

### 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!



### Grace Hill Employee Training

All site staff must complete a minimum of 8 classes per year and 2 classes 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 each year.

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.



### Community Spring Clean-Up!



The Annual Spring Clean-Up is scheduled for **April 5th through April 10th**. Be sure your drop boxes are ordered and communicate with residents so they can plan some Spring Cleaning! See the included flyer for more information.

### Spring Maintenance Uniform Order

The Spring Maintenance Uniforms will be shipped to sites soon. If you have any questions regarding your order please contact:

**Miranda Baker**  
[mbaker@cambridgeres.com](mailto:mbaker@cambridgeres.com)

### Annual Spring Checklist!

You'll find this 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!

*Included in this packet:*

#### **PAGE 2**

➤ **MAINTENANCE**  
➤ Humidity Focus

➤ **WELLNESS**  
➤ Focusing on Wellness

➤ **FAIR HOUSING**  
➤ Prospective Community Residents- Ensuring compliance with Fair Housing Laws

#### **ADDENDA**

- Safety Newsletter
- Spring Checklist!
- Window Screen Safety
- Humidity Article
- Leasing Banner & Community Signs
- Community Clean-Up
- Wellness /Grace Hill

### 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 new 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:

**Miranda Baker**  
[mbaker@cambridgeres.com](mailto:mbaker@cambridgeres.com)



# Maintenance

## 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. Please make sure that you don't already have one (sometimes these will be hiding in the back corner of the shop). If you are in need of one, please let Scott Busch know so he can order one for your property.

Right now, properties either have the full size 31" stainless steel Hydrosensor, or its compact cousin, the light blue 9" Wet Check Hydrosensor. We are still determining which one will be sent out to properties. 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. They are HD Supply item number 154547, and below is a link for your reference.



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

**HUMIDITY**— For your reading pleasure, we are including a document titled "A Little Bit About Relative Humidity," which is designed to help you understand the relative humidity readings you get with your property's hygrometer. It describes what relative humidity is, what the appropriate levels are, and gives you some direction on what to do with your hygrometer's readings. It's riveting, so please make sure all maintenance staff get a chance to read the article.

For any other questions or more information about moisture detection please contact your maintenance supervisor

# Wellness

## Focusing on Wellness!

We just wanted to remind everyone about the ongoing Cambridge Wellness Program\*. There are a good number of employees already taking advantage of the wellness incentives available below:

**Smoking Cessation  
Weight Management**



We are encouraging employees to take advantage of resources available to help stop smoking or assist with healthy weight management.

We have defined incentives for these two areas to help with goal setting. For more information about incentives and programs, please contact Human Resources Director Angela Cooper at [acooper@cambridgeres.com](mailto:acooper@cambridgeres.com) or 503.445.2793.

\*Any employee whose Employment Understanding (EU) is 15 hours or more per week is eligible for incentives. See the attached flyer for more details.

# Fair Housing

## Prospective Community Residents- Ensuring Compliance with Fair Housing Laws

From time to time, we take the opportunity to remind all staff of the importance Cambridge places on abiding by fair housing laws that apply to prospects, applicants, and residents.

On occasion we are contacted by prospective residents who ask us general questions about our Criteria for Residency and whether their specific circumstances would result in a denial. As a reminder to us all, staff is strictly prohibited from answering any specific housing qualification questions.

The appropriate response to any inquiry regarding a prospect's eligibility for housing such as "are you felony friendly" is as follows: *"I'm sorry, I don't make those decisions, but I am more than happy to provide you with an application and our screening criteria. Cambridge Real Estate Services and (your property) Apartments rent to anyone who applies and qualifies."*

Each applicant is evaluated by a third party screening company using the same Criteria for Residency and is the only party authorized to do so. Always refer prospects with questions back to Cambridge's published Criteria for Residency.

# Training Program by Grace Hill



Grace Hill provides online training courses solely for the Property Management Industry. It is designed to help people, teams, and companies improve performance and reduce risk. Grace Hill has many years of industry training experience and expertise and a commitment to customer success.

## Starting your training program today!



### 1 access and register

To access grace hill and register as a new user, please visit the link below:

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



### 3 quarterly classes

After that, complete a minimum of 2 classes every quarter.



### 2 classes

The following classes must be completed within your first 2 days of employment, and every 12 months after that (please set reminders on your calendar):

- **FAIR HOUSING 1**
- **FAIR HOUSING 2**
- **PREVENTING SEXUAL HARASSMENT**



### 4 paid time

All time spent taking these training courses is paid time, please record on your time sheet accordingly.

Human Resources Department • [acooper@cambridgeres.com](mailto:acooper@cambridgeres.com) • 503-445-2793

**CAMBRIDGE**  
*real estate services*

Cambridge Real Estate Services is committed to promoting and supporting a diverse workplace. We are proud to be an Equal Opportunity Employer.

[cresapts.com](http://cresapts.com)

# 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) \*\*completed on all apts by 6/30/18

# COORDINATE YOUR COMMUNITY CLEANUP!

## APRIL 5TH—APRIL 10TH

Site Management Staff,

We are hosting a company wide “Spring Clean-Up” for our residents this year. Each community will participate by providing drop boxes for our residents to use if they’d like to clean up their homes or to dispose of large items that would ordinarily not be allowed in the dumpster areas.

Attached you will find a brief half page flyer in both English and Spanish for you to distribute to your residents to communicate about the upcoming Spring Clean-Up. Below you will also find some guidelines when ordering and placing your boxes...

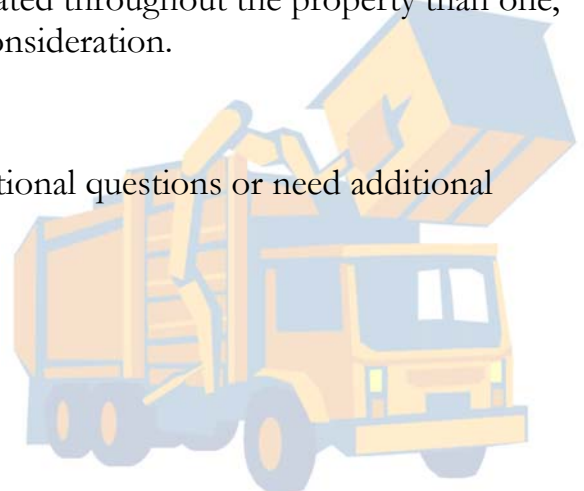
- Drop boxes should be **delivered on Thursday, April 5th and should remain in place until at least Tuesday, April 10th**
- Be aware of local fire codes as well as parking when arranging the location of your drop box.
- Your drop box should be 30 yards for every 75-100 units on your property. Please order accordingly.
- Drop boxes can be ordered from your local waste removal company. If they do not offer drop box services, they should be able to refer you to another company that does provide this service.
- Trash hauling is a very competitive industry and getting a few different bids is a great way to know if you are getting a reasonable price.

Keep in mind the layout of your property. If residents would be more likely to participate as a result of having a few, somewhat smaller drop boxes located throughout the property than one, larger inconveniently located drop box, give this some consideration.

Please contact your supervisor should you have any additional questions or need additional clarification.

Thank you all for your hard work,

The Central Office Team





## **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>



## 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



# 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:



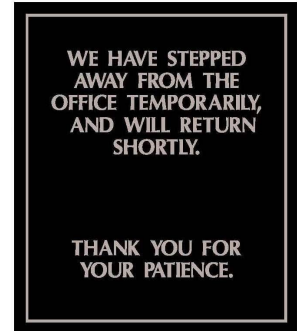
Quantity: \_\_\_\_\_

## NO SMOKING:



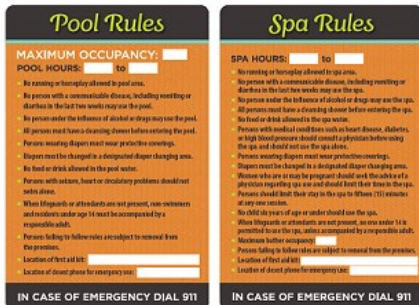
Quantity: \_\_\_\_\_

## WILL RETURN:



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

## POOL & SPA:



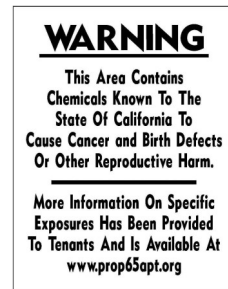
Quantity: \_\_\_\_\_

## 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 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

## COMMUNITY SPRING CLEANING!

Need to clear your patio of clutter? Want to clean out all the junk that's been hiding in your closet? Maybe you have an old piece of furniture you've been meaning to get rid of?

Let us save you a trip to your local landfill! **Thursday, April 5th through Tuesday, April 10th**, drop box bins will be conveniently located throughout your property for your waste disposal needs.

Join in with your neighbors as we throw out the old and make room for the new!

Wanting to clean up your patio to make way for all the new spring and summer plants? This is your chance!

Questions? Your on-site management team is happy to help.



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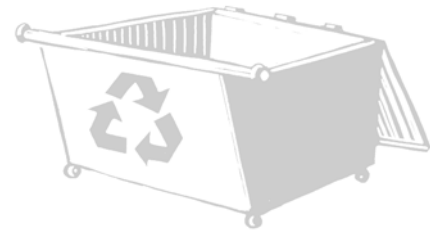
¿Tiene necesidad de vaciar su revoltijo de su patio? ¿Quiere limpiar toda la chatarra que ha estado ocultando en su closet? ¿Quizá tiene un mueble viejo que usted ha estado esperando para deshacerse de él?

¡Déjenos ahorrarle un viaje a su basurero local! **El jueves, 5 de abril al martes, 10 de abril**, cajones de basura serán situados convenientemente a través de su propiedad para sus necesidades de la eliminación de desechos. *Favor de no tirar televisions, electrodomesticos, llantas y materiales peligrosos*

¡Unase con sus vecinos para deshacerse de lo viejo y hacer lugar para lo nuevo!

¿Quieres limpiar tu patio para abrir paso a todas las nuevas plantas de primavera y verano? Esta es tu oportunidad!

¿Preguntas? El equipo de la administración estará contento de poderlo ayudar.



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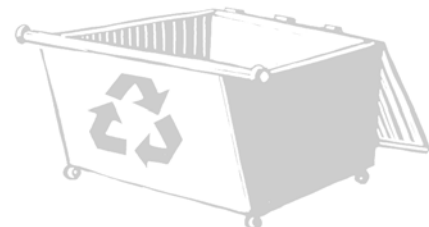
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## Preventing Slips, Trips and Falls



Slips, trips and falls are a major cause of accidents, both on and off the job. While some of these accidents are minor, many are serious – resulting in sprains, strains, fractures, cuts and head injuries. Many of these injuries also involve days away from work.

According to the National Safety Council, in 2013 injuries from slips, trips and falls resulted in 229,190 lost work days and 724 workers deaths.

### Causes

You can prevent slip/trip and fall accidents by paying close attention to what you are doing and where you are going. Be on the constant lookout for these hazards such as:

- **Obstacles** such as boxes, electrical cords, hoses and trash in aisles and walkways
- **Unsafe** ladder and stairs
- **Improper use** of equipment
- **Uneven** floor surfaces and rough outside terrain
- **Slippery surfaces**, such as wet or icy sidewalks and parking lots
- Poor **lighting**

**If you spot any hazards, immediately correct them or report them to your supervisor immediately!**

### Prevention

#### Obstacles

- Maintain a clear field of vision so you can see where you are going
- Don't carry objects that block your vision
- Walk around any obstacles – not through or over
- Keep drawers closed when not in use
- Remove cords or hoses from walkways and doorways
- Pick up trash and other items that do not belong on the floor or ground

#### Equipment

- Carefully inspect ladders before every use
- Inspect stairways for loose or missing railings, broken or slippery stairs and clutter
- Use the proper equipment - don't stand on boxes or chairs in place of a ladder

#### Actions

- Wear appropriate clothing; shoes with nonskid soles, pants that are not too long as to catch on a heel
- Be sure your shoelaces are tied
- Wear slip-on ice cleats when walking in snow or ice
- Use both hands when climbing a ladder and keep at least one hand and both feet on it while working
- Use the handrails on stairs
- Stay away from the edges of loading docks and other ledges
- Slow down and take extra care when walking on uneven surfaces

#### Slippery

- Clean up spills such as chemicals, grease, oil and water immediately
- Sand icy spots
- Be aware of slippery tile and recently polished floors

#### Lighting

- Make sure the lighting is adequate at all times

Questions?