



FAQ: Transition to Cascade Management, Inc.

General Information

What is happening with property management?

As of **March 1, 2025**, Cascade Management, Inc. will take over as the new property management company for all properties previously managed by EPIC Property Management.

Why is this transition happening?

Housing Works is transitioning to Cascade Management due to staffing challenges and the need for a larger, more established company to provide better service to residents.

Will there be new management staff at my property?

Some EPIC staff members will be joining Cascade Management, so you may still see familiar faces at your property.

How can I contact Cascade Management?

- **Corporate Office:** 9600 SW Oak Street, Suite 200, Portland, OR 97223
- **Phone:** (503) 682-7788
- **Property-specific emails:** Each property has a designated email address. Please refer to the resident letter sent by Cascade on February 26, 2025.
- **Office hours:** Vary by location and will be posted on-site at the leasing office.

Rent Payments

How do I pay my rent?

- Rent is **due on the 1st of each month.**
- There is a **late fee if paid after the 4th of the month.**
- **For March 2025 only:** Rent must be paid by **check or money order** as Cascade's online system is not yet operational.
- **Mail payments to:**

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

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



Can I pay rent in person?

Yes, Cascade staff will be on-site to accept **March rent payments in person** on **Monday, March 3, 2025, from 10 AM – 2 PM** at the following locations:

- **Bend:** Epic Corporate Office (1475 Forbes Road, Suite 110, Bend, OR 97701)
- **Redmond:** Housing Works Office (405 SW 6th Street, Redmond, OR 97756)
- **Prineville:** Ochoco School (440 NW Madras Hwy, Prineville, OR 97754)
- **La Pine:** Hawks View Estates (51750 Little Deschutes Ln., La Pine, OR 97739)
- **Madras:** Canyon East (280 NE Jefferson Street #107, Madras, OR 97741)
- **Sisters:** Tamarack Village (555 N Larch St., Sisters, OR 97759)

Will online rent payments be available in the future?

Yes, Cascade uses **ResMan**, not Yardi. **Rent Café will be disabled before March 1**, and Cascade will set up a new online payment system soon after.

Lease & Security Deposits

Will I need to sign a new lease?

No. **Your current lease agreement remains valid** until it expires. When renewal time comes, Cascade will handle new lease signings.

What happens to my security deposit?

Your **security deposit has been transferred** to a Cascade Management **Client Trust Account** at US Bank.

Will my rent increase because of this transition?

No immediate rent increases will occur. However, as in past years, a **standard annual rent increase may apply**.

Maintenance Requests

How do I request maintenance?

- **For regular maintenance issues:** Fill out a **maintenance request form** available at your site's management office.
- **For emergency maintenance:** Call the **24/7 emergency maintenance line at (541) 788-3742**.

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Community Partners

How does this change impact service providers working with residents?

- Residents may **experience new processes for rent payments and maintenance requests.**
- Cascade will **not** use Yardi. Instead, **ResMan** will be their property management software.
- If clients have any concerns about the transition, they should reach out to Housing Works or Cascade directly.

How can community partners ensure a smooth transition?

- Encourage clients to read Cascade's transition letter for key details.
- Direct urgent issues or questions to Cascade's **corporate office at (503) 682-7788.**
- Notify Housing Works of any **unusual circumstances affecting residents.**

Additional Support

Who should I contact with concerns?

For **general questions:**

- **Residents** – Contact Cascade Management at (503) 682-7788
- **Community Partners** – Reach out to Housing Works for concerns about resident services at (541) 923-1018

We appreciate your patience and cooperation during this transition. Our goal is to provide **better service, stability, and support** for residents and partners moving forward.

The Housing Works Team

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