



IMPORTANT NOTICE

EPIC Property Management Transition

Dear Residents and Community Partners,

Housing Works has always been committed to providing the best resident experience and property performance. Since its establishment in 2011, EPIC Property Management has worked hard to support our communities. However, due to staffing challenges and the growing number of properties we manage, EPIC will be **ceasing operations on February 28, 2025**.

We are pleased to announce that **Cascade Management, Inc.** will be taking over as our new property management company starting **March 1, 2025**. While transitions like these can bring uncertainty, we want to assure you that our commitment to serving residents remains our top priority.

What You Need to Know:

✓ Rent Payments:

- Yardi Rent Café Payments **will be disabled at noon on February 28, 2025**.
- Until Cascade sets up its new payment system, residents **must pay rent via check or money order**.
- Cascade staff will be available **on Monday, March 3, from 10 AM - 2 PM at each property** for in-person payments.

✓ New Contact for Resident Inquiries: Cascade Management, Inc

🌐 Website: www.cascade-management.com

☎ Phone: (503) 682-7788

📍 Cascade Management, Inc. Office:
9600 SW Oak Street, Suite 200, Portland, OR 97223

✓ Starting March 1st:

- Rent payments **must be made to Cascade Management, Inc, NOT EPIC**.
- **Rent Café will no longer be available** for payments.
- **For any maintenance requests, tenant concerns, or general inquiries, please contact Cascade directly.**

We understand this change may bring questions, and we appreciate your patience during this transition. **Housing Works remains dedicated to ensuring safe, stable, and quality housing for all residents, and we are confident that Cascade Management, Inc will continue to uphold these values.**

Thank you for being a valued part of our community.

Sincerely,

Housing Works Team

Main Office:

405 SW 6th Street
Redmond, OR 97756

P) 541-923-1018

F) 541-923-6441

Text) 541-286-5562

Hours: Mon to Thurs
8am to 5pm

Closed Friday

www.housing-works.org

Bend Satellite Office:

2017 NE Full Moon Dr.,
Suite 100

Bend, OR 97701

P) 458-281-0813

F) 458-281-0815

Text) 541-286-5562

Hours: Tue, Wed, Thurs
9am to 4pm

Closed Monday & Friday

www.housing-works.org



AVISO IMPORTANTE Transición de EPIC Property Management

Estimados Residentes y Socios Comunitarios,

Housing Works siempre se ha comprometido a brindar la mejor experiencia para los residentes y el mejor rendimiento de las propiedades. Desde su creación en 2011, EPIC Property Management ha trabajado arduamente para apoyar a nuestras comunidades. Sin embargo, debido a desafíos de personal y al creciente número de propiedades que administramos, **EPIC cesará sus operaciones el 28 de febrero de 2025.**

Nos complace anunciar que **Cascade Management, Inc** asumirá la administración de nuestras propiedades a partir del **1 de marzo de 2025.** Sabemos que las transiciones pueden generar incertidumbre, pero queremos asegurarles que nuestro compromiso de servir a los residentes sigue siendo nuestra máxima prioridad.

Lo que necesita saber:

✓ Pagos de Renta:

- Los pagos en **Yardi Rent Café** se deshabilitarán al mediodía del **28 de febrero de 2025.**
- Hasta que Cascade establezca su nuevo sistema de pagos, los residentes **deberán pagar la renta con cheque o giro postal.**
- El personal de Cascade estará disponible **el lunes 3 de marzo, de 10 AM a 2 PM en cada propiedad** para recibir pagos en persona.

✓ Nuevo Contacto para Consultas de Residentes: **Cascade Management, Inc**

🌐 Sitio Web: www.cascade-management.com

☎ Teléfono: 503-682-7788

📍 Oficina de Cascade Management, Inc.:
9600 SW Oak Street, Suite 200, Portland, OR 97223

✓ A partir del 1 de marzo:

- Los pagos de renta **deben realizarse a Cascade Management, Inc, NO a EPIC.**
- **Rent Café ya no estará disponible** para realizar pagos.
- **Para cualquier solicitud de mantenimiento, inquietudes de inquilinos o consultas generales, comuníquese directamente con Cascade.**

Entendemos que este cambio puede generar preguntas y agradecemos su paciencia durante esta transición. **Housing Works sigue comprometido a garantizar viviendas seguras, estables y de calidad para todos los residentes, y confiamos en que Cascade Management, Inc continuará manteniendo estos valores.**

Gracias por ser una parte valiosa de nuestra comunidad.

Atentamente,

Equipo de Housing Works

Main Office:

405 SW 6th Street
Redmond, OR 97756

P) 541-923-1018

F) 541-923-6441

Text) 541-286-5562

Hours: Mon to Thurs
8am to 5pm

Closed Friday

www.housing-works.org

Bend Satellite Office:

2017 NE Full Moon Dr.,
Suite 100

Bend, OR 97701

P) 458-281-0813

F) 458-281-0815

Text) 541-286-5562

Hours: Tue, Wed, Thurs
9am to 4pm

Closed Monday & Friday

www.housing-works.org