Original move-in date
  - c. Choose Yes or No if the household has a Section 8 Housing Choice Voucher
- B. Parties section:
  - a. Check the box ONLY if there is one or more co-signers
  - b. Complete Email, Mobile Phone and Other Electronic Method and Email address with Resident's information
  - c. VERY IMPORTANT -- Confirm that the Owner/Agent's Designated Location for Attached Notices reflects the address and exact location where residents can pay rent (ex. 123 Sunny Lane, Portland OR 97216; front door of management office)
- C. Tenancy section:
  - a. Complete Fixed Term (use Choose Lease Term and check Apply box) or complete Month-to-Month lease information
  - b. Rent is always due on the 1<sup>st</sup>
- D. Monthly Charges section:
  - a. Complete monthly stated rent
  - b. Complete any other monthly charges and amounts (ex. utilities, storage, garage, etc.)
- E. Deposits section:
  - a. Enter security deposit amount, along with any other applicable deposits / amounts
- F. Specials/Adjustments section:
  - a. If applicable, add in description of any specials or adjustments, and amounts
  - b. Enter any prior payments and amounts
- G. Fees section:
  - a. Enter in any and all fees that are applicable at your property
- H. Accounting section:
  - a. If you are completing and providing the Move-In Accounting Form and Second Month's Accounting forms, check both boxes. If not, leave boxes unchecked.
- I. Special Provisions / Disclosures
  - a. Click green Insert Default Special Provisions / Disclosures button; do not add anything additional to this area without Supervisor approval

- J. Utilities section:
  - a. This section should be pre-populated for you; if not, **choose “Resident” for all utilities** at your property or N/A for utilities that don’t apply
  - b. Leave both boxes in this section blank – do not complete
  - c. Complete whether Resident or Owner/Agent maintains the yard (typically Owner/Agent does)
  - d. Ensure box next to Utility Bill-Back Addendum is checked
- K. Alarms section:
  - a. Ensure the types of Alarms at your property are noted correctly; revise if needed through Manage alarms hyperlink
- L. Miscellaneous section:
  - a. Check box if pets are allowed at your property; if not leave blank
  - b. If pets allowed, choose Manage animals, complete and then click Insert Pet information
  - c. Check Yes or No if the unit is located within a 100-year floodplain
  - d. Enter mailbox number or info
- M. Click Save Data on left side of screen
- N. Click Next on left side of screen
- O. Confirm all information is accurate
- P. Print

**61. M001-C033-PK Rental Agreement (Washington, California and Idaho)**

Use: this form will be used for all new move-ins, lease renewals, transfers and / or file changes. Minimum lease term is 6 months and maximum lease term is 12 months.

Main differences between Cambridge form and new MFNW form: This form replaces CRES’s Rental Agreement

How to complete this form in Tenant Tech:

- A. Purpose of Form section:
  - a. Check the box that applies to the Rental Agreement
  - b. Complete the Original move-in date
  - c. Choose Yes or No if the household has a Section 8 Housing Choice Voucher
- B. Parties section:
  - a. Complete Agreement date
  - b. If residents need to be edited, go to the Residents tab and edit accordingly
  - c. Enter property’s email address
- C. Tenancy section:
  - a. Complete Lease Term or complete Month-to-Month lease information
  - b. Rent is always due on the 1<sup>st</sup>
- D. Monthly Charges section:
  - a. Complete monthly stated rent
  - b. Complete any other monthly charges and amounts (ex. utilities, storage, garage, etc.)
- E. Deposits section:
  - a. Enter security deposit amount
  - b. Enter bank name and address
  - c. Enter any other applicable deposits / amounts (description and amount)
- F. Specials/Adjustments section:
  - a. If applicable, add in description of any specials or adjustments, and amounts



- b. Enter any prior payments and amounts
- G. Non-Refundable Move-In Fees section:
  - a. Enter in any and all fees that are applicable at your property
  - b. Enter any prior payments
- H. Fee Schedule section:
  - a. Enter dishonored check fee (\$35)
  - b. Enter Unauthorized Pet Fee (as discussed with your Supervisor)
  - c. Enter Smoke Alarm / Carbon Monoxide Tampering fee (\$200)
  - d. Enter Non-Compliance fee (as discussed with your Supervisor)
  - e. Enter late fee (check box for Flat Fee and enter amount equal to 10% of rent)
- I. Accounting section:
  - a. If you are completing and providing the Move-In Accounting Form and Second Month's Accounting forms, check both boxes. If not, leave boxes unchecked.
- J. Special Provisions / Disclosures
  - a. Click green Insert Default Special Provisions / Disclosures button; if this does not add any information, please do not add anything additional to this area without Supervisor approval
- K. Utilities section:
  - a. This section should be pre-populated for you; if not, **choose "Resident" for all utilities** at your property or N/A for utilities that don't apply
  - b. Leave box blank under "The following utilities or services paid for by resident will benefit..."
  - c. Complete whether Resident or Owner/Agent maintains the yard (typically Owner/Agent does)
  - d. Ensure box next to Utility Bill-Back Addendum is checked
- L. Alarms section:
  - a. Ensure the types of Alarms at your property are noted correctly; revise if needed through Manage alarms hyperlink
- M. Miscellaneous section:
  - a. Check box if pets are allowed at your property; if not leave blank
  - b. If pets allowed, choose Manage animals, complete and then click Insert Pet information
  - c. Check Yes or No if the unit is located within a 100-year floodplain
  - d. Enter mailbox number or info
- N. Click Save Data on left side of screen
- O. Click Next on left side of screen
- P. Confirm all information is accurate
- Q. Print

## 62. M002 Rental Application (Oregon)

Use: this form will be used for a new applicant, occupant turning 18, to add a roommate or for a transfer.

Main differences between Cambridge form and new MFNW form: This rental application will replace the CRES's rental application

How to complete this form in Tenant Tech:

- A. Purpose of Application section:
  - a. Check the box next to Purpose of Application
  - b. Check the box that applies to the applicant
- B. Property & Unit section:

- a. Click select all
  - b. Enter the information of unit including number, unit address, unit rent and date unit wanted
  - c. For Smoking Policy, check the box that applies to your property
  - d. For Pet Policy, check the box that applies to your property
  - e. **Do NOT** check the box indicating tenancy will be fixed and it is Owner's intent to sell
- C. Rent section:
- a. Complete maximum amount of rent charged for available unit
- D. Deposits section:
- a. Enter security deposit minimum and maximum amounts and any other applicable deposits
- E. Insurance section:
- a. Check the box next to Renter's Insurance will be required (not applicable to Tax Credit properties and / or households with low income; check with your Supervisor if unsure)
  - b. Complete minimum insurance amount of \$100,000 (only if your property requires it)
- F. Screening section:
- a. Click select all
  - b. Select appropriate box for Comprehensive reusable tenant screening report (accepted or not accepted)
  - c. Confirm screening charge is accurate or change in Property Settings
  - d. Complete hours from notification to execution
  - e. Complete approximate number of units currently available and requested by applicant
  - f. Complete approximate number of applications previously accepted and under consideration for available units
- G. Owner/Agent section:
- a. Click select all
  - b. No notes necessary
- H. Click Save Data on left side of screen
- I. Click Next on left side of screen
- J. Confirm all information is accurate
- K. Print

*Tip: It is important to ensure an applicant enter all information that is asked on the application. If there is any information that does not apply to the applicant, the applicant should enter "n/a" instead of leaving the area blank.*

### **63. M002 Rental Application (Washington, California and Idaho)**

Use: this form will be used for a new applicant, occupant turning 18, to add a roommate or for a transfer.

Main differences between Cambridge form and new MFNW form: This rental application will replace CRES's rental application

How to complete this form in Tenant Tech:

- A. Purpose of Application section:
  - a. Check the box next to Purpose of Application
  - b. Check the box that applies to the applicant
- B. Property & Unit section:
  - a. Click select all
  - b. Enter the information of unit including number, unit address, unit rent and date unit wanted

- c. For Smoking Policy, check the box that applies to your property
- d. For Pet Policy, check the box that applies to your property
- C. Insurance section:
  - a. Check the box next to Renter's Insurance will be required
  - b. Complete minimum insurance amount of \$100,000
- D. Screening section:
  - a. Click select all
  - b. Select appropriate box for Comprehensive reusable tenant screening report (accepted or not accepted)
  - c. Confirm screening charge is accurate or change in Property Settings
  - d. Complete hours from notification to execution
- E. Owner/Agent section:
  - a. Click select all
  - b. No notes necessary
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

*Tip: It is important to ensure an applicant enter all information that is asked on the application. If there is any information that does not apply to the applicant, the applicant should enter "n/a" instead of leaving the area blank.*

#### **64. M059 Renter's Insurance Confirmation Addendum (Oregon and Washington)**

Use: this form will be used for all new move-ins if your property requires renter's insurance (does not apply to Tax Credit units or households that earn less than 50% of AMI)

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Confirm Declaration page provided by the renter's insurance company has the following information.
  - a. Name of renters listed on policy
  - b. Amount of the policy meets the property requirements (minimum of \$100,000)
  - c. Date the policy begins
  - d. Property name listed as Interested Party on policy
  - e. Name of insurance agent / Company
- B. Enter the renewal / start date
- C. Enter the limits of liability coverage
- D. Enter the name, address and phone number of the insurance agent
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Print
- H. Attach a copy of the Declaration page provided by resident/insurance agent to form

#### **65. C012 Renter's Insurance Confirmation Addendum (California)**

Use: this form will be used for all new move-ins if your property requires renter's insurance (does not apply to Tax Credit units or households that earn less than 50% of AMI)

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- I. Confirm Declaration page provided by the renter's insurance company has the following information.
  - a. Name of renters listed on policy
  - b. Amount of the policy meets the property requirements (minimum of \$100,000)
  - c. Date the policy begins
  - d. Property name listed as Interested Party on policy
  - e. Name of insurance agent / Company
- J. Enter the renewal / start date
- K. Enter the limits of liability coverage
- L. Enter the name, address and phone number of the insurance agent
- M. Click Save Data on left side of screen
- N. Click Next on left side of screen
- O. Print
- P. Attach a copy of the Declaration page provided by resident/insurance agent to form

#### **66. MFH004 Request for Reasonable Accommodation / Modification (Oregon and Washington)**

Use: this form can be used should a resident have a request for a reasonable accommodation or modification.

Main differences between Cambridge form and new MFNW form: replaces CRES' Reasonable Accommodation Request Verification

How to complete this form in Tenant Tech:

- A. Resident/Applicant Information:
  - a. Check the applicable box if the request is submitted by the applicant
  - b. Enter the applicants current address, city, state, and zip code
  - c. Enter the phone number
  - d. Enter the email address
- B. Request:
  - a. Check the applicable box for the form completion by the Resident or Applicant
  - b. Enter the name of the disabled person requesting the accommodation/modification
  - c. Check the applicable box for an accommodation or modification request
    - i. Reasonable Accommodation – enter the request to change policy, practice, rule or service
    - ii. Reasonable Modification – enter the request for modification(s) to the dwelling unit or common areas to make them more fully usable and/or accessible
  - d. If the request for accommodation/modification is not apparent, explain why the request is necessary for the Resident/Applicant to fully enjoy the dwelling and/or common areas.

If additional space is required beyond what will print on the form, you may attach additional written information and attach it to the form.

#### **67. M036 Resident Garage / Storage Rental Agreement (Oregon)**

Use: This form is for garage and storage spaces only. This form outlines specific garage/storage, costs, deposits, registered vehicles, damages, use guidelines of space, notices and insurance required

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' Garage, Parking, Storage Space Rental Agreement

How to complete this form in Tenant Tech:

- A. Enter Garage or Storage Unit number
- B. Enter location of Garage or Storage Unit
- C. Terms- Enter date resident is taking over the Garage or Storage Unit
- D. Enter the monthly dollar amount charged for the Garage/Storage Unit
- E. Enter the late fee- If Applicable ask your regional manager or supervisor
- F. Accounting- If Applicable enter the deposits required for unit or key/card/remote- refer to your regional manager or supervisor
- G. Authorized Vehicles- If applicable enter any vehicle information
  - 1. If vehicle information is not applicable select the button
  - 2. If garage use is only to be used for motor vehicle parking select the appropriate button
- H. Other information- Write any damage or deficiencies of the garage or storage in the provided space.
- I. Special Provisions- Discuss with your regional manager or supervisor for any instructions otherwise leave blank
- J. Click Save Data on left side of screen
- K. Click Next on left side of screen
- L. Confirm all information is accurate
- M. Print

#### **68. M036 Resident Garage / Storage Rental Agreement (Washington)**

Use: This form is for garage and storage spaces only. This form outlines specific garage/storage, costs, deposits, registered vehicles, damages, use guidelines of space, notices and insurance required and should be signed at move-in and renewal for all households with a garage and / or storage unit.

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' Garage, Parking, Storage Space Rental Agreement

How to complete this form in Tenant Tech:

- A. Enter Garage or Storage Unit number
- B. Enter location of Garage or Storage Unit
- C. Enter Alternative person and address to whom notices may be provided (if applicable)
- D. Terms section:
  - a. Enter date resident is taking over the Garage or Storage Unit
  - b. Enter the monthly dollar amount charged for the Garage/Storage Unit
  - c. Enter the late fee if applicable - ask your Regional Manager or Property Supervisor
  - d. Enter NSF fee (\$35)
- E. Accounting section, if applicable, enter the deposits required for unit or key/card/remote - refer to your Regional Manager or Supervisor
- F. Authorized Vehicles section - if applicable, enter any vehicle information by clicking on Manage Vehicles
- G. Check the box if vehicle information is not applicable

- H. Check the box ONLY if garage use is only to be used for motor vehicle parking
- I. Other information - document any damage or deficiencies of the garage or storage in the provided space
- J. Special Provisions – leave blank unless otherwise noted by your Regional Manager or Supervisor**
- K. Click Save Data on left side of screen
- L. Click Next on left side of screen
- M. Confirm all information is accurate
- N. Print

**69. M150 Resident Update (Oregon, Washington, California and Idaho)**

Use: this form can be used to update resident information

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

**70. M114 Resident’s 20-Day Notice to Vacate (Washington)**

Use: This form will be used by Resident(s) to provide a formal notice to vacate to management.

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES’ 20-Day Notice to Vacate

How to complete this form in Tenant Tech:

- A. In Termination Date section, enter the date the resident will vacate the apartment; this date must be the last day of the month and must be at least 20 days’ notice in advance (ex. 9/30/2019)
- B. In Liquidated Damages section, leave amount per day blank
- C. In Resident Information section, enter:
  - a. Head of Household’s phone number
  - b. Forwarding address (if known)
  - c. Resident’s email address(es)
  - d. Reason for leaving
- D. In Confirmation of Receipt of 20-Day Notice (Owner / Agent Use Only) section:
  - a. Enter the month(s) that the Resident will have estimated prorated charges
  - b. Add all applicable fees (ex. Rent, Lease break fee if applicable, Parking fee, Storage fee, etc.)
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

**71. M014 Resident’s 30-Day Notice to Vacate (Oregon, California and Idaho)**

Use: This form will be used by Resident(s) to provide a formal notice to vacate to management.

Main difference(s) between Cambridge form and new MFNW form: this form replaces CRES' 30-Day Notice to Vacate

How to complete this form in Tenant Tech:

- A. Enter Date Resident will vacate the apartment (ex. 08/19/2019)
- B. In Resident Information section, enter Resident's phone number
- C. Enter forwarding address
- D. Enter Resident email address(es)
- E. Enter Reason for Leaving (as explained by the Resident)
- F. In Confirmation of Receipt of 30-Day Notice (Owner / Agent Use Only) section, enter the month(s) that the Resident will have estimated prorated charges
- G. Add all applicable fees (ex. Rent, Lease break fee if applicable, Parking fee, Storage fee, etc.)
- H. Click Save Data on left side of screen
- I. Click Next on left side of screen
- J. Confirm all information is accurate
- K. Print

## **72. M122 Resident Vacating Information & Checklist (Oregon and Washington)**

Use: this form should be completed, printed and provided to residents as soon as a move out notice is received.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Click grey Insert Property Default button (if this doesn't work, use instructions noted from B–D below)
- B. In Keys & Permits section, choose Return garage door openers, fobs and parking permits to the office
- C. In Professional Cleaner section, enter \$100.00
- D. In Carpet Cleaning (Washington Only), choose Owner / Agent will have the carpet cleaned professionally or with a machine..."
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

## **73. M126 Safety Addendum (Oregon, Washington, California and Idaho)**

Use: this form should be signed at move-in and renewal (or annually) by each household to understand ways to keep safe on the property.

Main differences between Cambridge form and new MFNW form: This form details safety information, most notably concerning *Swimming Pools, Spas & Saunas, Water, and Icy Conditions*.

How to complete this form in Tenant Tech: As with the Cambridge form, this form has no fields to fill in, aside from the date. To change the date, edit it at the left.

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate

D. Print

#### 74. M035 Second Month's Accounting (Oregon, Washington and Idaho)

Use: this form can be used for new move-ins to document second month charges and payments to new residents (optional)

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- E. Enter description and amount for any adjustments necessary
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

#### 75. M005 Smoke Alarm (Idaho)

Use: this form is to be printed and signed at move-in and at every lease renewal

Main difference(s) between Cambridge form and new MFNW form: forms very similar

How to complete this form in Tenant Tech:

- A. Smoke Alarm - Enter the date the smoke alarm was tested by Owner/Agent and found to be in working condition
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

#### 76. M005 Smoke Alarm/Carbon Monoxide Alarm (Oregon)

Use: this form is to be printed and signed at move-in and at every lease renewal

Main difference(s) between Cambridge form and new MFNW form: forms very similar

How to complete this form in Tenant Tech:

- F. Smoke Alarm - Enter the date the smoke alarm was tested by Owner/Agent and found to be in working condition
- G. Carbon Monoxide Alarm (if required) - If applicable, enter the date the carbon monoxide alarm was tested by Owner/Agent and found to be in working condition
- H. Number of Alarms - Enter the total number of alarms in the units and include the types (i.e., smoke alarm and/or carbon monoxide)
- I. Integrated System – do not check; this box to remain UNCHECKED
- J. Click Save Data on left side of screen
- K. Click Next on left side of screen
- L. Confirm all information is accurate
- M. Print



## 77. M005 Smoke Alarm / Carbon Monoxide Alarm (Washington)

Use: this form is to be used at initial lease signing for property and resident information regarding most recent testing dates, types of detectors, total number of alarms and additional property specific systems/policies.

Main difference(s) between Cambridge form and new MFNW form: This form replaces CRES' Smoke Alarm / Carbon Monoxide Alarm Test Instructions. CRES form did not provide the last tested date of Smoke/Carbon Monoxide Alarm(s) and did not indicate if the property specifically has a fire sprinkler system, fire alarm system, smoking policy, building emergency notification plan, emergency relocation plan, emergency evacuation plan and the tampering fee is \$200 (not \$250).

How to complete this form in Tenant Tech:

- A. Smoke Alarm - Enter the last date the smoke detector was tested and found in working condition
- B. Carbon Monoxide Alarm (if required)- enter the last date the carbon monoxide alarm was tested and found in working condition
- C. Number of Alarms: (optional, but recommended) - Enter the total number of ALL types of alarms found in the unit
- D. Integrated System - (property specific) the radial button is selected only if your property has and integrated system in the building that the resident will not test as the Owner/Agent is responsible for periodic testing
- E. Additional Information - (property specific) select any and all radial buttons pertaining to the building (i.e. Fire Sprinkler System, Fire Alarms System, Smoking Policy, Emergency Notification Plan, Emergency Relocation Plan and Emergency Evacuation Plan- All Yes or No answers)
- F. Click Save Data on left side of screen
- G. Click Next on left side of screen
- H. Confirm all information is accurate
- I. Print

## 78. M005 Smoke Alarm / Carbon Monoxide Alarm (California)

Use: this form is to be used at initial lease signing for property and resident information regarding most recent testing dates and types of detectors.

Main difference(s) between Cambridge form and new MFNW form: This form replaces CRES' Smoke Alarm / Carbon Monoxide Alarm Test Instructions. CRES form did not provide the last tested date of Smoke/Carbon Monoxide Alarm(s).

How to complete this form in Tenant Tech:

- A. Smoke Alarm - Enter the last date the smoke detector was tested and found in working condition
- B. Carbon Monoxide Alarm (if required)- enter the last date the carbon monoxide alarm was tested and found in working condition
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

## 79. M155 Smoking Policy Addendum (Oregon, Washington and Idaho)

Use: this form is to be printed and signed at move-in and at every lease renewal and outlines the Smoking policy at a property

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' No Smoking Addendum

How to complete this form in Tenant Tech:

- A. Smoking Policy section:
  - a. Choose the appropriate policy for smoking
  - b. If Smoking is Allowed but only in limited areas, check boxes and complete all areas where smoking is allowed
- B. Effective Date section:
  - a. If your property is already non-smoking, leave box blank
  - b. If your property is converting to no smoking, check the box and add the effective date as to when the property will become non-smoking
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

## 80. M316 Tax Credit Recertification Approved for Signature (Oregon and California)

Use: this form is to be sent to notify residents that their recertification has been approved and requires resident signatures

Main difference(s) between Cambridge form and new MFNW form: n/a; new form

How to complete this form in Tenant Tech:

- G. Enter date that resident must sign documents by (MM/DD/YYYY)
- H. Click Save Data on left side of screen
- I. Click Next on left side of screen
- J. Confirm all information is accurate
- K. Print

## 81. M314 Tax Credit Request for Additional Information to Complete Recertification (Oregon and California)

Use: this form is to be sent to notify residents that additional information is needed to complete their recertification

Main difference(s) between Cambridge form and new MFNW form: n/a; new form

How to complete this form in Tenant Tech:

- L. Enter information still needed from resident (list out separate items on each of 5 lines)
- M. Enter date by which resident must provide information
- N. Click Save Data on left side of screen

- O. Click Next on left side of screen
- P. Confirm all information is accurate
- Q. Print

## 82. M046 Temporary Occupancy Agreement (Oregon and Idaho)

Use: to be completed when there is a temporary member that will be living in an apartment but the Resident does not want to list the temporary occupant on the Rental Agreement as a leaseholder or the temporary occupant should not be listed on the Rental Agreement as a leaseholder; an example is a Live-In Caregiver.

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Enter end date for temporary occupancy (leave blank if form being completed for live-in caregiver)
- B. In Temporary Occupant section, enter the temporary occupant's Name, Email and Phone number.
- C. If Live-In Caregiver is moving in due to an approved Reasonable Accommodation, check box indicating this
- D. In Authorized Temporary Occupant Vehicle section, add Make, Model, Color, State, License Plate # and Parking Tag ID # (if applicable)
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

## 83. M015 Three-Day Notice to Pay Rent or Quit (California)

Use: to be completed and distributed to household whose rent has not been paid by midnight on the 5<sup>th</sup> of the month (unless the 5<sup>th</sup> falls on a weekend or holiday, then distribute the following business day).

Main difference(s) between Cambridge form and new MFNW form: This form replaces CRES' 3-Day Notice and allows you to break down the charges line by line to clear up any questions regarding prior month charges that are still outstanding. Also, there is an added box to check for Section 8 residents.

How to complete this form in Tenant Tech:

- A. In the Amounts Due section, enter From and Through Dates, Original Amount Due and Amount Paid
- B. In Payment Section, enter Property name, check the box if money order or certified check is required and preferred method of payment
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

## 84. M108b Unit Inspection Tips (Oregon and Washington)

Use: print and distribute this form to your maintenance team prior to any inspections.

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech: no data to enter

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Print

**85. M048 Utilities Set-Up and Transfer Agreement (Oregon, Washington, California and Idaho)**

Use: this form is required to be used for all new move-ins

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' Utility Set-up / Termination form

How to complete this form in Tenant Tech:

- A. Click gray Insert Default Utilities button; if this does not auto fill the form, manually type in all utilities that the resident must contact to setup service with
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

**86. M047 Utility Bill-Back Addendum (Oregon)**

Use: this form is required to be used at properties that bill back residents for utilities in Oregon

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' Utility Billing Direct and Utility Billing Third Party forms

How to complete this form in Tenant Tech:

- A. Enter date on left side of screen
- B. Click Save Data on left side of screen
- C. Click Next on left side of screen
- D. Confirm all information is accurate
- E. Print

**87. C008 Utility Bill-Back Addendum (California)**

Use: this form is required to be used at properties that bill back residents for utilities in California

Main difference(s) between Cambridge form and new MFNW form: replaces CRES' Utility Billing Direct and Utility Billing Third Party forms

How to complete this form in Tenant Tech:

- F. Enter date on left side of screen
- G. Click Save Data on left side of screen
- H. Click Next on left side of screen
- I. Confirm all information is accurate
- J. Print

## 88. M074 Utility Interruption Notice (Oregon and Washington)

Use: use this form and distribute when there is an expected (or current) interruption or outage for any utility.

Main difference(s) between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form in Tenant Tech:

- A. Enter Date on This Form on the left
- B. Utility Interruption section:
  - a. Enter Starting date of interruption
  - b. Enter Starting time of interruption
  - c. Enter Completion date for work to be done on utility
  - d. Enter Completion time for work to be done on utility
  - e. Add information in Reason for interruption (as much detail as possible)
- C. Utilities Affected section:
  - a. Check box next to all utilities affected; if not listed, check Other box and add info in Describe area
- D. Service of Notice section:
  - a. Check the appropriate box(es) for how this information was communicated to the residents – verbally, left message on voicemail, notice posted, notice mailed, etc. Be sure to add date(s) and time(s)
- E. Click Save Data on left side of screen
- F. Click Next on left side of screen
- G. Confirm all information is accurate
- H. Print

## 89. MFH008 Verification for A Reasonable Accommodation/Modification By Qualified Individual (Oregon and Washington)

Use: this form will be used for verification when a resident/applicant is requesting a reasonable accommodation/modification on any of the Cambridge properties.

Main difference(s) between Cambridge form and new MFNW form: very similar to former CRES version

How to complete this form in Tenant Tech:

- A. Enter in the resident's / applicant's name
- B. Check box if resident / applicant is submitting the form (i.e. not being submitted by another party)
- C. If box is checked, enter in the resident's / applicant's address
- D. Enter in the resident's/applicant's phone number
- E. Enter in the resident's / applicant's email address
- F. In the box for Disabled person, enter the name of the resident that is requesting the accommodation / modification
- G. In the Requested Accommodation / Modification field, detail what request is being made by the resident / applicant
- H. In the Qualified Individual field, enter in the name of the health care provider or qualified individual that will verify the information provided
- I. Click Save Data on left side of screen
- J. Click Next on left side of screen

K. Print

**90. M128 Vancouver Rental Addendum (To be used by The Springs in Vancouver Only)**

Use: this form outlines rules to all residents of Vancouver, Washington regarding rent increases, termination notices in accordance with Vancouver Municipal Codes. This form should be used at move in and each renewal.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form:

- A. Click Save Data on left side of screen
- B. Click Next on left side of screen
- C. Confirm all information is accurate
- D. Print

**91. M532 Wear and Tear Addendum – With Security Deposit (Portland, Oregon ONLY)**

Use: this form outlines all costs that will be charged to the resident above normal wear and tear. This form should be signed at move in.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form:

- A. Cleaning section will automatically populate
- B. Painting section will automatically populate
- C. Click Save Data on left side of screen
- D. Click Next on left side of screen
- E. Confirm all information is accurate
- F. Print

**92. M070 Wear and Tear Addendum (NOT Portland; use in all other areas of Oregon and Washington)**

Use: this form outlines all costs that will be charged to the resident above normal wear and tear. This form should be signed at move in.

Main differences between Cambridge form and new MFNW form: n/a; new form to CRES

How to complete this form:

- G. Cleaning section should automatically populate; if not, please enter **3 hours** for all unit sizes
- H. Painting section should automatically populate; if not, please enter **18 months** for “100% of costs if occupancy was 18 months or less; leave all other sentences blank
- I. In Carpet Replacement section:
  - a. If carpet is new, check the first box and type where the carpet is new in the apartment
  - b. Useful live of new carpet should auto fill; if not, type in 7 years
  - c. If carpet is not new, check the second box and type where the carpet is not new in the apartment

- d. In the sentence “For Remaining useful life of the carpet in the above areas on move-in if subjected to normal wear and tear is \_\_\_\_\_” you will need to:
  - i. Obtain the date of the carpet install for that apartment
  - ii. Calculate how much of the 7 years of useful life of the carpet is left (7 years minus the date of carpet install)
  - iii. The remaining life of the carpet (in years) goes in the first blank and the number of months goes in the second blank
  - iv. For example, you have a move in for September 2019 and the carpet in the apartment was installed in September 2016. You will take 7 years minus 3 years and reflect 4 years in the first blank for this sentence and 48 months for the second blank in this sentence
  - v. **Please contact your Regional Manager should you need assistance with this**
- J. In Hard Surface Floors, check the box next to the first sentence if any areas of the apartment contain new or “like new” hardwood floors; add all areas where new or like new hardwood floors exist in the unit
- K. Do not check the Other box unless you have approval and instructions on what details to add in the Other box from your Property Supervisor**
- L. Click Save Data on left side of screen
- M. Click Next on left side of screen
- N. Confirm all information is accurate
- O. Print