

# EDGEWOOD VILLAGE

An Akron Neighborhood Celebrating Community.



## January 2011 Quarterly Publication

Edgewood Village Management Office Hours are Monday—Friday 8:00 a.m. to 4:30 p.m. We are closed from 12 p.m. to 1 p.m. for lunch.

## A Message from Management

- Please Remember. It is every resident's responsibility to keep individual walkways and driveways clear of snow and ice.
- Ice-Melt is the recommended salt-agent. (Note: other salt-agents can potentially damage the concrete.

## Mark Your Calendars

The Management Office and CSS Office will be closed the following dates:

- Monday, Jan. 17
- Monday, Feb. 21

Resident Meeting. Saturday, January 22, 2011, 1:00 pm at the Akron Zoo—Komodo Dragon Center. Enter through LOT-C

## Customer Service & Employability Workshop

Residents of Edgewood Village and the Housing Choice Voucher Program (HCVP) completed an 8 week "Through the Customer's Eyes— Customer Service Certification and Employability Workshop. Facilitated by the Portage Lakes Career Center (PLCC), the workshops covered: Why Customer Service Matters; What Customers Want; Essential Customer Service Skills I and II; Handling Complaints and Dealing with Angry People; Know Your Skills; Resume Writing; Networking for a Job; Interview Skills; and Mock Interviewing. The participants received a certificate from the Customer Service Certification component of the workshop. Residents had to satisfactorily pass each module of the Customer Service Certification before advancing to the next module. The certification was developed in cooperation with and endorsed by the International Customer Service Association. According to Work and Family Placement Specialist, Becky Tisevich, "This certification gives our clients an advantage over the competition because it demonstrates that the client is proficient and is competent in the area".

The workshops were held at the V. Odom Branch Library with babysitting and refreshments provided. Many of the residents expressed their gratitude and that the timing was perfect for them to receive this training. One resident stated: " this training helped me build my confidence and self esteem and the instructor was excellent".

The Hope VI Community Support Services (CSS) Program sponsored the training for its residents. CSS partnered with Resident Support Services' Family Self-Sufficiency Program and PLCC to make this training possible. CSS plans to offer additional job training for residents in the New Year. Please call the office at 330.253.7614 for further information.

## Call Claudia

Did you receive a post card in the mail asking you to call Claudia? Complete a brief survey and you'll receive a \$10 gift card on the spot and a raffle ticket to win \$100. Call Claudia at 330.252.0113. Only Edgewood Village working families with dependent children or recently laid off families are eligible.



## Income Changes

Low income and voucher residents only: if you lost your job or your work hours were reduced, please report this change of income to the manager's office ASAP. Reporting this change will result in your rent being adjusted. You will also be referred to the CSS office so that they can help with job leads or make referrals for job training, etc. Residents who pay full rent (no subsidy) aren't eligible for rent reduction but are strongly encouraged to meet with CSS.

## Mustard Seed Development Center

Mustard Seed Development Center (MSDC) offers Seminars in Financial Management. If you are struggling to pay bills, living pay check to pay check, and receive calls from collection agencies, MSDC can help you to develop a plan. Seminar components include: Money Management; Budgeting; Understanding Household Expenses and Credit. Classes are offered on Saturdays and Mondays. There is also a weekly financial management seminar. You can call Tracey Lewis at (330) 253-7374 for a referral or you can call MSDC directly at (330) 631-0350.

## And The Survey Says.....

We heard you! So that there is more participation and attendance at resident meetings, CSS conducted a questionnaire to ask residents what schedule works best for attending a meeting. The majority indicated that the weekend works best. Therefore, the next Resident Association Meeting will be held on SATURDAY, Jan 22, 2011 at 1:00 p.m. at the Akron Zoo. Come and join us for food, fun, and fellowship. Everyone is invited with babysitting provided.