



February 28, 2025

Partners,

I am writing to share some significant news relating to our property management company, EPIC. In 2011, Housing Works established EPIC Property Management with the goal of providing the best resident experience and property performance. However, over the years, EPIC has struggled with under-staffing, especially as we've added more properties to manage. As a result, the company has not been able to grow quickly enough to support the properties we own. The strain on the EPIC team has been significant.

To better serve our residents, Housing Works is transitioning to a new property management company. While the management structure is changing, some of the current EPIC staff members will be joining Cascade Management, Inc., so you may continue to see some familiar faces. We understand that changes in property management can raise questions or concerns. Please be assured that our primary goal is to provide our residents with the best possible living experience while meeting compliance demands.

As a valued partner, we would appreciate your help in ensuring your clients understand what is happening, and that if anything unusual arises, you pass that information directly back to Housing Works. We are hopeful that this transition will bring better and more responsive service, and as questions arise we would love to be sure you get answers.

If you work directly with our tenants, you will notice some changes to the process of rent payments and maintenance requests. Cascade uses ResMan, not Yardi as software, so Rent Café will be disabled prior to March 1. Despite our best efforts, we were unable to make it work for the March 1 rent payment. This means tenants will need to pay by check or money order for March rent until Cascade is able to set up their new system. We realize this is not ideal, so Cascade will be providing staff on site in each city on Monday, March 3, if tenants want to drop off those payments in person. Additional information is on the next page.


Lease agreements will be transferred to Cascade, so tenants will not have to sign a new lease until the current one expires. No immediate rent increases will take place as a result of this transition, though tenants should expect a typical annual increase like in years past. The wait lists for properties will remain the same.


If residents do not see Cascade's letter with detailed instructions on how to pay rent, submit maintenance tickets, and get in touch with them, please feel free to reach out to us or directly to Cascade: 503-682-7788.

Thank you for your partnership through this transition.
Sincerely,

Lynne McConnell
Executive Director

405 SW 6th Street
Redmond, OR 97756

 (541) 923-1018

 (541) 923-2095

 www.housing-works.org

If tenants would like to pay your rent in person, you are welcome to meet Cascade staff on Monday, March 3 between 10 – 2 in 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