

Cambridge eExchange

FOR CURRENT NEWS AND UPDATES
LOG IN TO THE EEXCHANGE AT:
<http://cresapts.com/eexchange>

Hello Employees!

September 2022

Do you have questions or need assistance with Yardi or RentCafe? Please reach out to Yardi Support:

yardisupport@cresapts.com

Rent Collection Reminders

The process of rent collection has a lot of moving parts. Chances are that most residents are diligent in delivering rent on time using a preferred payment method (online payments, money orders, or first party checks).

But there are always residents who are late with their rent more often than they are on time. Sure, they offer a newer and more creative explanation each month. And they make their best plea for a longer grace period and a waiver of that late fee. Their forlorn effort usually results in a visit later that afternoon with both the rent payment and the late fee.

The collection effort doesn't stop there. Managers are expected to be in good communication with residents who pay late rent on a chronic and consistent basis. Why is this important? Because our very own "Criteria for Residency" establishes that frequency and number of tardy rent payments is a primary factor for tenant approval. And if you would decline a future applicant for a history of repeated tardy rent payments, how can we overlook a current resident with the same pattern?

The Tenant Technologies EForms Program includes standardized communication for events like habitually late rent payments. These represent an ongoing violation of the terms and conditions of occupancy. A letter should be written whenever a resident falls into this repeated pattern of poorly managing their business relationship with your community.

For questions, please contact your Property Supervisor.

End of Summer Safety Tips

The end of summer is upon us, and that can mean squeezing in some final cookouts. This can also mean a fridge that's much more stuffed than usual. Here are some food safety tips for your freezer:

- If your freezer doesn't seem to be working effectively, evaluate the number of items stored inside. Cold air needs room to circulate throughout. Some experts indicate that optimal freezer capacity is somewhere between two-thirds and three-quarters full.
- In the event of a power outage, don't open your freezer to see if things are still frozen. Doing this allows cold air to escape and hastens unwanted thawing. Open the freezer only after the power has been restored. At that time, you can check for obvious signs that items are no longer frozen. Those items should most often be disposed of, particularly if they have been thawing for a considerable period of time.

Careers with Cambridge

Maintenance Technician Performs moderate to difficult repairs and preventative maintenance to maintain the condition and appearance of the property. CA- South Lake Tahoe, Oroville; OR- Salem, Downtown Portland, Westside Portland, Happy Valley; WA- Vancouver

Porter Under the supervision and at the direction of a higher-level Maintenance Technician, provides less complicated repairs and preventative maintenance. CA- Bay Point

Property Manager Oversees the daily activities including leasing, collections, resident relations, maintenance, general office administration, and policy and procedure compliance. OR- Grass Valley

Assistant Property Manager Works in conjunction with the Property Manager to oversee the daily activities of the community including leasing, collections, resident relations, maintenance, general office administration, and policy and procedure compliance. CA- Gridley; OR- Westside Portland

Leasing Agent Responsible for the leasing, marketing, and maintaining positive resident relations with the community. OR- Happy Valley

August 2022 New Hires

Ashley	Vancouver, WA	Andrew	Vancouver, WA
Clyde	Penn Valley, CA	Francisco	Vancouver, WA
Wyatt	Portland, OR	Rodger	Dallas, OR
Cassandra	Portland, OR	Marvin	Bay Point, CA
Tiffany	Red Bluff, CA	Jocelyn	Beaverton, OR
Lorena	Penn Valley, CA	Moana	Salem, OR
John	Beaverton, OR	Katherine	Portland, OR
Silvia	Portland, OR		

A list of current job openings and applications for employment can be found at:

<https://cambridge realestateservices.applytojob.com/apply>
Please contact the Cambridge Human Resources Team at (503) 450-0237 or hr@cambridgeres.com with any questions.

Good News!

A new COVID booster vaccination is now available, and Cambridge is providing an incentive of \$350 to employees. Provide proof of a Pfizer or Moderna booster to Daisha Sorenson at dsorensen@cambridgeres.com by October 17, 2022



Fall Maintenance Uniforms

There won't be an order form to complete this fall. Instead, Cambridge will bring uniforms to the next Maintenance Meeting, which will happen on Thursday, September 22nd, at the Wilsonville Black Bear Diner. **For properties outside of Oregon**, our uniform vendor will ship uniforms directly to each property (or sibling properties for those that do not have an office). We expect uniforms to arrive in mid-October. Uniform order forms are due back by next Friday, September 9th, so don't delay- submit yours today!

Flags

Cambridge's flag vendor, Elmer's Flag, is processing our fall order. We anticipate that Elmer's will ship flags to properties around the start of October. We will keep you informed of any updates but keep your eyes out for your new flag shipment as the leaves turn to orange (the same color as our fall flags)!

Grace Hill Elective Reminder...

Enrollees of the **Grace Hill Training Program** must complete the required courses annually as well as the additional elective courses.

To access Grace Hill, enter this link into your browser:

www.gracehillvision.com/cambridgeres

Or contact the Cambridge Human Resources Team at (503) 450-0237 or hr@cambridgeres.com with any questions.

Get Smart!

SmartDollar is a FREE employee financial wellness program that can help you relieve that money stress! Following the program, you'll learn:

- How to budget
- How to get out of debt
- How to save for the future

Plus, you can access it anytime, anywhere, and from any device.

SmartDollar has the tools to help you win with money! Track your progress and get personalized content with the free **Baby Steps** app. Stay on track with a detailed budget when you sync your bank account to the free and secure budgeting app, **EveryDollar**.

You have the chance to take control of your money with **SmartDollar**.

To learn more about enrollment, visit:

<https://www.smartdollar.com/enroll/cambridgerealestate8815>

COMPLIANCE CORNER

Welcome Dae Umberger to the Compliance Team!

Most of you have probably already had the pleasure of interacting with Dae. She formally worked for Background Investigations. She will be helping with all sorts of compliance projects including helping us all stay on track with our recertifications. We are so glad to have her!

Social Security Award Letters Coming Soon

If you work on a senior property, send out a reminder to your residents to bring in their 2023 Social Security Award Letter when they get it in **October**, even if their recertification is not due yet. This way you will have a copy (before that important document has a chance to be misplaced).

2023 Minimum Wage

You can begin your January 2023 recerts in a couple of weeks! Look for a memo from compliance in the next few days outlining the 2023 minimum wage increases for each state that we manage in. You will need to add this increase to your January recerts for any minimum wage employees.

Ace Your Accounting: Accounts Payable Spotlight

Tips:

- Use the account and calendar period for utility bills that do not include a separate invoice number
- Make sure to update the invoice date; without your input, Yardi will default to a date aligned with your data input date rather than the actual invoice date
- For utility companies that provide more than one utility (i.e., water & sewer, or gas & electric) make sure those items are coded separately to their respective General Ledger Account Codes
- Remember to code interim electric/gas to the interim General Ledger codes, not to the common area codes; interim accounts end with the number "1" rather than "0"
- Invoices for specific apartments receiving turnover service such as cleaning, painting or vacant apartment utilities need the apartment number in the "notes" field

Thank you to our communities who participated in this year's National Night Out on August 2nd! Check out some photos sent in by Fawnbrook and Fountain Park.

