

# *Frequently Asked Questions*

## **How do I calculate how much storage space to rent?**

Our handy [storage calculator](#) will help give you a rough estimate of how much room you will need. We also recommend that you call and talk to one of our representatives to help you establish the best size of unit for your needs. Also, please visit our facility to see for yourself, we would love to meet you.

## **How long do I have to sign up for?**

There is no minimum sign up time. Our rental agreement is month to month, therefore, you are not tied down to a long term contract.

## **How long will it take to complete my transaction on "move-in" day?**

The entire move-in process should take no longer than 24 hours.

## **Will I need to sign a lease or contract?**

Yes, we do require a signed rental agreement to secure your storage space. The normal terms are month to month so you are not locked in for a certain period of time unless you request a long term storage lease. You can vacate the unit by giving one week's notice.

## **What kind of documentation do you require to rent a unit?**

A valid driver's license or other government-issued photo ID is required to rent any of our units.

### **Can I reserve a unit in advance?**

Availability can change on a daily basis so we strongly recommend that you make advance reservations to be assured that the space is available when you need it. All reservations are taken on a first come first serve basis.

### **How long will it take to complete my transaction on "move-in" day?**

The entire move-in process should take no longer than 24 hours.

### **Are my contents insured?**

Insurance is the tenant's responsibility. You should check your home owner's or renter's policy to see if you are already covered or you can apply for insurance coverage from a company that specializes in self storage insurance.

### **What about security?**

#### **Little Coach Mini Storage offers:**

#### **Video Surveillance Cameras Monitor Key Locations**

Our facility is protected by high security surveillance cameras strategically located throughout the property outside and inside.

#### **Electronic Facility Entry**

A weatherproof fob reader pedestal is located at the entry of the storage facility. A valid key fob will open a motorized entry gate.

#### **Recording of Customer Access**

Customers are identified when they use their unique key fob to access the facility, a video camera records each entry and a permanent log is kept.

#### **Clean, Well-lit, Fenced Facilities**

Fully fenced compound, 24 hour video surveillance, electronic keyless entry, entry/exit logs.

### **Who provides the lock and holds the key?**

At Little Coach Mini Storage we sell locks if you do not have one of your own and you will walk away with the key for your own unit safe and sound.

### **How can I make a payment?**

We accept cheques, cash, debit, credit cards, and post dated cheques. We can also charge your card every month, which is especially convenient if you live a distance from our facility or have a busy schedule.

### **How much notice must be given when I move out?**

We ask that you give at least one week notice before you move out, written or verbal, so that we can settle your account balance and see if we can help you with the move out.

### **Do I get a discount if I stay longer?**

If you lease for 11 months the 12<sup>th</sup> month is free.

### **When can I get to my belongings?**

You may access your storage unit 365 days per year from 6:00 am to 11:00 pm. All we ask is that you visit us during office hours on your first visit to sign up.

### **Is it possible to view the storage units before I rent?**

You can [see some units online](#), and we are more than happy to show you our facility anytime you wish.

### **Will I have to climb steps or use an elevator to store my belongings?**

No. Little Coach Mini Storage has all ground level and drive up units so there are no elevators or stairs. We even have a loading dock to assist in loading/unloading those heavy items you may have to deal with when you come into our facility.

### **What is the best way to pack my storage unit?**

Depending on how often you will be visiting the unit: If you visit frequently than stable free standing shelves are a good option; if you are storing for a while and won't need to come in

then pack tightly and make sure that you use the space wisely such as turning couches on their side helps keep the space open.

### **Can I transfer to a larger or smaller unit, after a few months?**

Yes, if another unit is available you may arrange a move with us at your convenience.

### **Are there any items I can not store?**

Inflammable or combustible materials

Animals or animal products

Perishable foodstuffs

Illegal or stolen goods

Firearms

Aerosols

Hazardous materials

Plants