

# SPRING INTO ACTION

## SPRING INTO ACTION!

The clocks aren't the only things springing forward this time of year as we strive to keep our communities looking their best. The contents of this Exchange Newsletter have been included to help your team get ready for the change of the season. The sidebar on the right will be your guide as we "Spring into Action" together!

Remember to regularly log in at [www.cresapts.com/eexchange](http://www.cresapts.com/eexchange) to review this issue and other current news

## Spring Cleaning!



### Annual Spring Checklist

You'll find a spring checklist included with this newsletter. All maintenance staff should have a copy as we work together to get our communities ready for the change of season!

### Spring Maintenance Uniform Order

Uniforms will be shipped to sites in April! Your property will soon receive an email with a maintenance uniform order form for you to complete and send back.

Cambridge provides Maintenance staff with uniforms. Spring uniforms will include shirts, and hats. Maintenance employees are also eligible to receive reimbursement for up to two pairs of Carhartt work pants per year at a cost not to exceed \$50 per pair. Reimbursement totaling \$100 per year. Questions? please contact Tess Urton:



turton@cambridgeres.com

## Hydrosensors, Hygrometers and Humidity, Oh My!

Moisture is a big maintenance focus this time of year and we want to make sure each and every community has the tools they need to address any moisture concerns or issues.

**HYDROSENSORS**—Every property should have this item. If you are in need of one, please contact Scott Busch. Right now, properties either have the full size 31" stainless steel Hydrosensor, or its compact cousin, the light blue 9" Wet Check Hydrosensor. These are not available through HD Supply or Home Depot, so it will need to be ordered centrally.



**HYGROMETER**— Another item every property should own is a hygrometer, which is a pocket sized device that measures both temperature and relative humidity. These are invaluable when determining causes of mold and mildew in many instances and are an approved property expense. If you do not have one, please order one from HD Supply on your next order. Reference number 154547



[http://hdsupplysolutions.com/shop/product-digital\\_pocket\\_therm\\_hygrometer-154547](http://hdsupplysolutions.com/shop/product-digital_pocket_therm_hygrometer-154547)

**HUMIDITY**— Please see "A Little Bit About Relative Humidity," a document designed to help you understand the relative humidity readings you get with your property's hygrometer. It's riveting, so please make sure all maintenance staff get a chance to read the article.

For any questions or more information, please contact Scott Busch: [sbusch@cresapts.com](mailto:sbusch@cresapts.com)



### Included in this Packet

- Humidity Focus Article
- Wellness Flyer
- Safety Update
- Spring Maintenance Checklist
- Uniform Order Reminder
- Community Signs Order Form
- Cambridge Banner Order Form
- Spring and Summer Flags
- Tax Reminder
- Education Reimbursement
- Careers
- Pool and Spa Reminder
- Cell Phone and Mileage Forms

# Focusing on Wellness!

Cambridge offers the following Wellness Programs:

- Smoking Cessation
- **Weight Watchers Weight Management**

We encourage employees to take advantage of resources available to stop smoking or assist with weight management. Questions? Contact Angela Cooper, Human Resources Director, at 503.445.2793 or [acooper@cambridgeres.com](mailto:acooper@cambridgeres.com)

## Safety Update

Personal protective equipment, commonly referred to as "PPE", is a variety of equipment worn to minimize exposure to hazards that can cause workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, physical, electrical, mechanical, or other workplace hazards. Please see the attachment detailing types of "PPE" used to minimize exposure to injury.

## Grace Hill Employee Training

All site staff must complete a minimum of 4 classes per year or 1 class per quarter on the Grace Hill Training website at: [www.gracehillvision.com/cambridgeres](http://www.gracehillvision.com/cambridgeres).



All site staff must complete Fair Housing I and II and Preventing Sexual Harassment at hire and every 12 months. After that, complete Preventing Sexual Harassment and Fair Housing Refresher.

To view the online courses: select "My Library" at the top right and then select "Online Courses". To start a course: click "+Add" and then select "My Book Bag" to start the course. You are no longer required to send course certifications to the central office. Class completions are tracked electronically.

## Spring and Summer Flags

If your property is permitted to display flags you should have received an email already confirming the number of flags at your property. The Spring Flags will be a magenta background with orange & lime green polka dots. Properties receiving flags should expect them to arrive mid April. If you have any questions contact:



**Tess Urton** [turton@cambridgeres.com](mailto:turton@cambridgeres.com)

## Educational Reimbursement

Cambridge Real Estate Services supports employees desiring to improve their skills by completing courses that enable you to better perform in your current position or prepare yourself for a potential future position.

To this end, Cambridge will provide up to a \$500.00 educational reimbursement each year. To qualify for the reimbursement, the following criteria must be met:

- ◇ An approved Request for Educational Reimbursement form prior to enrolling in the course.
- ◇ Employed for a minimum of 6 months prior to the start date of the course.
- ◇ Classified as a regular full-time (30 hours or more per week) employee at the time of the request and reimbursement.
- ◇ The course is related to your current or a reasonably anticipated future position.
- ◇ Receive a grade of "C" or better for courses that are graded.
- ◇ Submission of a grade or completion report along with an itemized receipt (from the school or company) to Human Resources.

Please note: Employees voluntarily terminating employment within 6 months of reimbursement will have the reimbursement retroactively considered a loan and will require repayment at termination of employment.

Please contact Human Resources to request a form or for more information.

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REAL ESTATE SERVICES

## Careers

To request an **Application for Employment** or for more career information, please contact Human Resources at [hr@cambridgeres.com](mailto:hr@cambridgeres.com) or 503.450.0237

**Keyholder** – Maintains common areas in a clean, orderly and safe condition. Assists Property Manager in unlocking commons area doors as needed. **\*Must live onsite\***  
**Location: Oregon - Countrywood Manor, Riverside Villa**

**Leasing Agent** – Under the direction of the Property Manager, the Leasing Agent is responsible for leasing, marketing and maintaining positive resident relations within the community. **Locations: Oregon – Sunrise Park (PT)**

**Maintenance Technician** – Performs moderate to difficult repairs and preventative maintenance to maintain the condition and appearance of the property. **Locations: Oregon – Sunrise Park (PT), West Hills Terrace, Fifth Avenue Court/Kearney/Glisan, Gladstone Forest, Fanno Creek/ Wellington Estates, 2400 Brookwood/ Crescent Ridge**

**Assistant Maintenance Technician (Part Time)** – Provides less complicated repairs and preventative maintenance at the direction of a senior Maintenance Technician. **NA**

**Property Manager** - Oversees daily activities such as leasing, collections, resident relations, maintenance, general administration, and policy & procedure compliance. **Location: California – Ocean Street Apartments**

**Assistant Property Manager** - Works in conjunction with property manager to oversee daily activities of the community including leasing, collections, resident relations, maintenance, general office administration and policy and procedure compliance. **Location: California - Willow Creek; Oregon-Squire's Court**

**SERC (Portland Office)** - Support site employees in various departments. **Location: Oregon – Senior Property Accountant**

## It's 2020 Tax Season!

What better time of year to remind your residents to bring in a copy of their 2020 taxes for their next recertification?

You can keep these in their separate recertification folder and you will already have a jump start!

Questions? Contact Christey Simkins in Compliance at [csimkins@cambridgeres.com](mailto:csimkins@cambridgeres.com)



## Pools and Spas

Though there remains tremendous uncertainty, please proceed with an expectation that swimming pools --in one form or another, will be permitted to be open this summer. Therefore, there is no time like the present to begin planning for chemical balance, pool deck washing, pool furniture evaluation, pool signs, etc.



Please see the Spring Maintenance Checklist for pool and spa maintenance.

## Mileage & Cell Phone Reimbursement

Please find the attachments for cell phone and mileage reimbursement. As always, please send both forms to your Supervisor for approval before submission.



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# Spring Maintenance Checklist!

## Property

- Vent & Hose Bib Covers** (it's the time of year to remove them)
- Dryer and Exhaust Vents** (check for missing louvers or covers, clean accumulated buildup)
- Spring Flags/Leasing Banners** (install and replace the winter flags as soon as they arrive)
- Review Condition of A-Board Signs**
- Spring Maintenance Uniforms** (you should receive an email from the uniform coordinator so you can place your order for your maintenance team as needed)
- Swimming Pools** (start preparation for the warmer weather)
- Playground Inspection** (inspect all equipment for sharp edges, loose bolts and chains, loose boards, general safety, - clean/paint as necessary, check depth of ground cover, hemlock shavings should be 9-12" in depth)
- 6" Building Clearance** (make sure there are 6 inches between the earth and the siding, This prevents dry rot, inhibits pests, and prevents mold/mildew)
- Window Screens** (conduct detailed review and replace as necessary)
- Fire Extinguishers** (glass is in place, extinguishers regularly serviced, not missing)
- Service Air Conditioners** (ensure proper operation before summer use)

## Landscape

- Sidewalk Clean-Up** (remove any residual sand and other winter sidewalk materials)
- Pressure Wash** (start the pressure washing season)
- Parking Lots** (detailing of curbs and parking lot striping with appropriate Benjamin Moore Paint)
- Sprinklers** (coordination of sprinkler system 'charging' by your landscape maintenance contractor)
- Irrigation Maintenance** (repairs and adjustments should be handled by landscaping contractor, not maintenance staff)
- Landscaping Cleanup** (coordinate landscaping for your property with your local vendor. Do you need bark dust, flowers, tree and shrub trimming?)

## Residents

- Bar-B-Q & Swimming Pool** (take the time to remind your residents about the safety rules)
- Spring Patio Clean-Up** (all patios should be clear of clutter, this is a good time to coordinate a Community Clean Up Weekend)
- Potted Plants on Railings** (must not be directly on the railing or visible from the street. If they are present they must be hanging on the inside of the deck)
- Preventative Maintenance Inspections**—First Phase (please give your residents a week notice when their apartment is to be inspected) \*\*observe all COVID-19 safety protocols when conducting inspections\*\*

## A little bit about relative humidity

Webster's defines humidity as: a moderate degree of wetness especially of the atmosphere. Basically, humidity is how much water is in the air. As we all know, water, or moisture, is one of the two key components that mold needs to grow, the other being organic materials, especially ones containing cellulose. In our industry, testing for humidity becomes important when tracing the possible sources of a mold outbreak in one of our structures.

When mold is brought about because of a leaky toilet, a clogged downspout, or a leaky supply line under a sink, the source of moisture is obvious, and more often than not, the remedy is simple to determine. Many times, though, moisture is present, but the source is elusive. Ventilation (or lack thereof,) temperature, and relative humidity are three variables that become important in the hunt to determine the source of moisture. Relative humidity is the ratio of the amount of water vapor actually present in the air to the greatest amount possible at the same temperature.

Whoa... Wait... What? Yeah, I said that same thing. Let's try to make this easier to understand.

One fact that's important to know when determining problems with humidity, is that the warmer the temperature of the air, the more water vapor it can hold before condensing on the surfaces of the room, such as walls, windows, or ceilings.

Using a hygrometer, which is a device that measures temperature and relative humidity, we can get a measurement of how warm a room is, and also find the relative humidity of that same room. Let's use an example.

Responding to a work order in unit 2222, we use our hygrometer and find the temperature in the living area is 68 degrees Fahrenheit, and the relative humidity is 45%. This means that at a temperature of 68 degrees, the air currently has 45% of the total water vapor that it can hold at that temperature.

This may sound like a lot of moisture in the air, but humidity below 30% can lead to discomfort (dry skin and nose) and lower levels of relative humidity can cause wood to shrink, paint to crack, and static electricity to discharge. Levels above 60% to 70% can lead to problems with mold and mildew. So, for any given temperature, a relative humidity between 30% and 50% is acceptable. Remember, if the temperature drops, and that same amount of humidity stays in the room, the relative humidity will increase, as the cooler air cannot hold as much water vapor.

When responding to a work order for mold and mildew, the site staff should always bring two pieces of equipment. One is a Hydrosensor, to check for saturated surfaces, and the other is a hygrometer, to check temperature and relative humidity. This can help determine if the cause of the mold is caused by lifestyle or a lack of ventilation if the source of moisture is not apparent. Always document the temperature and relative humidity of the room or rooms on the work order. This will help track the cause of the mold or mildew.

Another example – In unit 2112, there are five occupants living in a two bedroom apartment, and they complain of mold on the wall by the living room window. The residents like to be frugal, and save money by keeping their heat bills to a minimum. They keep blinds closed, to help insulate their windows. The temperature of the unit is 65 degrees, and there is a relative humidity of 72%. There are no leaks that can be found, but the window has condensation. Determining the relative humidity of the unit helps us understand that the air just cannot hold all the water vapor, and it's collecting on the colder surfaces, such as the window and the outside wall. Some things that may help the situation are:

- Turning on the heat – higher temperatures can absorb water vapor
- Opening the blinds – ventilation is important and closing the blinds keeps the circulating air from helping to keep water from condensing.
- Keep the window weep holes clean – This will allow moisture that has collected to exit the unit
- Proper ventilation – be sure bath fans and vented range hood fans are in use, and are clean and properly working, but if the range hood fan is not vented, remember that the moisture from cooking will stay in the unit until ventilated by some other means. Often, this is just by opening a window for a period of time, although that can be hard to do during winter months.
- Installing a dehumidifier can be good, short term solution by quickly removing the moisture, but long term lifestyle changes must happen to keep moisture levels down.

By documenting that the temperature is 64 degrees, and the relative humidity of this unit is 72%, this will help create a record that the mold or mildew is created by the resident's lifestyle, and proper education is the key to solving the issue. It is vital that we work with residents to help them understand how to keep moisture at an acceptable level inside their apartments.

Some common causes of moisture:

- Multiple persons – Four people will produce three gallons of water vapor a day
- Cooking for long periods of time on high heat
- Keeping the windows shut
- Trying to save on energy bills by not using heat
- Not using the bath fan after showering
- Keeping blinds and doors shut
- Pushing objects, such as furniture or boxes against exterior walls
- Overfilling closets

Remember, using a Hydrosensor, and a hygrometer and documenting the results when responding to work orders involving mold or moisture is of paramount importance, and is one of your best tools in the education of your residents.

Please feel free to contact me if you have any questions

Scott Busch

## **SAFETY REMINDER: WINDOW SCREENS**

As the days begin to warm up windows will be open more often. Window screens are required in all windows at all properties. A window screen is as essential to the safe operation of an apartment as a smoke detector. These screens are very important for the safety of all residents, especially those living on upper floors. Thank you for your attention to this matter.

Please make every diligent effort to monitor and address missing window screens as a high priority.

For more information on Window Screen Safety check out this website:

<http://childsafety.screenmobile.com/Window-Screen-Safety.html>



## PERSONAL PROTECTIVE EQUIPMENT



Personal protective equipment, commonly referred to as "PPE", is a variety of equipment worn to minimize exposure to hazards that can cause workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, physical, electrical, mechanical, or other workplace hazards.

PPE must fit correctly and properly maintained to be the most effective. Employees must also know:

- Which type of PPE is appropriate for the particular job
- When the PPE is necessary
- How to put the PPE on, adjust, wear and take it off properly
- What the PPE limitations are
- The proper care, maintenance, useful life and disposal of the equipment

### Types of Protection

#### Eye

**Type** *Safety glasses or goggles*

**When** There is a potential of eyes being struck by projectile objects, such as whenever using heavy tools or power equipment such as saws, drills, sledgehammers, etc.

**Type** Chemical splash goggles

**When** Working with chemicals.

#### Hearing

**Type** *Ear plugs or ear muffs*

**When** Using blowers, pressure washers, shop vacuums, power saws.

#### Foot

**Type** *Composite toed-shoes/boots or toe guards*

**When** Where there is potential for injury to the foot from rolling or falling objects, objects piercing the sole, or where feet may be exposed to electrical hazards, such as a static-discharge or electric-shock hazard.

#### Head

**Type** *Hardhats*

**When** When there is potential of force of impact resulting from a blow to the top of the head.

#### Respiratory

**Type** *Dust masks*

**When** Use for protection during any activity that produces small particulates such as sanding wood or drywall, sweeping, working with chalk or plant-related dusts.

#### Hands

**Type** *Gloves*

**When** As protection against injury or contamination, ranging from splinters to chemical burns to exposure to bacteria, etc. Be sure to choose the proper glove for that particular exposure.



# Wellness Program



Any employee whose employment understanding (EU) is for 15+ hours per week is eligible to participate in the following wellness programs.

Please contact HR to find out more info or to enroll in the following wellness programs:



## smoking cessation

- If an employee quits smoking and is nicotine free for 30 consecutive days, they may be eligible for a one-time \$300 bonus (subject to testing). If the employee remains nicotine free for 3 consecutive months, then the employee may be eligible for another \$300 bonus (subject to testing). After being nicotine free for 6 consecutive months each employee may be entered into an annual drawing for a possible bonus up to \$1,000. This bonus opportunity will happen around the first of the year or at our annual company meeting.
- Those that choose to participate will be subject to nicotine testing. Negative test results are required to be eligible for a bonus and to continue in the cessation program.
- This offer is available to eligible employees once every 12 months.
- Electronic cigarettes or nicotine gums/patches do not qualify as being nicotine free.



## weight watchers

- **DO NOT ENROLL ON YOUR OWN, PLEASE CONTACT HR FOR ENROLLMENT.**
- Registration can take up to 10 business days to complete..
- Cambridge will cover the cost for 10 weeks of meetings (1 meeting per week) and 14 weeks of online registration which includes access to all the WW tools and points systems online or via mobile app.
- To find a meeting in your area, please visit: [www.weightwatchers.com/meetingfinder](http://www.weightwatchers.com/meetingfinder).
- Cambridge will not track your progress or weight in any way. This plan is voluntary and is up to the employee to follow all guidelines.

**Human Resources Department**  
acooper@cambridgeres.com  
503-445-2793

# COMMUNITY SIGNS ORDER FORM

If you need to order any of the below signs for your community please fax this completed order form to Elite Signs to start the process.

## PHOTO ID:



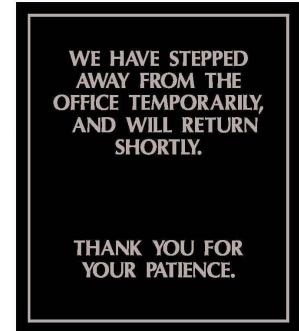
Quantity: \_\_\_\_\_

## NO SMOKING:



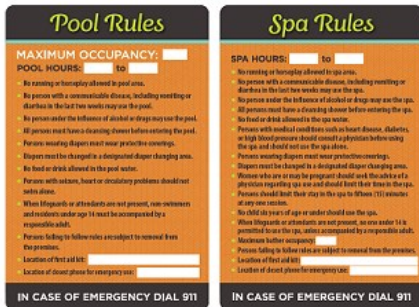
Quantity: \_\_\_\_\_

## WILL RETURN:



Quantity: \_\_\_\_\_

## POOL & SPA:



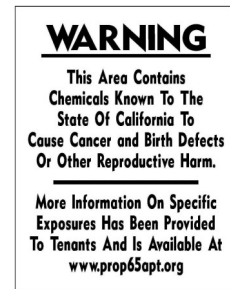
Quantity: \_\_\_\_\_

## WASTE DISPOSAL: (CA Required)



Quantity: \_\_\_\_\_

## PROP 65: (CA Required)



Quantity: \_\_\_\_\_

## PROPERTY INFO:

Date: \_\_\_\_\_

Ordered by: \_\_\_\_\_

Ship To Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you have any other questions regarding the purchase or use of these signs please contact your supervisor at the central office: 503.450.0230

# Cambridge (Oregon & California)

## 24" x 36" Aluminum Pool and Spa Signs

### Pool Rules

**MAXIMUM OCCUPANCY: ##**

**POOL HOURS: #am to #pm**

- No running or horseplay allowed in pool area.
- No person with a communicable disease, including vomiting or diarrhea in the last two weeks may use the pool.
- No person under the influence of alcohol or drugs may use the pool.
- All persons must have a cleansing shower before entering the pool.
- Persons wearing diapers must wear protective coverings.
- Diapers must be changed in a designated diaper changing area.
- No food or drink allowed in the pool water.
- Persons with seizure, heart or circulatory problems should not swim alone.
- When lifeguards or attendants are not present, non-swimmers and residents under age 14 must be accompanied by a responsible adult.
- Persons failing to follow rules are subject to removal from the premises.
- Location of first aid kit: .....location.....
- Location of closest phone for emergency use: .....location.....

**IN CASE OF EMERGENCY DIAL 911**



Quantity: \_\_\_\_\_

Max. Occupancy: \_\_\_\_\_

Pool Hrs: \_\_\_\_\_

First Aid Kit Location: \_\_\_\_\_

Phone Location: \_\_\_\_\_

### Spa Rules

**SPA HOURS: #am to #pm**

- No running or horseplay allowed in spa area.
- No person with a communicable disease, including vomiting or diarrhea in the last two weeks may use the spa.
- No person under the influence of alcohol or drugs may use the spa.
- All persons must have a cleansing shower before entering the spa.
- No food or drink allowed in the spa water.
- Persons with medical conditions such as heart disease, diabetes, or high blood pressure should consult a physician before using the spa and should not use the spa alone.
- Persons wearing diapers must wear protective coverings.
- Diapers must be changed in a designated diaper changing area.
- Women who are or may be pregnant should seek the advice of a physician regarding spa use and should limit their time in the spa.
- Persons should limit their stay in the spa to fifteen (15) minutes at any one session.
- No child six years of age or under should use the spa.
- When lifeguards or attendants are not present, no one under 14 is permitted to use the spa, unless accompanied by a responsible adult.
- Maximum bather occupancy: ##
- Persons failing to follow rules are subject to removal from the premises.
- Location of first aid kit: .....location.....
- Location of closest phone for emergency use: .....location.....

**IN CASE OF EMERGENCY DIAL 911**



Quantity: \_\_\_\_\_

Max. Occupancy: \_\_\_\_\_

Spa Hrs: \_\_\_\_\_

First Aid Kit Location: \_\_\_\_\_

Phone Location: \_\_\_\_\_

Send order requests to Elite Signs at  
info@elitesigns.net or call 503-775-1638



# Cambridge (Oregon & California) 24" x 36" Aluminum Pool and Spa Signs

Emergency Phone Sign 12" x 5"



Quantity: \_\_\_\_

Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

No Lifeguard Sign 24" x 36"



Quantity: \_\_\_\_

Send order requests to Elite Signs at  
info@elitesigns.net or call 503-775-1638



# Cambridge Banner (144" x 48")

Choose Layout

Conventional Banner



Affordable Banner



Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

Quantity: \_\_\_\_\_

Bedrooms: **1** **2** **3** (Circle all that apply)

Phone Number: \_\_\_\_\_

Handicap Accesibility needed: Yes No

Special Instructions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Send order requests to Elite Signs at  
info@elitesigns.net or call 503-775-1638



CUSTOM GRAPHICS SOLUTIONS



## Cell Phone Reimbursement Request

Cambridge does not require employees to use their personal cell phones for business-related purposes. Instead, Cambridge believes in most cases, employees can complete their assigned duties without the use of personal cell phones. However, if you believe that your job responsibilities are such that you intend to use your personal cell phone at your own choice, Cambridge will review your request and provide you with a reasonable reimbursement for the business-related use of your personal cell phone.

Reimbursements will be based on your basic monthly charge, excluding charges for equipment, extra data, secondary cell phones, etc. **Please complete the information below and submit to your Portfolio Supervisor for approval.**

		Period of <input type="checkbox"/> Jan – Jun or <input type="checkbox"/> Jul - Dec	
Employee Name		Property	
		Today's Date	
Reason for Recurring Need to Use Your Personal Cell Phone for Business Purposes (Be Specific)			
Reason Company Provided Landline or 2-Way Radio is Not Sufficient (Be Specific)			
A. Total Monthly Cell Phone Bill \$	B. Total Monthly Personal Cell Phone Expenses \$	C. <b>Requested Amount Per Month</b> Total Business Cell Phone Expenses (A-B) \$	
Employee Notes			

- **Approved requests will extend for a period of up to 6 months (Jan- Jun or Jul - Dec)**
- It is your responsibility to submit subsequent Cell Phone Reimbursement Request forms
- Reimbursements **cannot** be made retroactively
- So, you have a good understanding of your needs, **do not submit this form prior to 30 days of employment**

### EMPLOYEE

I understand that checking this box and typing my name below is the legally binding equivalent to my handwritten signature.

Employee Signature	Date
--------------------	------

Submit to Portfolio Supervisor

### PORTFOLIO SUPERVISOR

<input type="checkbox"/> Approved
<input type="checkbox"/> Not Approved. Enter Reason:

I understand that checking this box and typing my name below is the legally binding equivalent to my handwritten signature.

Portfolio Supervisor Name	Signature	Monthly Amt Approved \$	Date Approved
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Submit to HR

### ACCOUNTING INSTRUCTIONS

Total Payment Payable	Period Of	Director of HR Name for Approval	Date Approved
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Submit to Accounting