

City Center Neighborhood Tool Hub How-To

The Houston ToolBank's City Center Neighborhood Tool Hub is a modified shipping container with 3 separate storage units. Each unit is secured and locked, accessible with a 4-digit code.

To pick up your order from the Hub, place your order through our [Tool Lending Website](#), and select the "City Center Hub" as your pick-up location. Please contact Nancy at Nancy.clippard@toolbank.org or 713-674-0262 for more information.



Bin location

The Hub is located at 12751 Kimberley Lane, Houston, 77024 (at Pines Presbyterian Church). The Hub is located in the back parking lot.

How do I know which bin is mine?

When we schedule your after-hours pick-up or drop-off, we will confirm the use of the bin. At this time we will give you a bin number, and a 4-digit code. Each bin is labeled 1-3 in blue paint!

How does the lock work?

The 4-digit code we give you at confirmation is your ticket in! Punch in the 4-digit code and then hit the padlock icon button to unlock your bin.

If you punch in your code and you hear the gears working but the lock is not opening, please do not worry, sometimes our doors can be sticky! Due to Texas weather, sometimes the doorframes shrink and expand. **Push the door inwards with a good amount of pressure with one hand while unlocking the door and the door should open with no problem.** Once you have your items

loaded or unloaded, close the bin door and press the padlock icon to ensure it is locked.



Inside the Bin

For pick-ups, your invoice will be with your items. Your invoice will contain an inventory list of what your organization is borrowing from the ToolBank. It is your responsibility to review your order and report any errors within 24 hours to nancy.clippard@toolbank.org.

Borrowing from the ToolBank

All of our standard tool borrowing policies and fees apply when picking up an order from the Hub. Please review all of our policies and reach out to nancy.clippard@toolbank.org with any questions.

[Tool Lending Program How-To](#)

[ToolBank Fees](#)

[Tool Cleaning Guidelines](#)

[Delivery & Neighborhood Tool Hub FAQ](#)

