**Keys Returned Policy - SOP**

**Email to**: KEYS-RETURNED@Smartland.com

**Single Family Home**

*Subject Line*: RETURNED KEYS: 938 Roanoke Rd. Cleveland Heights, OH 44121

**Apartments**

**Breakwater / Lee York / Parkwood / Body Block / Bosworth / Shorewood**

*Subject Line:* RETURNED KEYS: 14100 Lakeshore Blvd. Cleveland, OH 44110 Unit 102

**One 3 One**

*Subject Line:* RETURNED KEYS: 4605 E. 131st Street Garfield Heights, OH 44105 Unit 102

*Subject Line:* RETURNED KEYS: 4613 E. 131st Street Garfield Heights, OH 44105 Unit 104

**Hall of Fame**

*Subject Line:* RETURNED KEYS: 2006 Hillcrest Rd. Canton, OH 44709 Unit 3

*Subject Line:* RETURNED KEYS: 2700 Harrison Ave. NW Canton, OH 44709 Unit 4

**Duplex**

*Subject Line:* RETURNED KEYS: 3700 Menlo Rd. Shaker Heights, OH 44120 First Floor

*Subject Line:* RETURNED KEYS: 3698 Menlo Rd. Shaker Heights, OH 44120 Second Floor

**Body of Email**

· (add number of keys) Keys Returned

· Date key were received

· Location of where they were dropped off

· Location of where they were delivered

· Any additional notes

**Example:**

6 Keys Returned on 4/14/2022. Keys were returned through drop box. Keys were delivered to Paul’s mailbox.