



20 Questions To Ask Before Renting a Storage Unit

CUSTOMER SERVICE

When you call, can you talk with the on-site manager, or are you routed to a call center?

Are the site managers professional, knowledgeable & easy to reach by phone or email?

Are the managers available on site 7 days a week (except major holidays)?

Does the website feature a full photo gallery, all sizes & rates & a pay online option?

What do customers say about the company? *Check out our reviews on Google, Yelp, YP.com. We have the highest rate of referrals & repeat business in the industry!*

SECURITY

Do you need a security code to enter & exit, so the managers know who is on site when?

Is the facility well lit & equipped with multiple security cameras & color video monitors?

Most storage facility theft is from the inside, like one tenant cutting other tenants' locks!

Is each unit individually alarmed?

Do they seem trustworthy—people you'd feel confident leaving your valuables with?

Most importantly, do the managers actively use this technology to provide real security?

Have you checked local police reports for recent break-ins?

ACCESS & MAINTENANCE

Can the manager explain to you why just having pest control service is not enough?

Food in just a single unit can lead to rodents, ants & other pests infesting an entire facility!

Are there any signs of leaks?

Water stains on the walls or ceilings can mean risk of moisture damage to your possessions.

Are there extended gate hours, so you have access at times convenient for you?

Do the managers encourage you to visit the facility? *They should!*

PRICING

What is the rate for the first full 30-day rental period? *Beware the \$1 move-in 'special'!*

Are there admin or move-in fees, deposits, or other hidden add-ons?

Can you lock in your rate by paying in advance, regardless of rate increases?

Do the rates include insurance?

If the unit has obstructions like pipes or ductwork, is the rate discounted?

BOTTOM LINE....

You can find plenty of horror stories online from people who just got a price quote and didn't bother to check out where they were storing their valuable possessions before it was too late. Visit the facility & meet the people in charge before making your final decision.