

Storage Frequently Asked Question

1. What are your rates?

We offer affordable and competitive rates as we shop our local competition monthly. Our rates vary depending on location and size. For specific rates contact the location nearest you. Our professional and courteous staff will be glad to determine your needs and answer your questions as well as help you select the most economic storage unit to suit your needs.

2. What are your hours of operation?

Our hours of operation vary by location and you will need to contact the location nearest you for details. Typically, our sites maintain office hours and have separate hours for gate access. For most locations, our business customers are given extended access.

3. What is the difference between gate hours and office hours?

Gate hours are when you can access the property. Office hours are hours the office is open and staffed to rent units, receive payments and assist you with any questions you may have. If you need access past the standard gate access hours, please call the appropriate number,

4. What type of payment do you accept?

We accept cash, check, and all major credit cards including Visa, MasterCard, Discover and American Express.

5. Do you have any alternative payment options?

We do not offer alternative payment options. Payments may be mailed or dropped by one of our offices.

6. What is rental commitment?

Our leases are month-to-month leases allowing you the flexibility to commit to only the length of time that you need.

7. What kind of documentation do I need to rent a unit?

You will need to bring with you a current, valid driver's license or federal ID with picture to lease a unit. On vehicle storage (Boat/RV/car/motorcycle), current registration in the customer's name is required.

8. Is there anything else that is required of me before renting?

We do require you to have a lock with you at the time of rental. If you do not have a lock, we can offer you one for purchase at the time of rental.

9. Do I need insurance?

You may carry your own insurance; however, we strongly suggest insurance coverage from our third party insurance carrier as a supplement or as your sole coverage. Please ask our staff for details and coverage. **INSURANCE IS THE RESPONSIBILITY OF THE TENANT.**

10. What security measures do you have in place?

Most of our facilities offer gated access with electronic code entry and video surveillance monitoring. Be sure to ask a staff member for details when you call.

11. Do you offer services for both residential and business customers?

Yes we do! Whether you need to stage a home, create a room or store your business records, we have the right option to fit your needs.

12. Are there moving carts available?

We do not provide moving carts.

13. Do you sell moving and packing supplies?

We do not sell moving and packing supplies.

14. What is climate control?

Our units are not climate controlled. Climate control maintains the temperature in your storage unit between 55 and 85 degrees. This feature may cost more; however, will reduce the impact of high humidity or extreme temperature changes.

15. What sizes are available and how do I pick the correct size?

We offer a wide variety of sizes to accommodate your needs. Our units typically range from 5 x10 (50 sq. ft) to 10 x 30 (300 sq. ft). You can estimate the size you need by clicking on our storage calculator or by contacting one of our staff members who can help determine your needs by answering a few questions.

16. Do you have movers to help me?

We do not staff movers.

17. Are there moving trucks available to use?

We do not provide moving trucks.

18. Do you offer RV/boat/car/motorcycle parking or storage?

Many of our locations offer outdoor parking; however, you will need to call your nearest location for availability and details. Some of our locations also offer indoor vehicle storage as well. Remember to bring the vehicle registration in the tenant's name as well as a copy of the insurance and a valid driver's license or military picture ID.

19. Can anybody drive onto the property or do you need a PIN number?

Only current customers are able to enter our properties with a personalized PIN number that must be entered at the gate entrance.