



SUCCESS STORY

Cambridge Turned Policies From a Burden Into an Advantage

Grace Hill helps reduce administrative lift with digital policies that keep operations in compliance.

OVERVIEW

Cambridge Management Services, Inc. maintains a laser focus on one thing — quality. Headquartered in Altamonte Springs, Florida, this family-owned, boutique asset management company has been an industry leader for 30 years and built a solid reputation for delivering exceptional service, distinctive experiences, and superior results.

Cambridge operates multifamily and senior communities throughout the Southeast, Northeast, and Midwest. Although its portfolio has diversified and grown over the years, the commitment to quality, innovation, and impactful customer experiences continue to be among its guiding principles.

In fact, while many in the multifamily space face staffing challenges, Cambridge enjoys relative stability with an average employee tenure of nine years. And included in that list of long-tenured employees is Natalie Cavaliere, who has worked for Cambridge Management Services for 32 years, currently in the role of corporate trainer.

COMPANY PROFILE



CAMBRIDGE MANAGEMENT SERVICES, INC.

Industry: Multifamily and senior housing

Headquarters: Altamonte Springs, FL

Years in business: 30 years

Number of employees: 130

A natural at her job, Cavaliere enjoys teaching others and has helped develop a robust training program at Cambridge to successfully onboard new hires and keep current staff up to date.

However, there remained one problem: Cambridge had a static solution to a dynamic and constantly changing policy environment.

CHALLENGES

Against the shifting landscape of regulatory and statutory reform, Cavaliere's depth of knowledge and experience provides an insightful perspective into the training challenges multifamily managers face today.

The challenge Cambridge faced is familiar to many businesses across various industries. Bulky binders adorn workspaces across the globe, but in an environment that demands compliance and efficiency, outdated processes simply won't suffice.

And certainly, for a corporate trainer, there's nothing more frustrating than maintaining and sharing company policies in a 4-inch binder filled with scattered old printed pages, cross-outs, and updates.

Prior to working with Grace Hill, Cambridge addressed changing policies the only way possible. Policy revisions and updates to the company's binder required leaders to organize in-person meetings with multiple staff — a logistical hurdle for sure.

Additionally, the ability to quickly find policy details and understand changes was almost non-existent, which meant Cavaliere spent more and more time answering calls and emails from employees needing policy assistance. This growing demand placed her in an increasingly reactive posture, and it was a press on her time that didn't best serve Cambridge or their employees.

But Grace Hill had a solution.

SOLUTION

After surveying the market for possible digital solutions, the Cambridge Management Services team selected Grace Hill to help transform their policy solutions from a burden into a strategic advantage.

Working with Grace Hill's team, the Cambridge Policy Task Force began the process by sending detailed policy content from Cambridge's 4-inch company binder. Grace Hill's team reviewed it line by line and then offered recommended revisions based on their extensive industry knowledge.

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For years, the company had wanted to **find an easier solution**,” said Cavaliere, “but it wasn't until recently that they hired Grace Hill to make it all come together.”

Over two days, the Grace Hill team met with the Cambridge Policy Task Force to share feedback, explain recommendations, and answer questions.

“

It was so specific and streamlined you could tell they'd done this many times before,”



Natalie Cavaliere
Corporate Trainer

The result was extensive and left no policy untouched. Grace Hill presented guidance for policies related to emergency procedures, leasing and marketing, maintenance, and management and operations. Grace Hill also ensured that policies properly reflected state-specific regulations for certain subjects, such as resident screening which often has varying parameters by state.

RESULTS

With Grace Hill, Cambridge was able to improve the performance of their assets and maintain regulatory compliance by ensuring everyone can easily access company policies at any time and on any device.

By implementing a digital policy solution, Cambridge now has an easy-to-use process that is relevant, up-to-date, adaptive, and continuously monitored.

There's also benefit to the bottom line. While Cambridge certainly has realized savings related to printing and postage, they also are better utilizing the time and talent of the staff.

Because for Cambridge, it's never just about business. And in partnership with Grace Hill, they ultimately met the needs of their most valuable asset — their people.

BENEFITS

- A digital solution that is current and easy to use.
- Team members can search by keyword or phrase to quickly find what they need.
- OSHA requirements previously missed were added.
- State-specific regulations included and revised.
- Ensures compliance; version history mitigates risk.
- Time and cost savings.

“

Grace Hill put together a beautiful document that was **concise, clear, accurate, and easy to read,**” said Cavaliere.

“Our employees absolutely love it and say it's so **great and easy to use.**”