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Editor *Devan Weckerly Lambert, Director of Marketing*

Contributor

Abigail Miller, Marketing Assistant

BBB is governed by a volunteer Board of Directors who offer a wide range of business and community experience. These volunteer directors are elected to three-year terms and are responsible for ensuring the organization remains in compliance with the operating standards set forth by the BBB system.



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LEAD WITH TRUST

Shannon L. Siegferth President & CEO

■ As we approach the start of another year, I want to take a moment to reflect on our achievements throughout 2024 and extend my heartfelt gratitude to you, our incredible community. The Better Business Bureau (BBB) has remained steadfast in our mission to promote trust and transparency in the marketplace. Thanks to your support, we have accomplished significant milestones that benefit both consumers and businesses across the entire region.

This year has been pivotal for our nonprofit. Together we made significant strides, filled with both challenges and triumphs, that have strengthened our commitment and made a meaningful impact. Each of these accomplishments is a testament to the power of community and collaboration.



Top left: Shannon Siegferth and Kip Morris, Retired IABBB President & CEO at the 53rd IABBB Assembly. **Top Right:** BBB suite under construction. **Bottom left:** Devan Weckerly Lambert, Director of Marketing receiving AAF Akron's 2024 High Five Production Award. **Bottom right:** Shannon Siegferth at BBB's new reception desk, donated by Habitat for Humanity of Summit County.



BBB's Myers Memorial Award.

One of the highlights this year was being awarded the Myers Memorial Award at the 53rd International BBB Assembly. This distinguished honor recognizes exceptional examples of BBB operational work and education projects that result in meaningful and effective information that helps consumers make knowledgeable choices in the marketplace. The award seeks to highlight a specific BBB effort that truly made a difference and one that illustrates the value of the BBB system.

This year we presented the Akron-Summit Age-Friendly initiative, which is in partnership with many local organizations throughout Summit County. Programs built like the Age Friendly initiative highlight the power of collaboration. Seeing so many of you come together to support our mission reinforced the belief that we can achieve great things when we unite our resources and talents. It inspires our team to think **bigger** and **bolder** about the future.

Another peak of 2024 was our move from 222 W Market St, where we had claimed residency since 1986, to 388 S Main St, inside the AES Building. This move promised increased visibility and accessibility for all consumers and businesses. The team continues to look forward to expanding programs and fostering deeper connections with those we serve in this vibrant area downtown.

As we look ahead to 2025, we have ambitious proposals to deepen our impact. We have exciting plans in place to not only further enhance the relationship between businesses and consumers, but build on the foundation of trust that has been established. With your continued support and involvement, we

can turn these visions into reality and watch these programs flourish.

Thank you once again for your unwavering support and being an essential part of our mission. Your engagement—whether through accreditation, sponsorship, attending our event or sharing our mission with your network—makes a profound difference in our mission. Together, we can continue to foster a marketplace built on trust, integrity and excellence.

A LEGACY OF TRUST

Devan Weckerly Lambert Director of Marketing

■ As BBB prepared to move to a new workspace in September 2024, we spent time looking back through our historical documents and artifacts. We invited you to join on the re-discovery of our rich local history.

For over 100 years, Better Business Bureau Akron has served as a leader in marketplace trust. In 1920, just four years after the name “Better Business Bureau” was coined, BBB Akron became the eighth BBB established nationwide.

Thanks to the foresight of its five founding members, including **The Goodyear Tire & Rubber Company**, BBB began serving our local mission of truth in advertising and safeguarding consumers from unethical sales practices.

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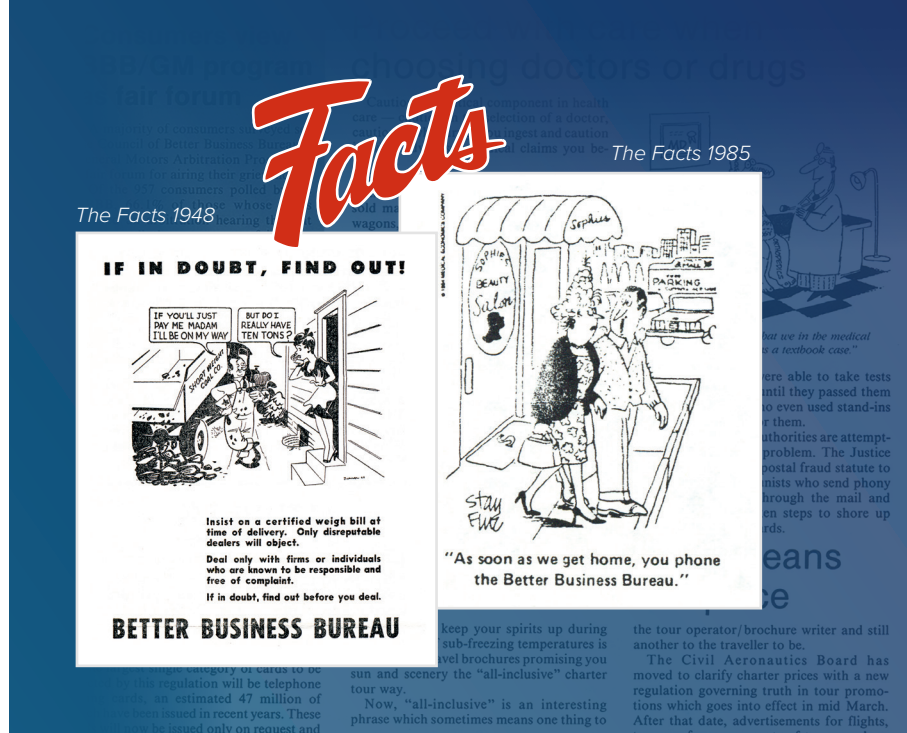
A Legacy of Trust continued

Within the first nine months of existence, BBB Akron handled nearly 1,000 investigations. Among the first scams BBB exposed were fraudulent promotions of securities, land buys and other “investments.” These early investigations also pushed for advertisers to reveal textile contents and provide wood types in furniture advertisements, well ahead of government regulation of these industries.

By the mid-1920s, BBB Akron began distributing a monthly publication, “The Facts,” which quickly became a vital resource for the business community. With articles such as “Home-Work Scheme Raises False Hope” and “Rough Winter Breeds Rough Rackets,” it reported BBB’s findings for investigations that could affect a consumer’s future buying decisions.

Fast forward to 1952. BBB Akron’s Operations Department fielded an average of 3,100 calls each month, totaling over 37,200 calls that year. To put those figures into perspective, that equates to nearly **one in every ten** people living in Summit County at the time contacting BBB for assistance.

Through the years, our services have grown and evolved alongside the ever-changing marketplace but



Did you know? In 1994, BBB was one of the first non-profits to go online. In 2024 (December 2023 - November 2024), BBB.org received more than **356 million page views**.

we continue the core work of our founding members in our daily operations.

How? Just like in 1952, BBB Akron’s Operations Department answers questions from consumers about local businesses, helps consumers with complaints and performs advertising reviews to help protect consumers from fraudulent claims.

Our Marketing & Outreach Department shares information about BBB services and consumer tips with the community to promote ethical business practices and protect consumers from scams.

Along the way, we incorporated new services, like custom Business Profiles, a local Accredited Charity program and consumer reviews on BBB.org, among many other endeavors.

We sought a way to honor our history as we move forward. With the help of **Artists, Inc.**, an Accredited Business, we developed a historical wall for our new conference room that celebrates our first 100 years of service.

This homage to our past highlights key milestones and achievements in BBB Akron’s journey and we are proud to share those accomplishments with all those who visit our new workspace.



“Over a million people a year call upon the Better Business Bureau for help with many kinds of business problems, yet it’s a service I think we’ve all taken for granted.”

Eleanor Roosevelt, 1951



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A COMMUNITY OF TRUST

Devan Weckerly Lambert Director of Marketing

■ **BBB Akron values community** and actively seeks out ways to support and engage with other organizations, businesses and non-profits on initiatives that benefit all members of our community.

You may not realize, but BBB Accredited Businesses go above and beyond simply adhering to BBB's Standards for Trust when they become Accredited. They also invest, through their annual dues, in the BBB Marketplace Education Initiative (BBBME).

Through BBBME, BBB takes vital information into middle schools, high schools, college campuses and juvenile detentions centers. Students are equipped with valuable lessons and life skills, such as financial literacy, budgeting and how to be an ethical member of the marketplace.

Our Community Outreach Coordinator volunteers for United Way of Portage County's Reading Role Models, a program designed to encourage early reading and empower young children to ask questions.

BBB reaches out to the senior population, helping them discern the trustworthy business owner from the fraudster, how to avoid scams and how to protect themselves if they do fall victim to a scam or fraud. BBB also connects with veterans, providing them with tools to protect themselves and their families from scams that commonly target this population.

Through the support of our Accredited Businesses, BBB Akron can offer this service for *free* to all schools, non-profits, businesses and other organizations in Ashland, Medina, Portage, Richland, Summit and Wayne Counties.

2024 Outreach Efforts

December 2023 - November 2024

157 Presentations

to over 3,000 students on BBB ethics, financial literacy and scam education.

78 Presentations

to over 1,500 senior citizens on financial literacy and prevention tips.

260+ Events

hosted or attended to spread the BBB message of marketplace protection to over 16,400 community members.



Top: BBB Akron team volunteering with Habitat for Humanity of Summit County

Bottom: BBB Akron Community Outreach Coordinator Kelly Tremaine receiving the Junior Achievement Volunteer of the Year Award.



■ **BBB Akron proudly gives back to the community** through sponsorships, student scholarships and staff volunteer hours.

This year, some of our supported organizations include:

- Victim Assistance Program's Mardi Gras Gala
- The Akron Rotary Chili Open
- The Senior Summit
- Bluecoats of Summit County
- Akron Zoo
- Habitat for Humanity of Summit County
- Akron Children's Hospital Holiday Tree Festival

BBB also supports our local students by offering a scholarship program through The Laws of Life Essay & Video Contest, open to students in grades 9 - 12 in schools throughout Ashland, Medina, Portage, Richland, Summit and Wayne Counties.



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A Community of Trust continued

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- Builds stronger community-school ties by enabling educators and community members to work together on a positive and affirming activity.
- Builds student confidence through writing.
- Contributes to student academic success through self-reflection.
- Provides students with an opportunity to acquire practical skills in audio/video technology and graphic design.
- Allows students to explore non-traditional storytelling.

To learn more about The Laws of Life Essay and Student Video Contests or want to implement this program

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allows students a chance to be
self-reflective and grow as individuals. We
can use this to bridge the gap between the
literature and our lives.”

**Mr. Joel Shurance, English Department Head
Cloverleaf High School**

■ **The Akron-Summit Age-Friendly initiative** continues to grow and thrive. In early 2023, BBB Akron was invited to join this evolving initiative and the development of this program was, and continues to be, a multi-agency endeavor that involved various partners within Summit County including:

- Summit County Executive’s Office
- City of Akron
- VANTAGE Aging
- Direction Home Akron Canton Area Agency on Aging
- Akron Zoo

BBB Akron and the Age-Friendly Coalition has received overwhelming positive feedback about the program from consumers, businesses and the community at large.

As evidence of the program value, Summit County was granted a *2024 National Association of Counties’ Achievement Award* in the Human Services category.



**“Once again our community’s
unique culture of collaboration
has delivered for our residents.**

This program is a true group effort and will go on to encourage our businesses and institutions to be accessible and inclusive for not just older adults, but other residents as well. After all, what is good for an older adult with a mobility aid is good for a parent with a stroller.”

Summit County Executive Ilene Shapiro

The Akron Zoo also received the *2024 Association of Zoos and Aquariums Angela Peterson Excellence in Diversity Significant Achievement Award*.

This award recognizes exceptional leadership in advancing diversity, equity, accessibility and inclusion. “Awardees have successfully implemented impactful strategies that create lasting change within their organizations and throughout the industry... We were honored to be chosen from potential applicants representing 13 countries,” said Pamela S. Hotz, Akron Zoo’s Senior Vice President & Chief External Affairs Officer.

These achievements validate the long-lasting impact the Age-Friendly program can (and will) have on our community by providing safe and accessible services for a vulnerable and overlooked demographic.

By positioning ourselves as the leader in marketplace trust, we have the ability to provide guidance in many different ways, including ensuring that all consumers have a safe place to shop and receive services.

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
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Akron Area YMCAs

Firestone Park YMCA

Green Family YMCA

Kohl Family YMCA

Lake Anna YMCA

Riverfront Family YMCA

Wadsworth YMCA

Akron Art Museum

Akron Blind Center & Workshop

Akron-Canton Airport

Akron Monument & Granite Co.

Akron Zoo

Akron-Canton Regional Foodbank

Main Campus

Stark County Campus

Better Business Bureau Akron

The Billow Funeral Homes & Crematory

Fairlawn

Cuyahoga Falls

Kent - *Bissler & Sons Funeral Home & Crematory*

Uniontown - *Summit Simple Cremation*

Chaney's Special Effects

Compass Computer Groups, Inc.

Goodyear Tire & Rubber Company

Habitat for Humanity of Summit County

Handyman's Quality Services

**Jennings Heating, Cooling, Plumbing &
Electric**

KDCO Home Improvements

Northern Peak Gutters

Red Flag Reporting

Stone Financial Network

Summit Federal Credit Union

Summit Metro Parks

Main Office

F.A. Seiberling Nature Realm

Liberty Park Nature Center

Summit Lake Nature Center

Towpath Motors

VANTAGE Aging



A Community of Trust continued

BBB Akron had the opportunity to work more closely with older adults, through the VANTAGE Aging AmeriCorps Retired and Senior Volunteer Program (RSVP.) As older adults themselves, these volunteers have first hand-knowledge of these issues and their participation in the program ensures their voices are heard.

The partnership also provides this demographic with an opportunity to get to know their local BBB outside of the usual operations, which strengthens their loyalty to the BBB brand and builds trust with the local business community.

BBB Akron and the Age-Friendly Coalition expect the continued growth of this program as more opportunities develop. We look forward to cultivating the partnerships that arose from the *Akron-Summit Age-Friendly* initiative and helping tear down those barriers to create a safer and more equitable marketplace for consumers of all ages.

PROTECT WITH TRUST

Devan Weckerly Lambert Director of Marketing

■ **One of the many positive outcomes** of BBB Akron's involvement in the Akron-Summit Age-Friendly initiative has been the development of stronger partnerships with many organizations within the community.

Through our Age-Friendly partnership with the Summit County Executive's Office and the City of Akron, BBB Akron was able to secure two proclamations recognizing **May 9, 2024** as Scam Survivor Day.



BBB Akron President & CEO, Shannon Sieferth, and Summit County Executive Ilene Shapiro with the Summit County Scam Survivor Day Proclamation.

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Protect with Trust continued

The purpose of Scam Survivor Day is to uplift scam survivors and remove the stigma and shame that can often keep people from seeking the guidance and assistance they deserve. It also recognizes those who share their experiences to help BBB identify common scams.

In addition to recognizing Scam Survivor Day, BBB and BBB's Institute for Marketplace Trust also released the Scam Survivor Toolkit, a new interactive guide to help consumers through each step of their scam recovery plan.

In 2023, the reported monetary loss to scams was over \$82,000 in Summit County and over \$53,000 in Akron, emphasizing the need for continued education regarding scam prevention and post-scam reporting.

In 2024 (December 2023 - November 2024), the reported monetary loss was over \$78,000 in Summit County and over \$26,000 in Akron. The efforts of BBB Akron and the partners within the community have greatly contributed to the decrease in dollars lost in Summit County and the Akron area.

BBB ScamTrackerSM is an online fraud prevention and reporting platform. It empowers consumers to report fraud activity and/or search other scam reports to determine if they are being targeted.

BBB ScamTrackerTM
December 2023 - November 2024

\$174,748.00
Dollars Lost

from consumers in our service area

Ashland, Medina, Portage, Richland,
Summit & Wayne Counties

Did you know? By reporting suspected scams to [BBB.org/ScamTracker](https://www.bbb.org/ScamTracker), you are protecting others from suffering the same outcomes.

BBB Scam Tracker was created to combat fraud by:

- Enabling anyone to report a fraud attempt to help protect others.
- Scam reports are published for the general public.
- Scam data are shared with law enforcement and other fraud-fighting partners.
- Empowering the public to search scam reports to determine if they're being targeted.
- An advanced search feature enables the public to search by a variety of fields to determine if that suspicious email or phone number has been reported.

If you have been targeted by a scam, the information you share with BBB will be used to:

- Share with the public to empower them to avoid the same scam.
- Identify new scam tactics, enabling BBB to release timely scam alerts.
- Inform consumer education campaigns aimed at empowering all consumers with the knowledge they need to avoid fraud, including vulnerable populations.
- Publish new research to identify scam trends, scammer tactics and much more.
- Share data with our partners to enable them to protect all consumers.

REBUILD WITH TRUST

Abigail Miller Marketing Assistant

■ **After Hurricane Helene ravaged Asheville, North Carolina**, our President & CEO received an email from a fellow BBB CEO about an experience two of their employees had while stranded at a hotel. They had no power, running water, internet or cell tower access. They had a small amount of gas in their rental cars. The guests at the hotel banded together and pooled their money to buy supplies to get home. ***Only one person in their group had a map of the US in their car.*** By using this one map, many guests were able to plan alternative routes home.

Upon learning about this story of improvisation and perseverance, BBB's leadership recognized the need for consumers to have a back-up plan in place. Relying on our cellphones for navigation, information and safety is a modern convenience, but this option only works when a phone is charged and can access cell tower service.

To help the community prepare, BBB Akron is developing a disaster resource kit, ***Rebuild with Trust***. This new initiative, modeled after similar kits created by BBBs across the region, will provide information from BBB and local subject matter experts on what to do before, during and after a disaster.

From how to prepare your pantry to choosing the right contractor to repair damage to your home, let us help you Rebuild with Trust.



Special thanks to our contributors
(as of November 2024)

Akron-Canton Regional Foodbank, Akron Fire Department, Akron Police Department, American Red Cross, Ohio Emergency Management Agency, Ohio Special Response Team, Summit County Emergency Management Agency & Public Safety, Summit County Public Health & Victim Assistance Program

MILESTONE CELEBRATION

In this special milestone celebration, we are recognizing Accredited Businesses with 5 or more years of commitment to the BBB mission. Plus, learn the Inside Scoop on the Value of BBB Accreditation.

According to a 2024 IABBB survey of BBB Accredited Businesses with 13,000 responses.

100+ YEARS ACCREDITED

Tire Manufacturers

Goodyear Tire & Rubber Company

75 - 99 YEARS ACCREDITED

Electric Companies

FirstEnergy Corp.

Jewelry Stores

Shulans Fairlawn Jewelers

Funeral Homes

Billow Funeral Homes & Crematory

Lawyers

Roderick Linton Belfance, LLP

50 - 74 YEARS ACCREDITED

Bank

Hometown Bank

Chemicals

Akrochem Corporation

Coffee Roasting and Handling Equipment

Pearl Coffee Company

Construction Services

Precision Siding & Construction Company

Dry Ice

Gehm & Sons

Furniture Stores

Wayside Furniture, Inc.

General Contractor

Capital Builders & Supply Division of Aloï Building Corp.

Insurance Agency

Kelly Insurance Agency, Inc.

Insurance Companies

Ayers Insurance Agency Inc.

Landscape Contractors

R. B. Stout, Inc.

New Car Dealers

Marhofer Chevrolet, Inc.

VanDevere Buick

Patio Enclosures

American Patio Rooms

Plating

Akron Plating Company LLC

Property Management

Stile Companies

Sporting Goods Wholesale

Ace Mitchell Bowlers Mart

Valves

Valv-Trol, LLC

Water Treatment Equipment

Clearwater Systems, Inc.

Waterproofing Contractors

Garrett Basement Waterproofing, Inc.



The BBB Seal is The Sign of a Better Business™, with nearly 90% of responding Accredited Businesses finding it valuable to their business.



Four out of five responding Accredited Businesses would recommend Accreditation, with nearly 70% in agreement that their Accreditation has positively impacted their business in some way.

Top three reasons for being an Accredited Business

01

Accreditation quickly identifies my business as **REPUTABLE**.

02

Accreditation builds **TRUST** with my customers.

03

Accreditation demonstrates **INTEGRITY** in our business practices.

Our Milestone Celebration is organized in alphabetical order by primary type of business in each milestone section.

This list is current as of 12/31/2024.

25 - 49 YEARS ACCREDITED

Accountant

Stratus Financial Corp.

Art Dealers

Don Drumm Studios, Inc.

Asphalt

Cardinal Asphalt Company

Associations

Home Builders Association serving
Portage & Summit Counties

Audio Visual Equipment

Audio Technica US

Video Products, Inc.

Auto Body Repair & Painting

Akron Auto Painting and Collision Inc.

Collisionright, LLC

Highland Auto Body & Collision Co.

Hudson Collision Center, Inc.

Lintz Collision & Refinish

Manchester Body Company, Inc.

Northfield Collision Center, Inc

Penney's Auto Body, Inc.

Sabetti Body Shop

Village Auto Body, Inc.

Auto Inspection Stations

Envirotest Corp.

Auto Repair

Akron Auto Clinic LLC

Beer's Automotive Services and Repair

Bob's Car Care Center, Inc.

Christopher's Car Care, Inc.

Cole's Garage, LLC

George's Alignment

Joe's Auto

Kinney's Automotive Service, Inc.

Millennium Transmission & Auto Care

Plevris Auto Service, Inc.

Baker

The Bake Shop in Ghent, Inc.

Barber School

Akron Barber College, Inc.

Baseball Club

Akron RubberDucks Baseball Club

Bearings

Akron Bearing Company

Beauty Salon

Vaughn & Company Salon

Boat Dealers

Boat Masters Marine, Inc.

Building Materials

Carter Lumber

Richland Lumber, Inc.

Cable TV

Doylestown Communications Inc.

MCTV - Wayne County

Car Racing Equipment

Summit Racing Equipment

Carpet & Rug Cleaners

Stanley Steemer

Ceramic Tile Dealers

First Flooring and Tile, Inc.

Chemicals

Struktol Company of America, LLC

Chinese Food

China King Chinese Restaurant

Clothing

U S Wings, Inc.

Coin Dealers

Executive Coin Company

College & University

Herzing University Akron

Commercial Refrigeration

Miller's Refrigeration, Inc.

Computer Dealers

MAI Computing Inc.

Concrete Contractors

Don Brogan & Sons Concrete

Construction Co., Inc.

Giovanini Construction LLC.

Kline's Concrete, Inc.

Construction Services

Bahry & Associates Inc.

Kendall Construction Enterprises

T.J. Shannon Construction, Inc.

Construction Supplies

Kuhlman Construction Products

Control Systems

Seal Master Corporation

Convention Facilities

Akron Summit Convention and Visitors

Bureau

John S. Knight Center

CPA

Escott & Co., Certified Public Accountants

Spencer Tax Service

Credit Union

BFG Federal Credit Union

Dentist

The Center for Cosmetic Dentistry, Inc.

Dry Cleaners

White Swan Quality Cleaners

Electrical Power Systems

Maintenance

Energized Substation Systems, Inc.

Electrician

Emery Electric, Inc.

J.W. Didado Electric, LLC

Rapid Electric, Inc.

Speelman Electric, Inc.

Thompson Electric, Inc.

Electronics & Technology

Network Technologies, Inc.

Excavating Contractors

Advance Excavating Company

Chemical & Mechanical Contractors, Inc.

Fence Contractors

Fence Enterprises, Inc.

Financial Services

Nye Financial Group, Inc.

Fire & Water Damage Restoration

Paul Davis Cleveland Metro and Akron

Professional Restoration Service Inc.

Fireworks

American Fireworks Company

Floor Installation

Klassic Hardwood Flooring

Williams Flooring Sales, Inc

Food Industry

Instantwhip-Akron, Inc.

Food Manufacturer

Mrs. Miller's Homemade Noodles Ltd.

Foundry

Kovatch Castings, Inc.

Funeral Homes

Clifford-Shoemaker Funeral Home

Eckard Baldwin Funeral Home and Chapel

Ferfolia Funeral Homes, Inc.

Furniture Stores

Furniture Depot & Warehouse Company

Northeast Furniture Rental & Sales

Randolph Home Furnishings, Inc.

Runions' Furniture

Garage Door Repair

H & W Door Company, Inc.

Garage Doors

Overhead Door Company of Akron

General Contractor

Creative Innervations, Inc.

DECKMASTER Construction, Inc.

Medina Exteriors & Remodeling

R. C. Norman Construction

Roberts Remodeling & Construction Co., Inc.

General Engineering Contractor

Foundation Industries Inc.

Richland Screw Machine Products Inc

White Industrial Tool, Inc.

Grocery Store

Giant Eagle

Market District

Hardwood Floor Maintenance

Hydra Carpet Cleaning Company

Hearing Assistive Devices

Finally Hear Co.

Heating & Air Conditioning

Air Comfort

Baumberger Heating and Cooling

Beckwith Heating and Cooling, Inc.

Biff's Comfort Systems, Inc.

Brandon Heating & Air Conditioning

Deangelis Heating & Air Conditioning, Inc.

East Ohio Furnace Company Inc.

Echols Heating and Air Conditioning, Inc.

Falls Heating & Cooling Inc.

Greer Heating and Air Conditioning, Inc.

Jennings Heating, Cooling, Plumbing &
Electric

Lakes Heating & Air Conditioning

Ravenna Oil & Heating Company

The K Company

Home Additions

McShane Construct-All Enterprises

Home Builders

89 Homes and Building Improvements

LDA Builders, Inc.

Home Design

Franklin & Associates

Home Improvement

A. Caspersen Company Inc.

D & D Home Improvement

Home Theatre Systems

Summit Sound & Security Ltd.

House Cleaning

Merry Maids

Ice

Serv-Ice Delivery Co.

Industrial Property Management

The Kraus-Alexander Construction Company

Insulation Contractors

Unified Construction Systems, LTD

Insurance Companies

Jenkins Insurance Agency

Insurance Services Office

National Health & Life Associates Agency

Jewelry Stores

Kimberly Jewelry, Inc.

Sam's Jewelry Emporium

Kitchen Cabinets

ProSource of Akron

Kitchen Remodel

Cabinet-S-Top Inc

Paul Fike Builders, Inc.

Land Surveyor

R. W. Gasbarre & Associates, Inc.

Landscape Contractors

Paradise Lawn Care, Inc.

Stewart Landscaping

Landscape Supply

Frank Brothers, Inc.

Lawn Maintenance

Trugreen

Loans

New Horizon Federal Credit Union

Machine Tools

Kromhard Twist Drill, LLC

Marketing Programs

InfoCision Management Corporation

Mattress

The Original Mattress Factory

ADDITIONAL BENEFITS OF ACCREDITATION

Nearly 90% of responding Accredited Businesses attest to the credibility-boosting potential of Accreditation.



More than 75% acknowledge BBB's role in connecting consumers with trusted businesses.



Nearly two-thirds find BBB to be a helpful business resource.



BBB AKRON BY THE NUMBERS

December 2023 - November 2024

25 - 49 YEARS ACCREDITED cont.

Meat Packers

Pressler's Meats, Inc.

Mental Health Services

Akron Family Institute Inc.

Metal Finishing

The Plate-All Metal Company

Mixing & Agitation Machinery

Rainbow Mastermixing, LLC

Monuments

Pertee Monuments, LLC.

Motor Freight Trucking

Wooster Motor Ways, Inc.

Moving Companies

Two Men And A Truck

Network Security

Palitto Consulting Services, Inc.

New Auto Parts

Mason's Auto Parts, Inc.

New Car Dealers

Bill Harris Auto Center, Inc.

Bill Harris Chrysler Dodge Jeep of Ashland

Brunswick Auto Mart, Inc.

Graham Automall

Lambert Buick GMC Inc.

Montrose Ford, LLC

Pallotta Ford, Inc.

Premier GMC

Ron Marhofer Auto Mall, Inc.

Serra Acura

Serra Honda

Summit Toyota of Akron

New Carpet

Barrington Carpet & Flooring Design

Kastran Carpets, Inc.

Spanky's Outlet, Inc.

WCCV Floor Coverings, LLC

Newspaper

West Side Leader / South Side Leader

Nursing Home

Apostolic Christian Home, Inc.

Pleasant View Nursing Home, Inc.

Packaging Service

Advanced Poly-Packaging, Inc.

Paint

Summit Paint Center, Inc.

Pallets

Coblentz Brothers, Inc.

Patent Attorney

Hudak, Shunk & Farine Co. LPA

Patio Enclosures

Charlie Construction, LLC

Paving Contractors

Hotrock LLC

Riley & Sons Asphalt Company

Skibiski Asphalt

Pest Control

A Best Termite and Pest Control

Epcon Lane

Pest Control Supplies

JT Eaton & Company, Inc.

Plant Nursery

Dayton Nurseries

Plumber

Frecka Plumbing

Jeff the Plumber, Inc.

Shuman, Inc.

Porcelain Enamel Repair

Ohio Porcelain Resurfacing

BBB TOP FIVES

What types of businesses are consumers searching and reviewing on BBB.org?

INQUIRIES



73,227 Gutters Guards

71,631 Roofing Contractors

32,339 Construction Services

31,673 General Contractor

31,349 Water Treatment Equipment

REVIEWS



4,750 Gutters Guards

1,146 Waterproofing Contractors

259 Pressure Washing

231 Patio Enclosures

205 Roofing Contractors

Printers

American Printing

Professional Engineer

CWWA, Inc.

Property Management

Reserve Realty Company

Real Estate

Kremer Realty, Inc.

Remodeling

Thiel's Home Solutions

Tim Englert Construction, Inc.

Restaurants

Luigi's Restaurant

Retirement Homes

The Village at St. Edward

Retirement Planning Services

Mutual of America Financial Group

Retread Tires

Lightner Tire Company

Roofing Contractors

A Shepherd Roofing Company, LLC

Aurora Roofing and Home

Improvements, Inc.

Buck Jones Roofing, Windows, Siding and

Insulation

Expert Roof Maintenance

Hinckley Roofing, Inc.

Home Exteriors

Kennedy Roofing Specialists Inc.

M. R. Plank Roofing Co., LLC

Roofing By Simon Inc.

The Kozlowski Company

Tony Newman Roofing LLC

RV Dealers

Sirpilla RV Centers, LLC

Seafood Retail

Adam Klein Seafood

Security

SACS Consulting & Investigative Services

Senior Citizen Service Organizations

Alpha Phi Alpha Homes, Inc.

Septic Tank Cleaning

Jarvis Septic & Drain

Siding Contractors

Interstate Systems, Inc.

Tax Return Preparation

Dataview Tax Service Inc

Taxi

City Yellow Cab

Tire Dealers

Tire Source

Towing Company

Akron Coach, Inc.

Bowers Towing Company, Inc.

Transmission

Jim & Sons Transmission Specialists

Matlins Transmission

Richard's Garage, Inc.

Waterloo Transmissions, Inc.

Tree Service

Barnett's Tree Service

Lingers Lumberjacks, Inc.

The Davey Tree Expert Company

The Lumberjack Complete Tree Service, Inc.

Used Car Dealers

Case Avenue Motors, Inc.

Jay's Auto Sales Inc.

Kidron Kars, Inc.

25 - 49 YEARS ACCREDITED cont.

Magic City Motorcars, Inc.
Portage Car & Truck Sales, Inc.
Superior Used Cars, Inc.

Water Analysis

Adams Water Laboratory Inc.

Water Softener Supplies

Culligan Quality Water of North Central Ohio

Water Treatment Equipment

Davis Water Treatment

Waterproofing Contractor

B-Dry System of North Central Ohio, Inc.

Welding Supplies

Albright Welding Supply Company, Inc.

Wholesale Industrial Products

Apex Electric Supply Company

Window Glass

Liberty Glass & Mirror Co

Windows

Cuyahoga Falls Windows Inc

The Window Place

10 - 24 YEARS ACCREDITED

Adoption Agencies

Building Blocks Adoption Service, Inc.

Adult Family Homes

Pleasant Pointe Assisted Living

Advertising Specialties

Standout Stickers

Aluminum Products

R & T Fence Co., Inc.

Answering Service

AAAA Answering Service

Business Medical Services Bureau, Inc.

Antennas

Terra Comp Technology

Asphalt

Procoat Limited

Associations

Subcontractors Association of Northeast Ohio

Turkeyfoot Sportsman Club, Inc.

Auto Accessories

Custom Trim of America

Auto Body Repair and Painting

Bakers Collision Repair Specialists, Inc.

Brown Street Autocraft, LLC

Knapp's Collision

Mid Ohio Collision Center

Shaw Body

Tom Clarke, Inc.

Auto Repairs

A-1 Auto Clinic, LLC.

Akron Auto Parts, Inc.

Auto Tech

Cunningham Auto Repair Services, Inc.

Frank May Garage, Inc.

Idol Automotive, Inc

Innovative Auto Care

Ken's Auto Service Center, Inc.

Midas Auto Service Experts

Mike's Muffler Center

Paradise Car Care, Inc.

Prosser's Automotive, LLC

R.C. Automotive, Inc.

Rad Air Complete Car Care

Rad Air Complete Car Care of Montrose

Steve's Auto Service

The Alinement Shop

Wheatley Automotive

Zehners Service Center Inc.

Awnings

Akron Canton Awning, LLC

Baker

Gardner Pie Company

Baking Equipment

Probake, INC.

Bankruptcy Attorney

Graham & Associates Law Offices, LLC

Barricades

Akron Safety Lite & Equipment Co, Inc.

Bartending Services

Ozzie's Bartending Services, Inc.

Basement Remodeling

Yardman's Home Services

Basement Waterproofing

Ohio Basement Authority

USA Waterproofing, Inc.

Bathroom Design

Creative Bath Systems

Home & Kitchen Supply Company, Inc.

Legacy Remodeling Team LLC

Ohio Bath Solutions, LLC

Bathroom Remodel

McShane Construction

Beauty Salon

Sam Wanna Salon & Day Spa

Beauty School

Raphael's School of Beauty & Culture, Inc.

Beverage

Goosefoot Acres, Inc.

Boat Dealers

Ravenna Marine

Vic's Sports Center, Inc.

Book Publishers

48 Hr Books

Burglar Alarm Systems

ADT Security Services

Button Manufacturers

PureButtons.com, LLC

Cabinet Maker

Superior Kitchen & Bath Cabinetry

Cabinet Manufacturers

4-B Wood Specialties, Inc.

Car Restorations

Cole's Classics, LLC

Car Sound Systems

Century 2000 Electronics, Inc

Carpet and Rug Cleaners

Dunn-Right Custom Carpet Cleaning, LTD.

Josh's Buckeye Carpet Cleaning, Inc.

MW Carpet Cleaning Unlimited, LLC

Original Carpet Pro, Inc.

Special Touch Carpet Cleaners

Caterer

Diamond Event Caterers, Inc.

Chamber of Commerce

Ashland Area Chamber of Commerce

Greater Akron Chamber of Commerce

Kent Area Chamber of Commerce

Nordonia Hills Chamber of Commerce

Orrville Area Chamber of Commerce

Richland Area Chamber & Economic

Development

South Summit Chamber of Commerce

Stow-Munroe Falls Chamber of Commerce

Tallmadge Chamber of Commerce

Children Dentist

Gerstenmaier Pediatric Dentistry

Chimney Cleaning

A.A.S. Service, Inc.

Friendly Sweep Chimney Cleaning

Classic Car Dealers

Tom Waltz Classic Cars

Clay Bricks

Mansfield Brick & Supply

Cleaning Services

Walt's Cleaning Contractors, Inc.

Clothing Alterations

Custom Alterations by Addie, Ilc

Clubs and Organizations

Hill 'N Dale Club

Collectibles

Richfield Coin & Collectibles, Inc.

Collections Agencies

FirstCredit, Inc.

Phoenix Financial Solutions, Inc.

2024 BBB IMPACT

December 2023 - November 2024



WEBSITE VIEWS

2,914,398



PROFILE INQUIRIES

1,171,979



REVIEWS PROCESSED

10,864



DYNAMIC SEAL CLICKS

7,969



QUOTES SENT

3,735



ADVERTISEMENT REVIEWS

35



SOCIAL MEDIA FOLLOWERS

17,302

BBB AKRON BY THE NUMBERS

December 2023 - November 2024

BBB TOP FIVES

What types of complaints and ScamTracker reports are consumers submitting on BBB.org?

COMPLAINTS



- 1 **Gutter Guards**
- 2 **Jewelry Stores**
- 3 **Online Retailers**
- 4 **New Car Dealers**
- 5 **Fabric Stores**

SCAMS



- 1 **Online Purchases**
- 2 **Phishing**
- 3 **Employment**
- 4 **Debt Collection**
- 5 **Sweepstakes**

10 - 24 YEARS ACCREDITED cont.

Collections Agencies

Richland Bureau of Credits, Inc.
Team Recovery, Inc.

Commercial Cleaning Services

Your Cleaning Service, LLC.

Commercial Landscape Contractors

Turfscape LLC

Commercial Refrigeration

Mid Ohio Refrigeration, Inc.
R.J. Vernak Refrigeration Inc.

Commercial Roofing

Allied Commercial Roofing

Compression Clothing

Julius Zorn Inc.

Computer System Designers

Technology Management Solutions Inc.
Tribute, Inc.

Concrete Contractors

A J & S Concrete, Inc.
Al and Sons Concrete
Bells Custom Concrete & Excavating
Hill's Quality Construction LLC
Otto Brothers Cement Contractors, Inc.
Sable Asphalt & Concrete
SAMCO-Samartano Concrete & Asphalt Services

Concrete Products

Tuck Precast

Construction Management

Augere Construction Company

Construction Services

Bo Lacey Construction LLC
Chapman Home Remodeling LLC
DAVID DIDIT LLC
H & H Custom Homes, LLC
J & M Carpentry Ltd
JBL Roofing & Construction, Inc.
John Svenson Enterprises
Kearns Construction, Inc.
Lindsey Construction & Design, Inc.
ProCon Exteriors, LTD
Shrock Premier Custom Construction, LLC
Your Construction of Brunswick

Continuing Education

American Institute of Healthcare Compliance

Contractors Equipment

Northern Ohio Equipment Services

Conveyors

Stroup & Son Ltd.

Copiers

Advanced Office Copier & Fax Equipment, Inc.

Corporate Awards

Point Recognition Ltd.

CPA

CBIZ MHM, LLC
Margida and Associates Inc.

Craft Supplies

National Artcraft Co.

Crane Service

Kehn Kranes, LLC

Credit Card Merchant Services

Epic Payments, Inc.

Credit Card Processing Services

Bankcard Solutions, Inc.

Custom Home Builder

Rockland Homes, LLC
Schumacher Homes of Akron

Deck Builder

Higham Construction
Woodland Deck Company, Inc.

Deck Cleaning

Deck Rescue, LLC

Dentist

Jennifer J. Jerome DDS Inc.
Mark Grucella DDS & James D. George DDS
Wooster Dental-Drs. Relle, Sherman & Associates LLC

Dermatologist

Fairlawn Dermatology, LLC

Developmental Disability Services

The Blink Center

Die Maker

Gentzler Tool & Die

Diesel Engines

National Equipment Sales, Inc.

Direct Mail Advertising

Town Money Saver

Dog Training

Whited K-9 Services

Drain Cleaning

Charlie's Drain Service

Drapery and Curtain Fabrics

Glen Surplus Sales, Inc.

Dry Cleaners

City Cleaners, Inc.

Duct Cleaning

Clean Air America Inc.
Productive Air Duct Cleaning

Dumpster Services

Glenn's Hauling

Electric Generators

Buckeye Power Sales

Electric Motor Repair

C.P. Electric Motor Repair, Inc

Electrician

Anything Electric LLC
Cassi Electric, Inc.
Dutch Dannemiller Electric Company
Hackworth Electrical Contractors, Inc.

ICR Electric, Inc.

Kip's Electrical Service Inc

Lawndale Electric

Ott Electrical Services, Inc.

Rick's Electric, Inc.

Employee Benefit Plans

OneDigital Medina

Employment Agencies

Structure Personnel, Inc.

Employment Background Check

Alpha Background Investigations, LLC

Endodontics

David J. Harris, DDS., MSD

Energy Conservation Products

USIlluminations, LLC

Equipment Calibration

OMNI Systems Group

Excavating Contractors

Albrecht Trucking Company, Inc.
Fike Developing and Excavating, Inc

Olivo Excavating Company

R. Cooley Ent.

RW Robinson, Inc.

Feed Dealers

Gerber Feed Service Inc.

Fence Contractors

Avery Enterprise

Kidron Vinyl

Kustom Fence Co, Inc.

Nichols Fence Co.

On Guard Fence

Fence Sales

Iron Fence Shop LLC

Fertilizer

Advanced Quality Lawn, Inc.

Financial Planning Consultants

Lee Hyder & Associates

Sadar Financial Management

Financial Services

Offill Financial Group, Inc.

Ramsier Financial Services

Fire and Water Damage Restoration

L.M. Companies Restoration Contractor

Pappas Construction

Rainbow Restoration of North Central Ohio

Taylor Companies of Ohio, Inc.

Fire Hoses

Rawhide Fire Hose LLC

Fireplace Equipment

Fireplace Shoppe of Northfield, Inc.

Fireplaces

Behr Necessities Hearth Shoppe, LTD

Fireworks

Sorgi American Fireworks Inc.

Fishing Tackle

Mogadore Bait, Tackle & Marine Repair

Flight School

Sky Park

Floor Installation

LMS Hardwood Floors, Inc.

Square Yard Flooring Center

Floor Materials

Floorz

MDG Flooring America

Washington Floors

Forging

H & B Forge Company

Foundation Contractors

Premier Wall Anchor & Waterproofing

Framing Contractors

TT Construction, LLC

Fuel Oil

Santmyer Companies, Inc.

Funeral Homes

Hilliard-Rospert Funeral Home

Hummel Funeral Homes, Inc.

Furniture Designers

Springhill Dimensions

Furniture Stores

Amish Outlet Store

FR Bedroom

John Brown's Furniture Inc
Ultimate Sack, LLC.

Garage Doors

Bob & Bob Door Company
Callahan Door & Window
Kent Garage Door, Inc.
Magic Garage Door, Inc.

Garage Floors

EncoreGarage of Ohio

Garbage Removal

Rumpke

General Contractor

American Post & Construction
Avodah Contractors
Battaglia Construction
Butler Building & Restoration LLC
Erie Construction Midwest Inc. (Akron Area)
Finley and Sons Builders, Inc.
Gerring & Sons Construction, LLC
Igor Olefir Construction and Remodeling, Inc.
K & M Builders, Ltd.
KDCO Home Improvement, Inc.
Michael's Workshop, Inc.
Prime Exterior Construction, LLC
Revelation Renovations, LLC
T.G. Carpentry, Landscape & Design, Inc.
Zara Construction, Inc.

General Engineering Contractor

Hold-True

Mast Lepley Storage Structures Inc.

Progressive Machine Die, Inc.

Glass Repair

WJ Glass, LTD

Granite

Chippewa Stone LLC

Graphic Designer

Eyedeal Creative

Grocery Store

Devitis Fine Italian Foods

Gutter Guards

LeafFilter Gutter Protection

Gutter Installation

Alpha Insulation and Gutters LLC

Gutters

BHD Gutters LLC

DunRite Exteriors/K-Guard Clog Free Gutters

Miller Spouting, LLC

Reil's Construction, Inc.

Handyman

Hook Home Maintenance

Hardware Sales

Montigney Hardware, LLC

Pettigrew Feed & Hardware, Inc.

Health Care

AxessPointe Community Health Centers, Inc.

Health Insurance

Bologna Insurance Agency Inc.

The Bitting Agency, Inc.

Health Sharing Ministries

Christian Healthcare Ministries, Inc.

Hearing Assistive Devices

Hear, INC.

Ohio Hearing Health, Inc.

Perri Hearing Aid Services, LLC

Heating and Air Conditioning

Admoore Heating & Air Conditioning

Blind & Sons, LLC.

Bratcher & Sons

Choice Aire

ENG Heating & Cooling, Inc.

Hagan & Hagan

Heart of Ohio HVAC, Plumbing & Electric, LLC.

Jackson Comfort Systems, Inc.

Jodway Heating & Cooling, LLC

S & S Heating Cooling & Sheet Metal Co, Inc.

Schar Heating & Cooling, Inc.

Tropicalair Heating & Cooling

WeatherKing Heating and Air Conditioning Inc.

Heavy Haul Trucking

Paul Adelman Trucking Inc.

Home Automation

Sundance, LTD

Home Builders

Crasi Company, Inc.

Danmark Construction, Inc

Modern Home Concepts, LLC

Steven W Moore Building Corp., Ltd.
Stonebrook Homes

Wayne Homes

Weaver Custom Homes, Inc.

Home Health Care

Visiting Angels

Visiting Angels Living Assistance Services

Home Improvement

Byam's Home Improvement, LTD

Hansen Remodeling, Inc.

Home Appeal

Phil's Construction

Tucker Building & Design, LLC.

Home Inspections

ACT Home Inspections LLC

Hot Tub Dealers

The Place

Hotline

Red Flag Reporting

House Cleaning

Merry Maids of Medina County

Identity Theft Protection

First Watch Technologies, Inc.

Industrial Fasteners

SC Fastening Systems, LLC

Information Technology Services

Computer Surgeon, Inc.

Quality IP, LLC

Small Business Technologies Inc.

Insulation Contractors

ABC Insulation Company

Unified Insulation Systems LLC

USA Insulation of Akron

Insurance Agency

Papas & Associates, LLC.

Insurance Companies

Allegiance Insurance Group, LLC

Eveningstar Insurance, Remedial and Drive

Gimbel Agency

Robert Nickoson Financial Group

Western Reserve Group

Interior Designer

H. Everson Designs

Investment Advisory Services

True Wealth Design, LLC

VectorVest Inc.

Irrigations

Sprinkler Pro, LLC

Jewelry Stores

Glenn Fisher Jewelry, Inc.

Signet Jewelers

Taylor Made Jewelry, Inc.

Kitchen Cabinet Refacing

American Wood Reface, Inc.

Kitchen Remodel

Clazak Kitchen & Bathroom

Laboratory Testing

Hark Laboratories, Inc.

Landscape Contractors

A Low Maintenance Landscape, LLC

A New Image Landscape, Inc.

C & S Lawn Service and Landscape, Inc.

Chad's Five Star Lawn Care, LLC

Diggin Landscaping, Inc.

Greenkeepers Lawn Service & Landscaping, Inc.

JTS Landscaping Company

Lucas Landscaping & Nursery, Inc.

Landscape Contractors

Nelson Contracting, Inc.

Nick's Landscaping of Ohio, LLC.

Portage Landscaping

Roberts Landscaping, LLC

Sticks-N-Stones Landscaping of Ashland LLC

Vizmeg Landscape, Inc.

Yoder's Greenhouse

Landscape Supply

The Mulch Barn

Lawn Care

Kapp's Green Lawn

Lawn Maintenance

Grass Commander

Lamphear's Lawn Service, LLC

Lawyers

Amourgis & Associates Attorney and Counselors

at Law

Eshelman Legal Group, LLC

2024 BBB IMPACT

December 2023 - November 2024



PHONE CALLS

8,483



LIVE CHATS

1,122



INVESTIGATIONS

45



COMPLAINTS

5,692



SCAMTRACKER

309



REACH & ENGAGEMENT

2,400,397



SATISFACTION RATE

91.90%

WHY CHOOSE BBB?

BBB helps people find businesses and charities they can **TRUST**.

THE PROBLEM

People are overwhelmed with choices and often unsure about where to find reliable, unbiased information.

THE SOLUTION

For over 100 years, BBB has evolved with the marketplace, helping people make smart buying decisions.

THE ADVANTAGE

BBB provides help **BEFORE** and **AFTER** making a purchase, both online and in your community.

THE RESULT

BBB's free services help millions of consumers, businesses and charity organizations each year.

10 - 24 YEARS ACCREDITED cont.

Lawyers

Kennedy & Collins Co., LPA
Kisling, Nestico & Redick, LLC
Slater & Zurz LLP
Thomas, Trattner & Malone, LLC

Light Haul Trucking

H B Rubbish & Hauling, LLC.

Locksmith

A-Abra-Cadabra Lock Service
A-Tri-County Lock
Billheimer Security LLC

Log Cabins

Hochstetler Log Homes, LTD
Long Distance Phone Service
Easton Telecom Services, LLC

Machine Shop

SPZ Machine Company, Inc.
Machine Tool Repair
Power Tool Repair
Rossi Machinery Services, Inc.

Machine Tools

Matco Tools Corporation

Magazine Publishers

Akron Life Magazine

Major Appliance Dealers

M A S, Inc.
Myers Appliance Service & Sales, Inc.

Managed Service Provider

AtNetPlus
Compass Computer Group, Inc.

Marketing Consultant

1st Class Marketing, LLC

Mattresses

Denver Mattress Company

Meal Prep

Simply EZ Home Delivered Meals of Northeast Ohio, LLC.

Medical Case Management

WorkPlace Consultants, LLC

Medical Equipment

AED Ventures, LLC

Minerals

B.P.I. Inc.

Mold Inspection

Iron Dog, LLC

Monuments

Akron Monument and Granite Company
American Monument & Granite Company
Midwest Everlasting Memorials

Moving and Storage Companies

Cotter Moving & Storage Company

Moving Companies

Anshutz Enterprises, LTD.
Armbruster Moving & Storage, Inc.
Blue Men Moving, LLC
Move It Now LLC.

Mufflers

Jud's Best Discount Muffler & Brake, Inc.

Nail Salon

Famous Nails

Network Cabling

K & R Communications, Inc.

Network Computers

Computer Technology Management Services

New Car Dealers

Buckeye Chrysler Jeep Dodge Ram Fiat Superstore
Cascade Auto Group, Ltd.
Crestmont Hyundai
Ganley Chrysler Dodge Jeep Ram Of Aurora

Great Lakes Hyundai, Inc.

Haasz Automall - Ravenna

Ken Ganley Ford

Ken Ganley Nissan, Inc.

Laria Chevrolet Buick

Park Ford

Ron Marhofer Hyundai of Green

Ron Marhofer Nissan

Serpentini Chevrolet Buick of Orrville

Serra Mazda

Toth Buick-GMC, Inc.

VanDevere Chevrolet

VanDevere Kia

New Carpets

Clupper Brothers Abbey Carpet & Floor
Empire Today, LLC

Mark's Custom Carpet, Inc.

Quality Carpet & Flooring

Nursing Home

West View Healthy Living

Office Furniture Installation

Great Lakes Installation, Inc.

Online Shopping

Knukonceptz.com, Ltd.

Orthodontist

Haas Orthodontic Arts, Inc.

Painting Contractors

CLC Contractors Group LLC

CT Service Systems

J Mac Painting Corporation

Ohio Painting And Pressure Wash, Inc.
Wilhite Painting Solutions, LLC

Pallets

Weaver Pallet Ltd

Party Supply Rentals

Miller's Party Rental Center, Inc.

Patios and Decks

Klassic Custom Decks

Paving Contractors

Ambrose Asphalt, Inc.

Barbicas Construction Company Inc.

Charles Smith Driveway Maintenance

Richland Sealcoating Company, Inc.

S & K Asphalt & Concrete, Inc.

Payroll Services

Group Management Services

Pension and Profit Sharing Plans

Trinity Pension Consultants, Inc

Pest Control Services

Absolute Pest Control

Akron Pest Control, LLC

American Pest Control Systems. Inc.

Apollo Pest Control

Carothers Pest Control LLC

Gotcha! Pest Control Specialists Inc.

J and J PEST CONTROL SERVICE, LLC

Orkin Exterminating Company

Pet Boarding

Easdale: The Best Pet Care

Plant Nursery

Galehouse Tree Farms

Plastic Molders

Advanced Plastics, Inc.

Plastics-R-Unique

Plumber

Agosta Plumbing, Inc.

APPC Plumbing Services

Cathy Geary Plumbing Company

Dynamerican

H Jack's Plumbing & Heating

Harner Plumbing Inc.

J&J Plumbing, Heating, Cooling, & Electric

Joe Behr Plumbing & Heating, Inc.

Kralik Plumbing, Inc.

Mackin & Sons Plumbing, LLC

Paramount Plumbing, Inc.

Plumbing 911, Inc.

Unique Plumbing & Drain, Inc.

Viking Plumbing Inc.

Wiese Plumbing and Heating Co.

Pool Contractors

Litehouse Products, LLC

Wooster Pools & Spas

Pool Service

Fun Center Pools & Spas

K & K Pool and Spa Service

Moonlight Industries Corp.

Portrait Photographers

Universal Church Directories, LLC

Post Construction Cleaning

B Clean Cleaning Services

Powder Coating

Chupp's Powder Coating, LTD

Pressure Washers

3R Sales & Service

Pressure Washing

Perfect Power Wash, LLC

Trotta's Power Washing

Printers

Sheridan Ohio, a CJK Group Company

Star Printing Co.

Probate Attorneys

Ron Koehler, Attorney at Law

Professional Engineers

Sorbothane, Inc.

Promotional Products

Consolidus LLC

Property Management

Associated Property Management, LLC

Botnick Realty Company

Property Management

Crossroads Management Realty Company

Kare Condominium Management

Company Inc.

Radio Communication Equipment and Systems

DX Engineering

Radon Mitigation

Radon Survey Systems, Inc.

Real Estate Development

Canal Place Ltd.

Hurdle Land Company

Real Estate Rentals

Quality Rentals, LLC

Real Estate Services

Adam-August Realty

Real Estates

Mansfield Realty

Real Estate Connection, Inc.

Snyder & Snyder Real Estate, Inc.

Recycling Center

Recycling Coordinators, Inc.

10 - 24 YEARS ACCREDITED cont.

Remodel Contractors

Home Sweet Home Remodeling, LLC
PM Home Remodeling, Inc.

Replacement Windows

Direct Windows

Residential Air Conditioning Contractors

Kimmel Heating & Air Conditioning, LLC

Restaurants

Angie's Italian Restaurant
Porky's Drive-In

Retail Shoes

C & L Shoes, Inc.

Retirement Planning Services

Creative Retirement Planning, LLC
Sustar Financial Group, LLC

Roof Cleaning

Tri County Roof Cleaners LLC

Roofing Contractors

A & B Roofing & Construction
A & K Roofing
A Jenkins Inc.
Biltmore Exteriors, Inc.
Burkholder's Custom Construction, LLC
Campopiano Roofing Company
Choice One Restoration, LP
Coblentz Roofing & Construction, LLC
Collins Builders & Roofers Inc
Construction and Remodeling Experts, LLC
Country Roofing LLC
Fixler Roofing LLC
Gridiron Guys Construction, LLC
Haralson Roofing
Jilek Roofing
Larry Coffee Roofing
Legacy Roofing
Miller Contracting, Inc.
Miller Custom Exteriors
Neugebauer Roofing, LLC.
One Time Construction, Inc.
Peters' Roofing
Pioneer Roofing
Preservation Exteriors, LLC
Prime Roof Solutions, Inc.
Sherriff Goslin Roofing Mansfield
Tarheel Construction, Inc.
Terik Roofing, Inc.
The Roofing Guy
TLC Roofing and Restoration LLC
Troyer Roofing & Construction, LLC.
Weaver Home Improvement

Rubber Products

ELBEX Corporation

RV Dealers

Kamper City
RCD Sales Company, LTD.

Safety Consultants

US Compliance Systems Inc dba OWYN
Safety

Sand

Lakeside Sand & Gravel, Inc.
Young's Sand & Gravel, Inc.

Screen Printing

Nordec, Inc.

Security Systems Consultants

American Security & AV Systems, Inc.

Senior Care

Home Instead Senior Care

Septic Tank Cleaning

Summit Excavating Inc.

Septic Tank Contractors

All Town & Country Septic Tank Service, Inc.

Sewer Cleaning

Roto Rooter

Siding Contractors

All Seasons Siding
Carano Environmental Service, Inc.
Pence Brothers Siding, Inc.
Top Job Siding & Home Improvements
Total Exterior Systems, Inc.

Small Engine Repair

BAMSS Mow and Snow Shop, LLC.
Sohar's All Season Mower Service, Inc.

Specialists

Balance of Life Clinic, Inc.

Sporting Goods Manufacturers

Complete Hunter's Outlet

Spray On Truck Bed Liners

X-TREME Finishes & Upfitting

Stair Lifts

Access Solutions, Inc.

Steel Fabrication

Steel Supply Company

Storage Units

Guardian Self Storage
Lock It Up Storage
Mutual Mini Storage

Storm Windows and Doors

Arch Angle Window & Door

Tax Attorney

IRS Help / Len W. Stauffenger

Tax Return Preparation

Stone Financial Network, Inc.

Telecommunication Consultants

Corporate Technologies Group, Inc.

Telephone System Dealers

Clarktel Tele-Communications, Inc.

Tent Rentals

J & L Tent Rental

Title Installation

Classic Tileworks, LLC

Tire Dealers

Conrad's Tire Express & Total Car Care
State Street Tire, Inc.
Winkler Tire, LLC.

Title Agent

Ace Title LLC
AMS Title Agency, Inc.
Diamond Title Company of Northeast Ohio, Inc.

Ohio Fidelity Title Agency, LLC
Transfer Title Agency Inc.

Title Companies

Bennett Land Title Agency LLC

Title Insurance

Minnesota Insured Title Agency Inc.

Tool Rental

Falls Tool Rental Company

Topsoil

Flesher Sand & Gravel
The Sagamore Companies

Towing Company

World Truck Towing & Recovery, Inc.

Trailer Hitches

Summit Trailer Sales & Service, Inc.

Transmission

Hard Drive Company
Janis Transmission
Jim's Transmission & Service, LLC

Travel Agency

Chima Travel Bureau, Inc.
KHM Consulting, Inc.
Nowak Tours Inc.

Tree Services

Barberton Tree Service, Inc
GP Tree Service
Kustom Trim Tree Service, LLC
Mills Tree Care, LLC
Pro Tree & Landscape Company, Inc.

Truck Accessories

Classy Chassis, Inc.

Truck Repair

Altrux Repair, Inc.
General Maintenance Service

Truck Trailers

Chuck's Custom Truck and Trailer
Trucking Transportation Brokers
MIA Express, Inc.
Thomas Transport Delivery, Inc.

Used Car Dealers

Akron Auto Sales
Best Deals Auto
Dunn Brothers Premium Auto Corp.
Hall's Auto Sales, Inc.
RPM Auto Sales
Solid Rock Auto Group

Southern Select Auto Sales Inc.

Towpath Enterprises, Inc.

Universal Motors

VanDevere Auto Outlet

Veterinarian

Appleseed Valley Vet Hospital
Clearfork Veterinary Hospital

Cleveland Equine Clinic, LLC

Memorial Animal Hospital

Video Production Services

ARS Video, Inc.

Voice Over Internet Protocol Sales and Services

Ohio.net

Water Hauling Trucks

Bill's Water Hauling

Water Softener Supplies

Donamarc Water Systems Company
Jesmae Salt Inc.

Water Well Drilling

Pugh Well Drilling & Pump Company, Inc.

Waterproofing Contractors

All Seasons Waterproofing & Foundation Repair, LLC.
City Waterproofing
Hart Masonry & Waterproofing, Inc.
Olivieri & Son, Inc.

Web Design

216 Digital, Inc.
Imimages Web Design Studio
Spire Advertising & Web Design

Wholesale Auto Parts

Warehouse Distributors, Inc.

Wholesale Pet Foods

Bil-Jac, Inc.

Wholesale Pumps

Permco Inc

Window Cleaning

Clear Solutions Window Cleaning Systems
Fish Window Cleaning
We R Clean & Clear

Windows

Hallmark Home Solutions, Ltd
Pella Window & Door, Co./Guntton Corp.

SoftLite Windows & Doors

Weatherseal Home Services Inc.

Window World Akron

Window World of the Heartland, Inc.

Yoder Window & Siding, LTD

Windshield Repair

Accurate Auto Glass, Inc.
D & W Auto Glass

Workers Compensation Insurance

Sedgwick

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ashepherdroofing.com



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330-252-1746
akronmonumentgranite.com

BARBERTON TREE SERVICE

Barberton Tree Service
330-848-2344
barbertontree.com



Barnes Sklare Remodeling & Home Improvements
330-236-8745
bsremodeling.com



B-Dry System of North Central Ohio
419-756-5368
bdryohio.com



Behr Necessities
419-884-3988
behr-necessities.com



BFG Federal Credit Union
330-374-2990
bfgfcu.org



BHD Gutters LLC
330-714-4720
bhdgutters.com



Roofing... Siding... Windows... Decks...
"Experience You Can Trust
Done Right... On Time"
Bo Lacey Construction
800-266-9916
bolaceyconstruction.com



City Waterproofing
330-697-3822
citywaterproofingohio.com



Dryer Vent Wizard of Summit County
330-952-3845
summitcountydryervent.com



Garrett Basement Waterproofing
330-825-6100
garrettwaterproofing.com



Haralson Roofing
330-784-4000
haralsonroofing.com



Joe Behr Plumbing & Heating
419-884-3278
joebehrheating.com



J.W. Didado Electric, LLC
330-374-0070
jwdidado.com



KDCO Home Improvement, Inc.
330-645-6521
kdcohomeimprovement.com



Lamphear's Lawn Service
330-725-2102
lamphearlawn.com



Mark's Custom Carpet
330-678-5519
markscustomcarpet.com

MILLS TREE CARE

Mills Tree Care
330-336-7472
millstrecare.com



MORE THAN JUST PENS
1-800-736-7787

Phils Construction, Inc.

Phils Construction
330-552-3100
philsconstructionsite.com



Plumbing 911
330-408-5734
theplumbing911.com



Preservation Exteriors
330-877-9390
preservationexteriors.com



Roderick Linton Belfance LLP
330-434-3000
rlblp.com



Roofing by Simon
330-676-1002
roofingbysimon.com



Walcraft Construction
330-888-8953
walcraftconstructionllc.com



Western Reserve Group
330-262-9060
wrq-ins.com

5 - 9 YEARS ACCREDITED

Abstracters

Athena Research Inc

Adult Day Care

House of Agape

Next to Kin Supportive Services LLC

Teammates Center LLC

Adult Family Homes

Country Elegance, LLC

Advertising Agencies

Artists Inc.

Advertising Specialties

Auto Dealer Designs, Inc.

Aerial Photographers

Robert Sparrow Residential

Air Duct Cleaning

Clean Sweep Home Services

Animal Removal

A Plus Wildlife Control LLC

Smith Wildlife Services

Animal Trapping

GAR Trapping LLC

JH's Nuisance Trapping and Wildlife Control

Apartments

Aspen Management USA LLC.

Bella Dora Management, Inc.

TDI Properties, LLC

Appliance Installation

Ebel's Installations, Inc.

Art Dealers

Zeber-Martell Studio

Artists

Ratcliff Artistic Enterprises

Asbestos Removal

HEPA Environmental Services, Inc.

Asphalt

Larsco Construction

Mid-Ohio Asphalt and Concrete, Inc.

Associations

AAF-Akron

Audiologist

Modern Hearing Solutions

Auto Financing

World Financial Services Inc.

Auto Repairs

Buttons Auto Center

Gearheart's Garage & 4x4 Off Road

Jim's Automotive

Kovach Car Care

Matt's Auto Repair

Mid-Ohio Automotive LLC

Nate's Automotive LLC

Red Beard Automotive LLC

Sharon Automotive

Tony's Auto Works, LLC

Williams Automotive LLC

Zito's Marine and Autocare

Bank

Huntington National Bank

Westfield Bank

Banquet Facilities

Todaro's Party Center

Basement Waterproofing

Basement Masters

Precision Waterproofing, LLC

Summit Basement Company, LLC

Bathroom Remodel

MLC Builders, Inc.

Blinds

Gotcha Covered of Hudson

Bookkeeping Services

Skyplex Management LLC

Building Construction Consultants

Lianna Development Corporation

Business Consultants

Hunt Corp Industries LLC

The Business Doctor, LLC

Cabinet Maker

Robert's Cabinetry, LLC

Cabinets

High Point Cabinets, LLC

Campgrounds

Cherokee Park Family Campground

Cargo Stabilizing Devices

Shippers Supplies

Carpet and Rug Cleaners

Angerstien Carpet Installation & Cleaning

Coit Cleaning and Restoration Services

DJ Strong Arm Carpet Cleaning, LLC

Carpet and Rugs

Carpet Country

Caterer

Catering By Mark DiFeo

Gridirne Cookery, LLC

T L C Catering, Inc.

Cell Phone Equipment

Jimmy Wireless, LLC

Ceramic Tile Contractors

Top Notch Tile, LLC

Chamber of Commerce

Brimfield Area Chamber of Commerce

Cuyahoga Falls Chamber of Commerce

Greater Medina Chamber of Commerce

Streetsboro Area Chamber of Commerce

Twinsburg Chamber of Commerce

Wooster Area Chamber of Commerce

Child Care Centers

Kids At Heart Child Care & Preschool

Center

Miracle Child Daycare Center, LLC

Chimney Cleaning

Sooty Mykes Chimney Cleaning and

Repair

Chimney Repair

Sauers Chimney Services LLC

Classic Car Dealers

Sabetta's Classics

Whitmore Motors, LLC

Cleaning Supplies

Advanced Cleaning Solutions Co.

Clock Repair

Ebert's Clock Service

Clubs and Organizations

Lake Forest Country Club

Colleges and Universities

Kent State University

The University of Akron

Commercial Cleaning Services

Beneficial Building Services, Inc.

Cleanpro Janitorial Service, LLC

Deep Cleaning Solutions LLC

Kaylor's Cleaning Services LLC

L & B Cleaning and Painting LLC

Miracle Clean Services

PowerClean Enterprises LLC

Commercial Contractors

The Pro-Z Group, Inc

Weaver Commercial Contractor, Inc.

Commercial Electrician

AFH Electric, LLC

ESP Services Inc

Masters Electrical Services Corporation

Commercial Landscape Contractors

Dohner Landscaping

Commercial Roofing

Roof-Pro, Inc.

Triple Y Roofing LLC

Commercial Snow Removal Services

Choice One Management, Inc.

Computer Repair

KGC Tech Group

Computer Software Developers

Pathfinder Computer Systems, Inc.

Concrete

All Concrete Services LLC

Concrete Contractors

Adamiv Concrete Inc

Creative Concrete and Stone LLC

Hickory Hollow Decorative Concrete, LLC.

Keim Concrete Contractors

Kurtz Concrete Company, Inc.

Mason Construction and Concrete LLC

Ohio Construction Building And

Maintenance

Premier Custom Concrete &

Construction, LLC

R.M Tuck Concrete Inc.

Spanulo Cement & Waterproofing, LLC

The Concrete Guys of Ohio, Inc.

Ward Concrete Construction Inc

Yungen Construction

Concrete Leveling

Slab Masters of Ohio

R.C. Concrete Leveling

Construction

AK Construction

Lewis Construction

Construction Services

AC Builders, LLC

Alexander Construction Company & Concrete

Construction, LLC

Barnes Sklare Remodeling & Home Improvements, LLC

BJ Construction

CJ Builders

Cole's Home Solutions

Custom Creations Construction & Remodeling, LLC

Ground Up Construction

JC Jones Corporation

McQuillen Construction

Miller's Premier Construction, LLC

Ohio's Finest Construction and Remodeling, LLC

Overton Valley Construction, Inc.

Ted Knight & Sons Construction LLC

Consultant

Medina County Economic Development Corporation

Consumer Finance Companies

OneMain Financial

Professional Financial Services

Nations Lending Corporation

Contractors Equipment

Maibach Machinery, Inc.

Counseling

Tranquility Holistic Health & Wellness LLC

Countertops

National Granite Luxuries, LLP

CPA

Banks & Associates CPAs, LLC

Better Financial Solutions, LLC

Davis, Nagy & Company LLC

J Ritchie CPA

Michael C. Davis, CPA, Inc.

True North Accounting & Tax, LLC

Criminal Lawyers

Washington Law, LLC

Custom Cabinets

Daso Custom Cabinetry, LLC

Custom Rims

TJ's Wheel Deal LLC

Deck Builder

Buckstone Building and Restoration, LTD

Demolition Contractors

S & S Recycling & Demolition of Mansfield, LLC

Dental Laboratory

DK Dental Laboratory, Inc.

Dentist

Disha Pennington, DDS

Keith A. Hoover, April A. Yanda & Associates, Inc.

Landry Family Dentistry

Lisa C. Elias, DMD, LLC

Digital Marketing

The Web Coach, LLC

Disability Lawyers

Smith Godios Sorensen, Inc.

Disabled Persons Assistance

Experience Home Healthcare

Dog Training

Medina Swarm Dog Agility Club

Drainage Contractors

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Driving School

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Dryer Vent Cleaning

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Drywall Contractors

Superior Drywall & Texturing

Electrical Contractors

CNE Electrical Contractors LLC

Electrical Power Systems Maintenance

American Power Service Company

Electrician

Titan Electric Services LLC

Electronic Equipment Repair

MVP Electronics, LLC.

Emergency Shelter

Reltex Relief Supplies, Inc

Energy Management Consultant

Buckeye Energy Brokers, Inc.

Engineering Consultant

O'Flanagan All-Purpose Services LLC

Estate Planning Attorneys

Broehl Law Office, LLC

Estate Sales

SUNSHINE Estate Sales

Event Center

American Legion Portage Post 496

Excavating Contractors

Marshall Excavating Corp.

Family Lawyers

Joel D. Reed Attorney at Law

Farm Equipment

Sterling Farm Equipment, Inc.

Farmers Market

County Line Produce Auction LTD

Fresh Local Produce of Ohio, LLC

Feed Dealers

L E Sommer Kidron, Inc.

Fence Contractors

Acme Fence

Akron Canton Commercial and

Residential Fencing LLC

Austin Deck & Fence

United Fencing Ltd

Fence Materials

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Financial Services

DBS Financial

Star Strategies, LLC.

Fire and Water Damage Restoration

Crossroads Property Restoration, LLC

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Generators

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Geothermal Heat Pumps
Roberts Plg. Htg. & Clg. Co & First
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Gift Store

Madzay Color Graphics Inc

Gun Dealers

BMT Firearms

Gun Safety

Hired Gun Tactical, LLC

Gutter Contractors

Exteriors Plus - Roofing, Siding,

Windows, LLC.

Pally Roofing LLC

Gutters

Cousin's Gutters and Covers

Crossroads Home Exteriors LLC

Ferrari Gutter Services, LLC

Gutter Makers

Handyman

Matt's Home Improvement

Mr. Handyman of East Solon and

Aurora Areas

Mr. Handyman of Independence and

Macedonia

Pro Fix

Hardwood Floor Contractors

ALTERKRAFT by Altered Interior

Renovations

US Home Remodeling LLC

Health

Get Well Center

Healthcare Management

Messmore Financial And Medicare
Services, LLC

Hearing Assistive Devices

Reserve Hearing Centers, LLC

Heating and Air Conditioning

Central Ohio Plumbing, Heating and

Cooling, LLC

Corporate Heating & Cooling LLC

Gene's Refrigeration, Heating & Air

Conditioning, Inc.

Horner Heating & Air, Inc.

Hudson Heating Co, Inc.

Kamm Star Contractors, LLC

Lowry Heating and Cooling

M W Robinson Company

On the Spot Heating and Cooling, LLC

Parker Heating & Cooling LLC

Summit Heating & Cooling, LLC

Workman Heating and Cooling, LLC.

Heating System Repair

Dutch Lane Heating & Sales

Home Builders

Finney Construction

Fussner Builders LLC

Gasser Builders, Inc

Landmark Homes

MRB Custom Construction LLC

Home Care

Lannon Home Care LLC

Home Health Care

True Hearts of Care, LLC

Home Improvement

Coss Construction

Element Design Build Remodel

Paul F Keller Construction Co.

RAHicks Improvements, LLC

White Builders

Willow Creek Home Improvements, LLC

Home Inspections

A Step Up Home Inspection

Amcheck Home Inspections

Certified Home & Property Inspection LLC

Medallion Home Inspections LLC

Milestone Home Inspections

Peak Home Inspection Services

Home Repair

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Human Resources

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Industrial Manufacturers

Recycling Equipment Solutions Corp.

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Blake Insurance Group, LLC

Leading Edge Insurance and Consulting LLC

Insurance Services Office

Bankers Life

The Archer Agency, Inc

Irrigation Repair

JS Services Ohio, LLC

Junk Removal

JunkAway

MDH Property Care LLC

Kitchen Cabinet Refacing

Creative Refinishing LLC

Kitchen Cabinets

Lumberjack's Kitchens & Baths

Troyer Cabinetry

Kitchen Remodel

Berkut, Inc.

Catastrophe Response Team, LLC

Custom Touch Homes, LLC

Ohio Cabinets

Woodstone Group LLC

Landscape Contractors

All Seasons Maintenance

Allscape Landscaping

Bagnato Landscape Design

Bryson Landscaping Inc

Classic Landscaping & Lawn Care

Flexlawn & Landscape, LTD

Grasshopper Lawn & Landscaping LLC

Kraker's Lawn & Landscape LLC

Kurb Appeal Landscaping LLC

Peters Professional Landscaping

SAS Landscaping, Inc.

TS Landscaping, LLC

Victory Landscaping LLC

Landscape Maintenance

Jimmy's Lawn Service LLC

Latex

Kent Elastomer Products Inc

Laundry

Buzzi's Laundromat & Laundry Service

Lawn Maintenance

KLC Lawn Care, LLC

Mueller Lawn & Landscape

Portage Turf Specialists, LLC

Scott's Lawn Care of Ohio LLC

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Chester Law Group Co., L.P.A.

Daniel F. Gigiano Co., L.P.A.

Perantinides & Nolan Co, LPA

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Reliable Locksmithing, LLC

Log Cabins

Frontier Finishing, Inc.

Logistics

ASW Global, LLC

Ninja Dispatch, LLC

Lumber Store

Stout Lumber, LLC

Machine Shop

All Tech Manufacturing LTD

Manned Balloons

Fun Makers Inc

Marriage Counselor

Reality of HOPE

Martial Arts

Kim's College of Martial Arts

Mason Contractors

Ameriseal & Restoration, LLC

Craig Young Construction LLC

Hostetler Masonry

MJ Masonry LLC

Mattress Supplies

Eastwood Manufacturing LTD

Mental Health Services

Appleseed Community Mental

Health Center

Mobile Refrigeration

D.A.S. Mechanical LLC

Storage In Motion

Modular Homes

High Touch Homes, Inc.

Mortgage Banker

CrossCountry Mortgage, LLC.

Mortgage Lenders

Ruoff Mortgage

Motorcycle Dealers

Johnny K's Powersports

Motorcycle Repair

M D Performance Cycle LLC

Motorcycle Supplies

Lowbrow Customs, LLC

Moving and Storage Companies

Celina Moving & Storage, Inc.

Mufflers

Ritzman Muffler, LLC

Music Instrument Store

Metronome Music, Inc.

Musical Instrument Supplies and

Accessories

ProLogix, LLC

New Auto Parts

ECS Tuning, LLC

New Car Dealers

Chevrolet of Wooster

Fred Martin Nissan, LLC

Fred Martin Superstore

Kia of Streetsboro

Lexus of Akron-Canton

Mazda of Wooster

Medina Auto Mall

Volkswagen of Streetsboro

Wooster Chrysler Jeep Dodge Ram

New Carpets

Akron Barefoot Carpet

Carpet Centre Carpet One

National Design Mart

New Star Carpet Sales & Service, LLC

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Odor Neutralizers

The EcoSense Company

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AIR Childcare Training Solutions

Ophthalmology

Landes Eye Associates

Optometrist

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Painting Contractors

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Aulden Knight Painting &

Restoration, Inc.

Five Star Painting of Medina

Garber Painting & Decorating

JW Pro-Painting LLC

Kane Painting LLC

Painters of the Western Reserve

Painting Perfections, LLC

PaintPositive

Pinnacle Painting & Estimating Specialists LLC

Resurrection Painting LLC

Rock Solid Painting

The Final Coat

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TrueColors Painting LLC

Turnserv

Wollet Painting & Power Washing, LLC

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Pet Boarding

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Fab Five Contracting

R & R Remodeling

Rick Davis Contracting, Inc.

Remodeling

5Brothers LLC

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LR Home & Property

Residential Air Conditioning

Contractors

Martinov Home Solutions, LLC

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Leaf

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Roofing Contractors

Absolute Assurance Restorations LLC

Amish Quality Exteriors, LLC

Apple Creek Roofing

ARC Exteriors, LLC

Black Diamond Contracting, LLC.

BLC Roofing

Blue Ribbon Home Solutions LLC

Buckeye State Roofing

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D & J Properties of Ohio, Inc

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Keith's Drain Service

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Shower Doors

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Shredding Service

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Signs

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R & B Storage, LLC

Storm Damage Repair

Full House Construction Company LLC

RFD Services, LLC

Spartan StormShield

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PMTM Agency

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Synergy Direct Marketing Solutions, LLC

Timber Companies

Advanced Hardwoods, LLC

Hillcrest Lumber, Ltd.

Timber Framing

Oakbridge Timber Framing, LTD

Tire Dealers

The Ziegler Tire and Supply Company, Inc.

Title Agent

Omega Title Agency, LLC

Title Companies

Golden Eagle Title and Escrow Inc.

Towing Company

Stan's Towing Co.

Team Towing & Service, LLC

Transmission

AJ's Transmissions, LLC

Gearstar Performance Transmissions

Transportation

J. Rayl Transport, Inc.

Samia Transportation Inc

Travel Agency

Robert Prentice Travel Bureau. LLC.

Tree Services

A New Leaf Tree Service

Backyard Stump & Tree Removal

Dolce's Tree Service

Extreme Tree Service

Garden Landscaping & Tree Service

Hammon Tree Service

Jacob's Tree Specialties LLC

K & A Tree Service

L & M Tree Service LLC

Mr Falls Tree Experts

NFC Tree Service

Truck Dealers

Parris Truck Sales

Truck Repair

B&K Truck Repair, LLC

Buckeye Repair LLC

Trucking

Revolution Trucking

Used and Rebuilt Auto Parts

Mars Auto & Truck Parts

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ABC MotorCredit

Bill's & Son Auto/Truck

Buckeye Auto Network, LLC.

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Des Eck Welding LLC

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Window Cleaning

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Window Installation

First Glass Window and Door, LLC

Perfect Window Installation, LLC

Windows

The Veteran Owned Window Company

Wineries

Lincoln Way Vineyards, Inc.



2025 BBB CALENDAR OF EVENTS

Follow BBB Akron's social media to stay up to date on events & news.

Quarter One:

- Digital Marketing
- The Value of Accreditation

Quarter Two:

- Human Resources
- Shred Day
- Hops & Headshots

Quarter Three:

- The Value of Accreditation
- Digital Marketing

Quarter Four:

- Hops & Headshots



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SCAM PREVENTION GUIDE

Do you know how to spot a scam?

According to BBB research, knowing about scams and scammer tactics can help you keep your money and personal information safe. If you've received an unsolicited message that seems suspicious it's important to **disengage immediately** and follow our tips to determine if you should respond or report.

SCAM TACTIC CHECKLIST

Did the individual use any of the following tactics during your interaction?

- ☐ Cold calls from unknown phone numbers
- ☐ Unprompted emails and text messages
- ☐ High-pressure language "act now or lose benefits"
- ☐ Posing as figures of authority
- ☐ Unrelated payment methods
- ☐ Offers that are "too good to be true"
- ☐ Impersonating other organizations

SCAM SPOTTING 101

Follow these BBB **DOs** and **DON'Ts** to help you avoid scammers.

DON'T believe everything you see.

DON'T click on any links or attachments in unsolicited emails.

DO use secure and traceable transactions.

DO use extreme caution when dealing with anyone you haven't met in person.

DON'T share personally identifiable information.

DO research businesses and organizations on BBB.org.

If you checked any of the above tactics:
DISENGAGE IMMEDIATELY

Write down everything you remember and any information you may have disclosed.

The next page has steps to take if you think you've been targeted by a scam.



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SCAM SURVIVAL TOOLKIT

If you've been scammed, you are not alone.

The BBB Scam Survival Toolkit ([BBB.org/ScamSurvivalKit](https://www.bbb.org/ScamSurvivalKit)) was created to connect scam survivors with the resources they need to restore their financial, emotional, and mental well-being. If you are the victim of a scam, here are some steps you can take to try to protect your personally identifiable information and accounts. These steps can potentially help mitigate the long-term impacts.

SCAM SURVIVAL CHECKLIST

- ☐ Once you've ended the call and written down everything you remember, stay calm and talk to someone you trust.
- ☐ Call the verified contact information of your bank or financial institution to see what protections are in place for you.
- ☐ Put a fraud alert on your credit report.
- ☐ Consider freezing your credit.
- ☐ If you choose to file a police report, retain a copy for your records.
- ☐ Request a free credit report from one of the three credit bureaus.
- ☐ Follow the guidelines on [identitytheft.gov](https://www.identitytheft.gov) for additional strategies.
- ☐ Monitor your online accounts at least weekly for fraudulent charges.
- ☐ Change your passwords regularly.
- ☐ Report the scam to **BBB ScamTracker™** to warn others.



Scams affect people of all ages, genders, income levels and locations.

Remember that this was not your fault so you should not feel ashamed.

Find your personalized recovery plan with BBB's Scam Survival Toolkit on [BBB.org](https://www.bbb.org).

Use our guided "Report a Scam" form on [BBB.org](https://www.bbb.org)/ScamTracker to provide critical information about your scam experience.

BBB STANDARDS FOR CHARITY ACCOUNTABILITY



GOVERNANCE & OVERSIGHT

The governing board has the ultimate oversight authority for any charitable organization. This section of standards seeks to ensure that the volunteer board is active, independent and free of self-dealing.

- 1 BOARD OVERSIGHT**
Adequate oversight of the charity's operations and its staff.
- 2 BOARD SIZE**
Minimum of five voting members.
- 3 BOARD MEETINGS**
Minimum of three meetings per year.
- 4 BOARD COMPENSATIONS**
No more than one or 10% directly or indirectly compensated person(s) serving as voting member(s).
- 5 CONFLICT OF INTEREST**
No material conflicting interest transaction(s) with board or staff member(s).



MEASURING EFFECTIVENESS

This section of standards requires that charities set defined, measurable goals and objectives, put a process in place to evaluate the success and impact of its programming, and report on the organization's progress.

- 6 EFFECTIVENESS POLICY**
Board policy of assessing, no less than every two years, the organization's performance and effectiveness and of determining future actions required to achieve its mission.
- 7 EFFECTIVENESS REPORT**
Written report on charity's performance and effectiveness submitted to board for approval.



FINANCES

Through these standards, we seek to ensure that the charity is financially transparent and spends its funds in accordance with its mission and donor expectations.

- 8 PROGRAM EXPENSES**
At least 65% of total expenses spent on program activities.
- 9 FUNDRAISING EXPENSES**
< 35% of related contributions spent on fundraising.
- 10 ACCUMULATING FUNDS**
Avoids accumulating funds that could be used for current program activities.
- 11 AUDIT REPORT**
Makes available to all, on request, complete annual financial statements prepared in accordance with generally accepted accounting principles.
- 12 DETAILED EXPENSE REPORTING**
Financial statements that show what portion of the expenses were allocated to program, fundraising and administrative activities.
- 13 ACCURATE EXPENSE REPORTING**
Accurately reports the charity's expenses, including any joint cost allocations, in its financial statements.
- 14 BUDGET PLAN**
Annual budget for current fiscal year showing expense totals for programs, fundraising and administration.



INFORMATIONAL MATERIALS

A fundraising appeal is often the only contact a donor has with a charity. This section of the standards seeks to ensure that a charity's representations to the public are accurate, complete and respectful.

- 15 ACCURATE MATERIALS**
All solicitations and informational materials are accurate, truthful and not misleading.
- 16 ANNUAL REPORT**
Annual report is available to all.
- 17 WEBSITE DISCLOSURES**
Soliciting charities must include on their website:
 - Annual report details
 - Mailing address
 - Electronic access to recent IRS Form 990
- 18 DONOR PRIVACY**
Addresses privacy concerns of donors.
- 19 CAUSE MARKETING DISCLOSURES**
Clearly discloses how the charity benefits from the sale of products or services that state or imply that a charity will benefit from a consumer sale or transaction.
- 20 COMPLAINTS**
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CHARITY SEALHOLDERS



Akron Blind Center & Workshop
330-253-2555 • akronblindcenter.org

Goodwill Industries
330-724-6995 • goodwillakron.org

Akron Zoo
330-375-2550 • akronzoo.org

Habitat for Humanity of Portage County
330-296-2880 • habitatofportage.org

Akron-Canton Regional Foodbank
330-535-6900 • akroncantonfoodbank.org

Habitat For Humanity of Summit County
330-745-7734 • hfhsommitcounty.org

Central American Medical Outreach
330-683-5956 • camo.org

Paws and Prayers Pet Rescue
330-475-8300 • pawsandprayers.org

Community Support Services
330-253-9388 • cssbh.org

The Village Network
330-264-3232 • thevillagenetwork.org

Conservancy for Cuyahoga Valley National Park
330-657-2909 • conservancyforcvnp.org

The Emergency Assistance Center
330-467-7945 • teacenter.org

Family & Community Services Inc.
330-297-7027 • fccserves.org

VANTAGE Aging
330-253-4597 • vantageaging.org

First Tee - Greater Akron
330-375-2638 • thefirstteeakron.org

Weaver Industries
330-379-3660 • weaverindustries.org

ACCREDITED CHARITIES

ACCESS, Inc
330-376-0097 • access-shelter.org

Humane Society of Summit County
330-487-0333 • summithumane.org

Akron Area YMCA
330-376-1335 • akronymca.org

Humility of Mary Housing
234-525-6400 • hmhousing.org

Akron Art Museum
330-376-9186 • akronartmuseum.org

India Gospel League
330-650-5900 • iglworld.org

Alliance for Healthy Youth
330-864-1359 • all4youth.org

Keep Akron Beautiful
330-375-2116 • keepakronbeautiful.org

Appleseed Community Mental Health Center
419-281-3716 • appleseedmentalhealth.com

Kohl Family YMCA
330-434-9622 • akronymca.org

Battered Women's Shelter
888-395-4357 • hopeandhealingresources.org

Lake Anna YMCA
330-745-9622 • akronymca.org

Christian Children's Home of Ohio
330-345-7949 • ccho.org

Orrville United Way
330-683-8181 • orrvilleareaunitedway.org

Coleman Health Services
800-673-1347 • colemanservices.org

Project Learn of Summit County
330-434-9461 • projectlearnsummit.org

Embrace Clinic & Care Center
330-825-1900 • embraceccc.org

Rape Crisis Center of Medina & Summit Counties
877-906-4273 • hopeandhealingresources.org

Good Neighbors Inc.
330-733-1453 • good-neighbors.org

Summit Missions International
330-896-9300 • summitmissions.org

Green Family YMCA
330-899-9622 • akronymca.org

The Salvation Army, Summit County Area Services
easternusa.salvationarmy.org/northeast-ohio/summit-county/

Greenleaf Family Center
330-376-9494 • greenleafctr.org

Victim Assistance Program
330-376-0040 • victimassistanceprogram.org

Happy Trails Farm Animal Sanctuary
330-296-5914 • happytrailsfarm.org

Wadsworth YMCA
330-334-9622 • akronymca.org

Haven of Rest Ministries
330-535-1563 • havenofrest.org

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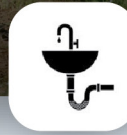
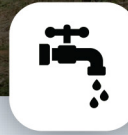


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