

7.5

**Questions you must
ask before choosing
a self storage facility**



**THE SPACE
PROGRAM**

7.5

Questions you must ask before choosing a self storage facility

We understand that, if you have never dipped your toes in the waters of self-storage before, it can seem very confusing. You will have a lot of questions about how things work and what size you need.

From our many years' experience running self storage centres, we know that there are other questions you need answers to. You just might not have thought of them.

We have produced this guide so that you know the questions you need to find answers to. This will give you confidence to choose the right storage company for you; a company that you are 100% satisfied will take great care of your stuff.





1 Have you had any security problems?

This is something you absolutely need to know. If the company has a poor security record, the likelihood is that they will not disclose this unless you ask the right questions.

For example:

Is your site manned?

What is your security record?

How many of your customers have had things stolen?

Have you had any fires?

Check what measures have been put in place if any of the above has happened and the dates of when they occurred.

This will help put your mind at ease when choosing where to keep your belongings.



The Space Program has a 100% security record and is manned during weekdays.



2 Are you a member of a professional organisation?

In this country, self-storage has a professional governing body called the Self Storage Association UK. Becoming a full member of the SSA UK takes a lot of work and investment. All members need to meet their high standards of professionalism and security.



If a self-storage company doesn't think it's important to meet these standards, you need to ask them why not.

If the storage company you choose is a member of the SSA UK, you can be assured that their standards are high and that you will have someone to turn to if you should end up in dispute with your storage company. You will see the SSA UK logo on their website and literature if they are members.



The Space Program has Full Operator membership of the SSA UK.



3 Is a padlock included?

You are probably going to need a padlock to secure your storage space. You want to make sure that you are happy the padlock provides enough security to keep your belongings safe.

The questions you need to ask are:

Is a padlock included when taking storage?

If so, what type of padlock is it?



If a padlock isn't provided, do you have to bring your own or do you have to pay an extra fee for one?

Are different kinds of padlock available?

A high security, hardened steel padlock is the best you can get. These are saw-proof and pick-proof. These can be further protected inside a housing known as a lock box. This makes it very difficult to tamper with the padlock.



The padlock is the final line of defence for your goods, so you need to be sure it's up to the job.



All of our self-storage containers are fitted with a high security CISA lock.



4 Is insurance included?

You will need to know if your belongings are insured and if any insurance is included in the price.

Most self-storage facilities will charge an additional fee to your monthly price for insurance cover. If it is included in the price, make sure you find how much you are covered for and understand the terms.



You do not want to get caught out!



All of The Space Program's self-storage prices include insurance.



5 How is the facility maintained?

This question is not often asked but the appearance of the self-storage facility can tell you a lot about how professional the company is and how much they care about their customers.

It's more than skin-deep though - you need to make sure there are procedures in place for pest control especially for vermin. You don't want any extra holes in your stuff, do you?

You might also want to find out if they have had leaks in the past. Have they had to make any repairs? Do they check for corrosion?

Are the units vented to help prevent mould and keep mildew away?

A good pest control program should be in place, with regular checks and systems in place to repair any leaks and tackle corrosion if discovered.

The Space Program are very proud of the high level of maintenance at all of our locations. Why not visit us and see for yourself.



6 What times can I access my unit?



Self-storage facilities have a wide range of opening times so make sure you ask. The hours could be as little as 9am to 5pm.

Can you access your unit outside of the times the facility is open?

You need to make sure the opening times work for your needs, whether you are picking up your tools for an early start or dropping off your surfboard on a Saturday evening.

Some companies will provide out-of-hours access but will charge extra for it. If this is important to you, make sure it is included in the price you have been quoted.

If you are running late, will someone hang around for you? Will someone make themselves available out of hours if needed?



Choosing a self-storage centre with the flexibility to make your life simpler is really what you need.



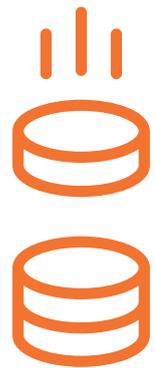
At The Space Program you'll get your own access code so you can come and go whenever suits you, 24/7.



7 Pricing: Are there any other hidden costs?

Is the price you've been quoted the price you actually end up paying?

Some self-storage facilities will quote you a price which may seem out of this world to begin with, but beware!! The cost of a lock and insurance may not have been included. A deposit may even be required. Some companies charge extra for 24 hour access.

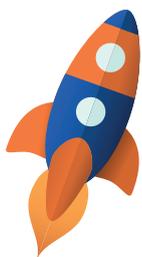


Make sure you ask if there are any further costs. What is and is not included in the quote you have been given?

Only then can you really be sure that you are comparing like with like.



You also need to be clear whether the price you have been quoted is an introductory offer or your regular, ongoing amount. If the price is going to increase, when will this happen and how much will it be?



The price you are quoted at The Space Program is the price you'll pay. There are never any hidden costs.

7.5

This question is for the half of you who need business storage:



Is the storage company VAT registered?

Storage is an allowable expense so fully tax deductible. If you are VAT registered, you can claim back the VAT you have been charged.

If VAT is not being charged this means you can't claim anything back and you will be paying the full cost.

VAT is legally chargeable on self-storage so if it's not being charged, you need to ask why not.

This may seem a lot and perhaps not all these factors are important to you. At least now you know what you should find out.

Good luck with your research.

If you have any further questions, please just get in touch,

The Space Program Team

Call us on **0800 852 7100**

or email us at **hello@thespaceprogram.co.uk**



We've put together this handy checklist of questions you must ask:

1. Have you had any security problems?

Is your site manned? What is your security record? Have you had any fires?
How many of your customers have had things stolen?



2. Are you a member of a professional organisation?

Are you a member of the Self Storage Association UK?



3. Is a padlock included?

Is a padlock included when taking storage? If so, what type of padlock is it?
If a padlock isn't provided, do you have to bring your own or do you have to pay an extra fee for one?



4. Is insurance included?

Do you charge an additional fee for insurance cover?
If it is included in the price, how much you are covered for and what are the terms?



5. How is the facility maintained?

Have you had any leaks in the past? Have you had to make any repairs? Do you check for corrosion?
Are the units vented to help prevent mould and mildew? Do you have a good pest control program?



6. What times can I access my unit?

Can I freely access my unit 24 hours a day, 7 days a week?



7. Are there any hidden costs?

Is this an introductory price? Is everything included? Are there additional costs for a padlock, insurance etc?



7.5. For Business Storage: Do you charge VAT?

If not, why not?

