

# Frequently Asked Questions

## **1. Do you offer storage units for residential and business consumers?**

Yes, we offer both residential and commercial storage units.

## **2. What types of locks are the best when storing?**

You are responsible for your own lock. We recommend high-quality disc locks for securing your unit.

## **3. How far in advance can I book a reservation?**

Under normal circumstances, reservations can be made up to a month in advance based on availability.

## **4. Do I have to sign a lease?**

Yes, we do require that you sign a lease when renting your unit, we offer hassle-free leases that are month to month. This way you are not locked into a long-term commitment.

## **5. When is my rent due?**

All rents are due on the first of the month. Payments made before the 6th of the month are considered on time.

## **6. What types of payment methods do you accept?**

We accept all major credit cards, debit cards, ACH payments, and also have autopay to avoid paying late fees.

## **7. Does your facility pro-rate at the time of move-in?**

Yes, we prorate your rent at the time of move-in, however, we do not prorate on your move-out.

## **8. What do I need to do when I no longer need my storage unit?**

When you no longer need your storage unit, we do ask that you provide a written 10-day notice to vacate. This helps us to ensure that you are not charged for rent after vacating your unit and allows for others to reserve the unit after you vacate.

## **9. Is insurance available while I am storing with you?**

Yes, we have tenant protection programs at our facility that you can purchase at the time of your rental. Please ask the manager for additional details.

## **10. What are climate-controlled units?**

Climate-controlled units are temperature-controlled units that mimic the interior of your home providing added protection when storing for long periods of time. Climate-controlled units are highly recommended when you are storing things such as electronics, leather furniture, photographs, and items sensitive to heat.

## **11. What is a drive-up unit?**

Drive-up units act as an extension of your garage, you can drive directly up to your unit making loading and unloading a breeze.

## **12. Does your facility offer parking for vehicles?**

Yes, we offer open-air parking, and enclosed vehicle, boat, and RV storage units.

## **13. Does your facility have cameras?**

Yes, we have cameras throughout the property.

## **14. What am I prohibited from storing?**

You are prohibited from storing anything flammable or explosive (including firearms and ammunition), items that have noxious smells such as mothballs, any living creatures, plants, food, and/or perishable items.

## **15. Is it legal to live in a self-storage unit?**

No, it is illegal to live inside your storage unit in the state of Texas.