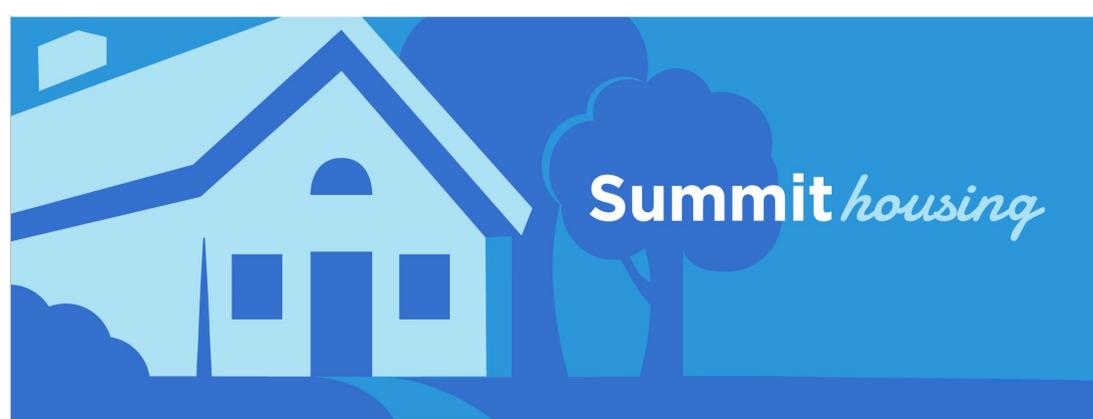




**Summit**  
*housing*



# **IMPORTANT INFORMATION**

**Summit Housing Development Corporation**

**1651 Massillon Road**

**Akron, OH 44312**

**330.634.8155**

**330.730.8186**

**[www.summithousing.org](http://www.summithousing.org)**

*Revised 8/18/2016*

## Welcome to Summit Housing Development Corporation.

Summit Housing would like to welcome you to our home. This book is designed to help you, the provider and tenant, to have easy contact to services, repairs and general maintenance issues so SHDC can better serve you and you can access us in a timely manner for any issues you may encounter with the home.

## Work Orders and Contact Information

Work orders are now being handled through our website at [www.summithousing.org](http://www.summithousing.org). You can easily click on the **Submit A Work Order** tab at the top of the page, fill out all the information, click Submit and then the work order is complete. This allows us to receive your information quickly and efficiently so that we can begin processing the work order.

**Please remember to reserve call-ins for emergencies ONLY.**

A few examples of emergencies are:

*NO WATER or water leak (a dripping faucet is not a major water leak)*

*NO HEAT*

*Electric is out or not working properly*

*Sewer is backed up*

## Locks and Keys

All SHDC homes are furnished with Best locks and keys.

SHDC supplies five keys to each home.

Should you need more keys, you can have them made at Ace Lock on Kenmore Boulevard or Grey Enterprise on South Street.

Should there be a need to change the locks in the house due to a safety concern, there is a \$100 fee for this service.

SHDC does not provide locks for medicine cabinets, closets or bedrooms.

SHDC will not install double keyed dead bolts due to the issue of not being able to exit the home at a designated egress point.

## Leases

Leases can be obtained through our office at 330.634.8155 or by emailing [administration@summithousing.org](mailto:administration@summithousing.org).

Please remember to contact our office as soon as possible should you have a new tenant going into the home or someone leaving. This really helps SHDC stay current with the rents and occupancies and the monthly rent billing.

## Questions and Concerns

If you have any questions or concerns not listed in this brochure, SHDC can be reached at 330.634.8155 or 330.730.8186.

Summit Housing Development Corporation  
1651 Massillon Road  
Akron Ohio 44312

## Carpet and Floor Care

6

SHDC provides carpet cleaning in all of our homes, not to exceed 2 times per year. We strive to keep the carpet clean and neat.

Sweeping and general maintenance of the carpet makes for a better home; however furniture that snags and tears the carpet is a great concern for us and is a constant issue in some homes.

Please help us by maintaining the furniture so that it does not cause damage to the carpets or flooring in the home.

Many dining room chairs also cause damage to the vinyl in the dining rooms, please use pads, rugs or glides on these pieces of furniture.

Bathroom floors are the responsibility of the provider to make sure they are not getting flooded and are properly taken care of.

There has been an overwhelming amount of water damage to bathroom floors and SHDC will bill back for abuse and neglect of the bathroom floors due to water damage. *This is a very expensive issue.*

When a toilet is leaking, running or is not working properly, this can also cause damage to the floor.

Please contact us *immediately* should the toilet be leaking or running. This causes high water bills and could be a bill back should it be left to run up a high water bill.



## Emergency Shut Offs for the Home

3

A few basic items you need to be aware of right away with your home is knowing the following:

1. Where is the main shut off?
2. Where is the main electrical panel?
3. Where is the main gas shut off?

**These shutoffs are essential to know where they are located in the case of an unusual occurrence in the home. ALL STAFF NEED TO KNOW WHERE THESE SHUT OFFS ARE LOCATED!**

If you are not sure where these shut offs are located, please submit a Work Order and we will gladly assist you with this.

A safe home is top priority in SHDC homes. If you feel there is a safety issue, please contact us immediately. Do not assume someone else has handled it.

## Fire Extinguishers/Security System

All SHDC homes are equipped with a hard wired smoke and fire system.

Operating instructions are located in the pull down flap of most systems should you have a question on how to reset it. A chirping detector indicates the back up nine volt battery needs to be replaced in that particular unit. It is the provider's responsibility to replace these.

These systems are in-house only. THEY ARE **NOT** WIRED TO CALL YOUR LOCAL FIRE DEPARTMENT SHOULD THEY GO OFF.

**IN CASE OF A FIRE, FOLLOW YOUR EVACUATION PLAN AND CALL 911!**

SHDC supplies each home with fire extinguishers. They are located in strategic places in the home for your safety. If you use one or one is discharged, please contact us so we can replace it as soon as possible.

## Furnace and Air Conditioning

SHDC supplies furnace filters for all of our homes.

It is the provider's responsibility to check and replace them as they become dirty. The furnace filter should be checked monthly to see if it needs replaced.

Should you start to run out of filters, please submit a Work Order so we can replenish your supply.

This should be done year round as the system still uses the filter when it is in the air-condition mode in the summer.

Please note that some rooms in the house can lose temperature if the cold air return is obstructed by furniture or other items in the room. Keeping the vents and returns clear help the home maintain a constant temperature throughout the house.

## SHDC Services Provided - Snow Removal

SHDC provides snow plowing in the winter when the snow fall exceeds two inches.

Should there be an issue with the snow removal, contact us as soon as possible so we can correct the problem. (Not two or three days later.) Please note we do not supply salt or shovel the walks and ramps. Shoveling the ramps and sidewalk, as well as salting, is the responsibility of the provider. If there is excessive ice, please use more salt.

## SHDC Services Provided - Trash

SHDC also provides trash services. Should you have an issue with a missed pick up or have excessive trash to put out, please help us by contacting us as soon as you can so the trash company can be notified of a special concern or need.

## SHDC Services Provided - Lawn Care

SHDC also provides lawn service in the summer. This service consists of mowing, trimming and blowing off the walks and driveway.

Should there be an issue of the grass getting out of hand, tree limbs or leaves, please contact us.

## Home Inspections and Walk Thrus

SHDC performs annual electrical, extinguisher and heating and air inspections of our homes.

We are always checking for extension cords being used improperly, extinguishers that have been used and not reported, furnace filters being changed in a timely manner and other safety items throughout the home.

SHDC is always open to safety concerns and special needs for our tenants.

Please do not hesitate to notify us should your home have a special request that is a safety concern to the staff or tenants.

Electrical and fire system inspections are done by a certified contractor and are on file in our office.

We do not have inspections done by the local fire department; however the provider is welcome to have one done.

