

SELF-STORAGE KNOWLEDGE CENTRE

“ EVERYTHING YOU NEED TO KNOW
ABOUT SELF-STORAGE ”



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INTRODUCTION

Welcome to your one-stop-shop for finding out everything you need to know about self-storage, what it is, how it works, useful tips and advice.

Hopefully once you have had a read through this you will know everything you need to know to make an informed decision as to what size of unit best suits your needs at the right price and at the right location.

We hope this answers all your questions, but if you can think of anything else you wish to ask, simply get in touch via the website / call us for free on 0800 999 5881 and we will be delighted to help out further.

Having been in the UK self-storage industry since the late 1990's we hope and believe we have the experience to answer your queries and to ensure your storage experience with us is as easy and smooth as possible.

Thank you for considering Metro Storage.





WHAT IS SELF-STORAGE?

As many as 50% of people don't know what Self-Storage is so you're not alone!

Wikipedia has the following definition for 'Self-Storage':

Self-Storage is an industry that rents storage space known as 'storage units' to tenants, usually on a short term basis (from month to month).

Or put another way we have the space you need for the time you need it to deal with your storage needs.

We like to think we are 'The Spare Room On Your Doorstep'



WHAT IS A STORAGE UNIT?

A storage unit is an individual room, varying in size depending on how much space you need, which is made from galvanised steel walls with security grills on the roof.

Each unit has its own door with a bracket for a padlock to secure the unit and the goods inside.

There is good lighting throughout.

Currently we have 4 stores at:

- Bayswater (W2)
- Angel Islington (N1)
- Pimlico (SW1)
- Victoria (SW1)

Remember, it's ideal to choose a store local to you so that you can access your belongings easily and quickly when you need to.

We include free parking at all of our sites so you can access your belongings easily and stress-free.













There are many benefits to storing with us:

- 50% off your first 4 weeks
- FREE insurance included in the price – one simple all inclusive price
- FREE use of padlock throughout your stay
- Digital CCTV and CCTV monitoring
- 12 month price lock
- Extensive opening hours 7 days a week
- Generous pre-payment discounts – up to 15% off – and more available!
- Award-winning customer service

Remember, we're 'The Spare Room on your doorstep'

HOW DOES IT WORK?

We believe self-storage should be kept simple. The following are the main points to consider:

	Decide on the right size storage unit for your needs, our online size guide can help with this or visit the store to have a look at some different sizes of units to get the right size for your stuff
	Fill in the paperwork and make your initial payment (including a fully refundable security deposit)
	Pack up your things – we do have packaging supplies available on site or can arrange to have them delivered to your door.
	Move your goods into your storage unit – we can help by introducing you to a great Man & Van operator
	Ensure the unit is secure – we even provide a FREE PADLOCK whilst you store with us.
	Come and go as often or little as you like during our extensive opening hours
	Make sure you keep your account fully paid up to have uninterrupted access to the store
	When you want to leave simply email in confirming the date you wish to leave by (a minimum of 14 days written notice is required please)
	Vacate on the day you say you are going to – or if you need more time just let us know.
	Make sure you take all your belongings and rubbish with you.
	Make sure we have your up to date contact details
	Once your unit has been confirmed empty, clean with no rubbish on site, we refund any unused storage fee and security deposit – SO YOU ONLY END UP PAYING FOR THE EXACT NUMBER OF DAYS YOU USE.
	And that's about it!

Whilst there is a detailed storage agreement to sign – which you should read through carefully to make sure you understand what's in it (AND PLEASE DO ASK IF YOU DON'T) – we believe this sums it up.



HOW MUCH SPACE DO I NEED?









The answer to this question depends upon what you want to store, so it can vary.

Our storage units come in various sizes:

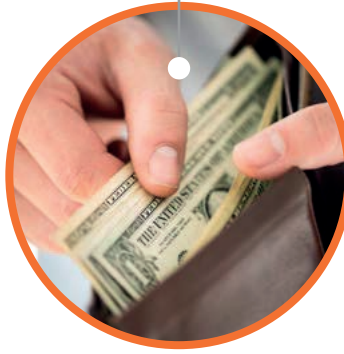
They can range in size from a locker (3 ft long by 3 ft wide by 3 ft high)

Up to 200 sq.ft. (approximately 20 ft long by 10 ft wide by 7 ft high)

Here is a useful size guide:

Bedroom Guide			
		You will require approx	35 - 50 sq ft
		You will require approx	75 - 100 sq ft
		You will require approx	100 - 150 sq ft
		You will require approx	150 - 200 sq ft
Vehicles Guide			
	Transit van	You will require approx	35 - 50 sq ft
	Luton van	You will require approx	60 - 80 sq ft
	7.5 Tonne	You will require approx	100 - 150 sq ft
	HGV vehicle	You will require approx	150 - 200 sq ft

Check out our handy size guide online to help you choose the exact size for your storage needs or visit us in store.



HOW MUCH IS IT GOING TO COST ME?

This again is going to depend upon how much space you need and this is why it's really important to get the right size unit for what you want to store.

Our prices range from £50 per 4 weeks for a luggage locker to £592 per 4 weeks for a 200 sq.ft. unit which is enough for a 4+ bed house.

The more space you take, the more expensive it is going to be.

DON'T FORGET

OUR PRICES ARE 'ALL-INCLUSIVE'
including the storage fee, FREE INSURANCE and VAT.

Our very central locations will also save you time when you want to access your belongings – being on your doorstep rather than a few miles down the road – which we all know in London can take an hour if you are unlucky!

We currently have an introductory offer of 50% off for the first 4 weeks.

We also currently have pre-payment discounts:

- 6.5% off for pre-paying for 26 weeks.
- 15% off for pre-paying for 52 weeks.

To chat about your requirement and to get a quote,
give us a call on 0800 999 5881 or fill in a form here:

<https://www.metro-storage.co.uk/contact-us/>



HOW QUICKLY CAN I MOVE INTO THE STORAGE UNIT?

We know when you've made the decision that you need storage, you are more than likely going to want to sort things out quickly.

Our aim is to get things sorted as quickly as possible for you. If you request a quote, you will receive an email with all the quote details and important information on it. We will also follow this up with a call to answer any questions you may have and to help you make the right decision for you.

We send out all our paperwork using online portals so you can sign-up really quickly. You can pay online by credit / debit card or make a transfer.

Once you have supplied 2 forms of ID (passport / drivers licence and a recent utility bill for example), signed the paperwork and paid, **you could be in your unit within 30 mins!**



DO YOU CHARGE ANY ADMIN OR SIGNING UP FEES?

Unlike a lot of other operators, **we do not charge** any surprise fees such as administration fees or signing up fees.

We don't feel this is fair on you so we don't do it, but many do so beware!

The price you receive is the price you pay.



WHAT CAN I STORE IN A STORAGE UNIT?

The whole idea of using a storage unit is for it to be as useful as possible which means we are pretty relaxed about what can be stored.

However, there are of course conditions because we have to ensure the safety of all our customers and staff at all times.

For guidance, this is Clause 17 of the Self-storage Association storage agreement that we use. It states the following ...

17. Storer must not store (or allow any other person to store) any of the following in the Unit:

- A.** food or perishable goods unless securely packed so they are protected from and do not attract vermin;
- B.** any living creatures;
- C.** combustible or flammable substances such as gas, paint, petrol, oil, cleaning solvents or compressed gases;
- D.** firearms, explosives, weapons or ammunition; chemicals, radioactive materials, biological agents; toxic waste, asbestos or other potentially hazardous substances;
- E.** any item that emits fumes, or odours;
- F.** any illegal item or substances or goods illegally obtained such as illicit (counterfeit/smuggled) tobacco or alcohol and unlicensed or unsafe goods (such as toys, electrical goods, medicines, cosmetics, fireworks);
- G.** and goods which are environmentally harmful or that are a risk to the property of any person;
- H.** items which are irreplaceable, such as currency, jewellery, furs, deeds, paintings, curios, works of art and items of personal sentimental value.

Most of the above is common sense and we hope you agree is in the best interest of all our customers



DO I HAVE TO INSURE MY GOODS WHILST IN STORAGE?

All goods must be fully insured whilst they are in storage with us ... **BUT** ...

We provide FREE INSURANCE in our already great prices!

Depending upon the size of unit you take, we include from £1000 to £14,000 worth of insurance in our

ALL-INCLUSIVE PRICES.

If you want to take out more insurance then we are able to provide additional cover up to a maximum of £50,000 worth of insurance cover.

Our additional insurance costs
£3 per £1000 of additional cover per 4 weeks.



HOW SAFE IS YOUR STORAGE?

We take the security of you and your belongings very seriously.

When we sign up a new customer, we always ask to see one form of photo ID (e.g. passport / drivers licence) to prove they are who they say they are.

We also ask to see one form of recent utility bill to prove they live where they say they live.

We do not take cash as payment – we insist that the first payment is made using a debit / credit card. In order to have a debit / credit card then the customer must have gone through the stringent checks required by banks to open an account and have a card issued.

Our stores are very well lit at all times.

Each customer is given a unique PIN code to access the store – so we can check who has used the store and when.

We provide the use of a **free padlock** whilst you store with us – one less thing to worry about – to secure the storage unit door.

- ✓ We have digital CCTV throughout the stores.
- ✓ We carry out random security checks of the stores.
- ✓ We have fire and smoke alarms.
- ✓ We have intruder alarms for when the stores are closed.
- ✓ We have specially fabricated, strong roller shutter doors.



CAN I PUT RACKING IN A STORAGE UNIT?

We are asked frequently if customers can put racking into a storage unit, and the answer is not only YES but we actively recommend it. Nothing helps you use the space as efficiently as possible as racking.

There are a couple of conditions though.

The main one is that it must be free-standing i.e. is not attached to the partition walls at all.

The other is it must be taken away with you once you are finished.

There are many firms out there that offer racking but we have always found Rapid Racking to offer a quality product at a good price.

They can be found at <https://www.rapidracking.com/en/rra>





HOW CAN I GET MY THINGS TO AND FROM THE UNIT?

Getting your belongings from your home or place of work to the store depends on what you need to store!

- If you are using a 15 sq.ft. unit you could probably get your stuff in the back of a black cab
- If you are using a 50 sq.ft. unit you would probably need a transit van
- If you are using a 100 sq.ft. unit you would probably need a luton van

If you do need a Man & Van service we are happy to recommend Charlie and his team at Onell who can be found at ...

<http://www.onell.co.uk/>



They are an independent transport company who we have recommended for many years, simply because we know they do a great job for our customers! Give them a call and let them take the stress and strain of moving your stuff away!



WHAT ARE YOUR OPENING TIMES?

It is important to check the opening times across different operators as there are those that don't have very long access hours, there are those that charge you for accessing your goods and there are those that charge you for accessing your goods on a 24hr basis.

At Metro Storage we believe that everything should be included in the price we quote you and that we want to make it as easy as possible for you to access your belongings when you want.

Our extensive opening hours are as follows:

- **Metro Storage (Bayswater)**
Monday to Saturday 8am to 10pm
Sundays (Bank Holidays) 10am to 6pm

- **Metro Storage (Angel)**
Monday to Friday 8am to 8pm
Saturdays 9am to 6pm
Sundays 10am to 4pm

- **Metro Storage (Pimlico)**
Monday to Sunday 6:30am to 8:30pm

- **Metro Storage (Victoria)**
Monday to Sunday 6:30am to 8:30pm

24hr access is available at our Pimlico and Victoria stores subject to further security vetting.

If you do need access outside of these hours, please do call us at least 24 hrs in advance and we will try our very best to help.

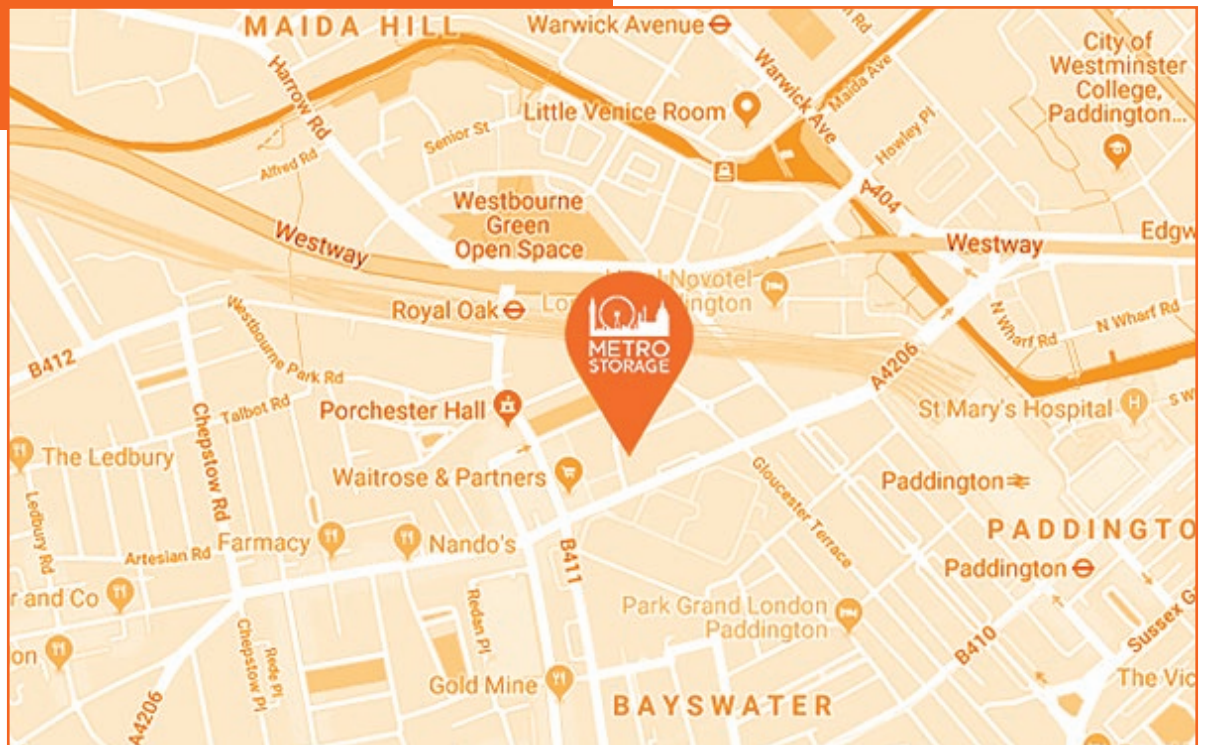


WHERE ARE YOUR STORAGE UNITS?

We currently have 4 stores in Bayswater (W2), Angel Islington (N1), Pimlico (SW1) and Victoria (SW1)

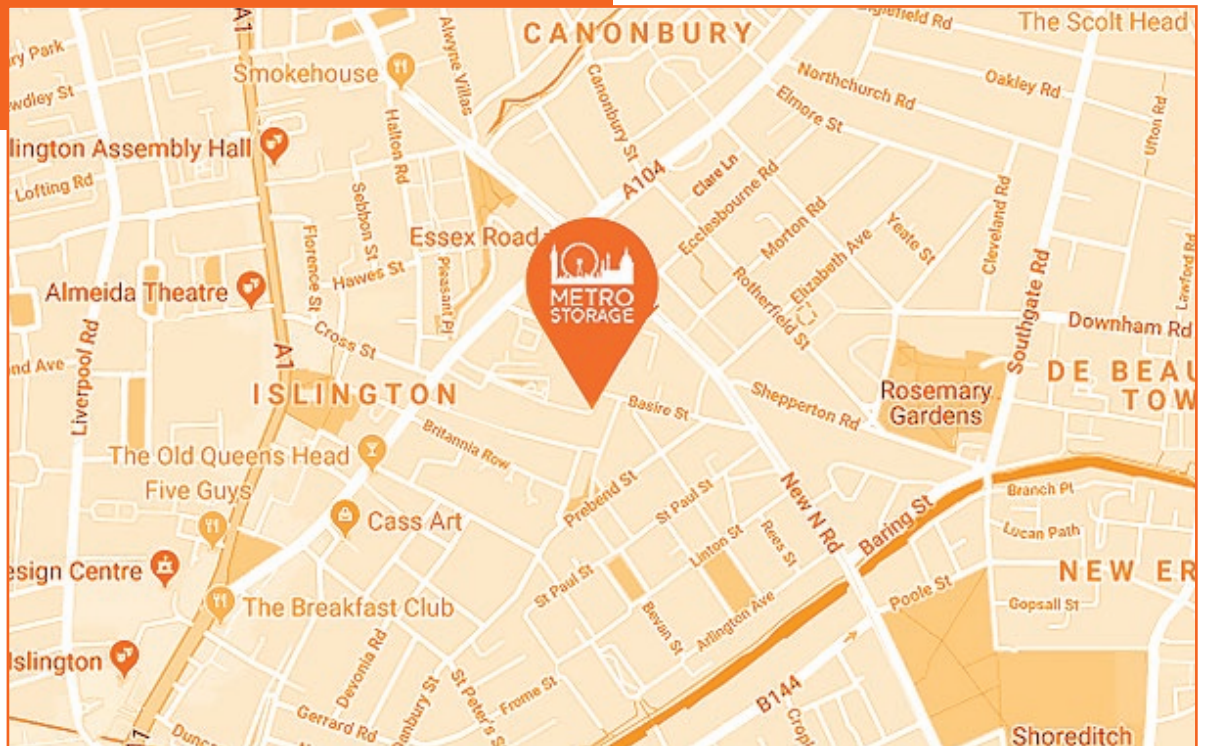
Our Bayswater Store can be found here..

Metro Storage (Bayswater) Ltd
Waitrose Car Park
Porchester Terrace North
Bayswater
London
W2 6BH



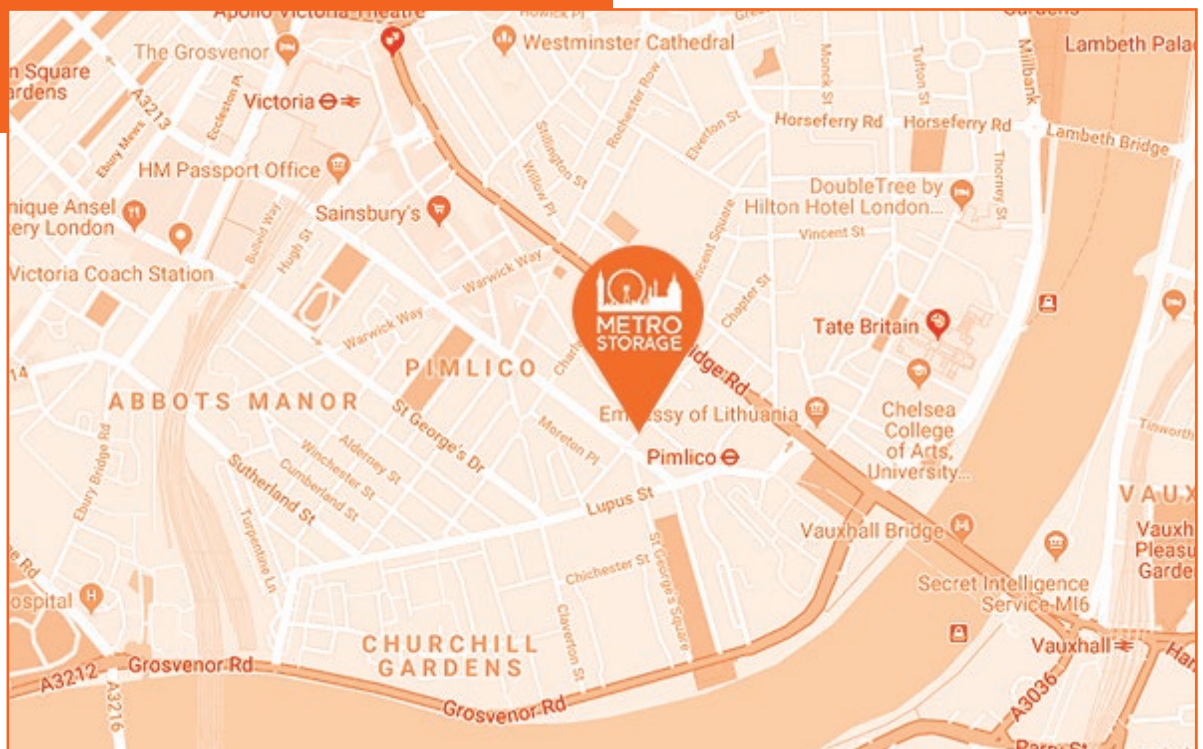
Our Islington Store can be found here..

Metro Storage (Angel) Ltd
27, Maryland Walk
Islington
London
N1 8QZ



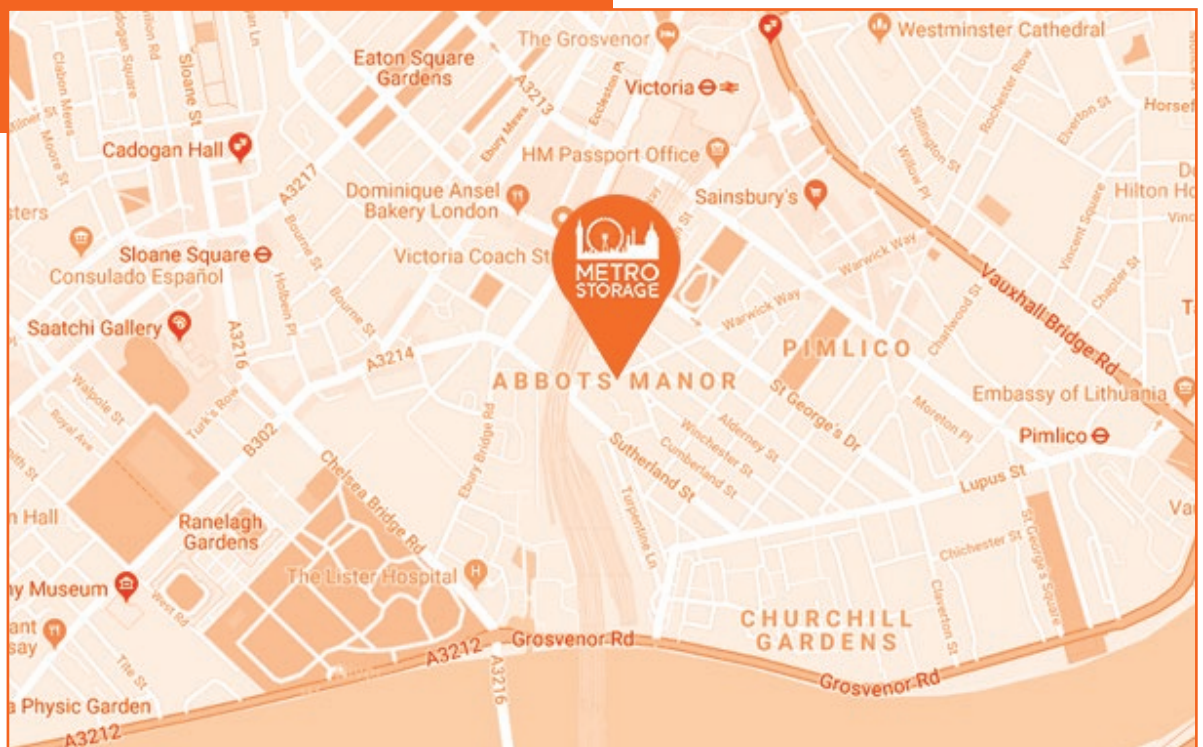
Our Pimlico Store can be found here..

Metro Storage (Pimlico) Ltd
Moreton Street Car Park
Moreton Street
London
SW1V 2QF



Our Victoria Store can be found here..

Metro Storage (Victoria) Ltd
Level 3, The Pimlico Car Park
Warwick Way
London
SW1V 4JQ





WHAT DO I HAVE TO DO ONCE I HAVE MY UNIT?

Once you have signed the paperwork and kept your account up to date, then you are able to come and go as you please during our extensive opening hours.

You can come 10 times a day or once a year – it is up to you!

You do not have to make an appointment or anything inconvenient like that. If we are open and you are fully paid up, you may access your goods.

Just simply remember your unique pin code to access the store.

It's as simple as that!



WHAT HAPPENS IF I NEED MORE OR LESS SPACE?

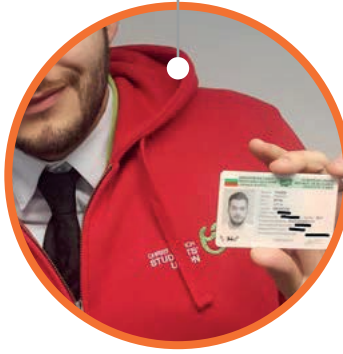
If you need to get more space or if you want to downsize your space whilst storing with us, then no problem!

Simply get in touch with us, find out what we have available, and we can transfer your account to the new unit size on the day you move into the new unit.

PLEASE NOTE

If you are going into a bigger unit, there may be a balancing payment due because the larger the unit the more it costs.

If we don't have what you are looking for available at the time we will happily put you on a waiting list and we will let you know as soon as it becomes available.



HOW DO I ACCESS THE STORE ONCE I HAVE PAID FOR MY UNIT?

Once you have filled in your paperwork, provided your proof of identity and paid for your storage unit, you are sent a 'Welcome Guide' that will contain:

- your unique PIN code to enter and exit the store,
- your storage unit number and
- your padlock code.

This email also contains lots of useful information about how to use the PIN codes and padlocks as well as other information you will find useful when moving in so **it is important you read this.**



HOW DO I PACK MY STORAGE UNIT?

Depending upon how you fill up your unit will affect how much stuff you can get in there whilst maintaining easy access to your belongings.

Whilst space does equal cost, there is little use in packing your stuff right up to the door of the unit so you can't get access to any of your stuff whilst it's in storage (unless of course you are going overseas for a long time and don't need any access until you return home at which point you will empty everything in one go to your new home!).

We have put together what we believe to be an essential guide to packing your storage unit – it really is very important to make sure you use the space efficiently to make the whole experience as smooth as possible.

Click image to get our Top Packing Tips Guide





WHERE CAN I GET PACKAGING SUPPLIES?

Gone are the days of being able to nip down to your local supermarket to pick up a load of old boxes.

It is now necessary to buy your packaging supplies, and hopefully if you have read our Essential Packing Guide we explain why this is so important.

We can supply boxes, bubble wrap, tape, wardrobe boxes on site at each of our stores. Just give us a call to sort it out.

Alternatively we are happy to recommend Breamfold Packaging as our preferred supplier – their products are great quality, at a good price and can be delivered to your door!

They can be found at:

<https://www.breamfoldpackaging.co.uk/?tracking=527d0c3490bba>



If you order before midday you can get everything delivered the very next day!
Now that's service!



CAN I USE STORAGE AS AN OFFICE?

The term self-storage is used to describe **the storage of goods** on a flexible basis to suit you the customer.

The vast majority of our storage units are made just for this purpose – the storage of goods.

This does not include the ability to use a storage unit as an office.

We do, however, have one or two options available if this is of interest so if it is,

**please call us for
FREE on 0800 999 5881**
to discuss your requirement.



IS YOUR STORE DAMP FREE?

We understand when you are storing your belongings, whether they are your personal things or work-related goods, that you want to know your goods will be free from damp (amongst other things!).

At Metro Storage we have gone to great lengths to ensure we are able to offer our customers damp free storage and constantly monitor the situation to ensure it stays that way.



WHAT IS THE TEMPERATURE OF YOUR STORE?

You may hear about 'climate controlled storage' and wonder what this is. On the whole this tends to refer to food storage e.g. refrigerated storage.

However it can apply to self-storage as well. This is especially true of those few sites that offer climate controlled wine storage – where it is imperative to keep the temperature constant at all times.

On the whole as the weather is not too extreme for long periods of time in the UK, this is not really something that many self-storage operators have installed in their stores.

At Metro Storage our stores are located underground, and therefore we offer a very even temperature that is in between 16 and 19 degrees centigrade depending upon the time of year.



CAN I LIVE IN A SELF-STORAGE UNIT?

Under no circumstances is any customer allowed / permitted to use the storage unit to live in / stay in / sleep in.

This is non-negotiable and will be rigorously enforced.



CAN I GET STUFF DELIVERED TO A STORAGE UNIT?

The term self-storage relates to the customer (i.e. you) dealing with the putting of stuff into your unit and the taking of stuff out ... hence the term 'self' storage.

There are some stores that charge an extra fee for dealing with deliveries, however, we are not able to accept deliveries on behalf of customers at any of our stores at this time.



If you do have any further
queries regarding this then
please call us for **FREE** on
0800 999 5881



WHAT METHODS OF PAYMENT DO YOU TAKE?

Once you have decided upon a unit size and paid your initial payment (which will include your first storage fee along with your fully refundable security deposit), your subsequent payments will normally be a fixed amount moving forwards.

We do not accept cash for payment of storage units.

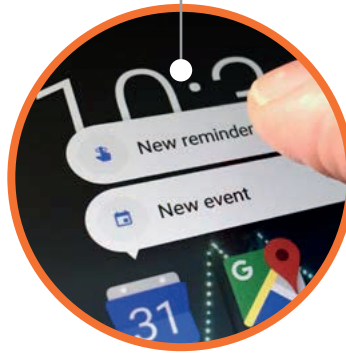
First payments are either taken by debit / credit card or a bank transfer.

We accept all major credit or debit cards (including American Express).

All subsequent payments are taken by Direct Debit until such time as you give us the required 14 days written notice.

All invoices are to be paid in full in advance always – once you leave, if there is any storage fee owing this is refunded along with any security deposit as long as you have given the correct written notice, fully vacated the storage unit and left no rubbish on site.

If you do not have a UK bank or have a bank account that cannot deal with direct debits, please let us know and we can make other arrangements for you.



WHAT HAPPENS IF I DO NOT PAY MY STORAGE FEE?

The concept of self-storage is that we have the space you need on a flexible basis, but you must pay us for using that space.

Every storage company is the same – it is **payment in advance always**.

It may be that you go away on holiday or forget occasionally – we do understand that sometimes life does get in the way of the best intentions! In this situation we do send out a series of 'Late Letters' reminding you that you are late and this usually works to jog customer's memories to sort things out.

If you still do not pay after a number of days our system automatically stops access to the store until your account is brought up to date.

If you really are unable to make a payment on time, then we ask you call us as soon as you know this is going to be an issue and let's discuss how we can work together to make it work.

We work really hard to provide you with the best service and storage environment we can and in good faith. All we ask in return is you pay the storage fee you agreed to pay when you freely signed the storage agreement when you moved in.



WHAT HAPPENS WHEN I WANT TO CANCEL MY STORAGE UNIT?

When you have decided you don't need the storage anymore, then all we require is a minimum of 14 days written notice (email is fine) of the date you wish to vacate the storage by.

Our minimum invoice period is 4 weeks so **please pay all invoices in full.**



If you have given the correct **14 days written notice**, any unused storage fee along with any deposit is fully refunded once you have vacated your unit and it has been confirmed by our team that the unit is empty / clean / no rubbish has been left on site.

This means you only pay the exact number of days you use.

You would not believe the number of people who stay on after their alleged vacation date so this is not as strange as it may seem!



WHAT IF I NEED TO EXTEND MY STORAGE AFTER GIVING NOTICE?

If you have given notice but then realise you need some more time, then no worries! We recognise things change and that flexibility is key. And it happens a lot!

Please just give us as much notice as possible and confirm whether you will need it on an on-going basis moving forwards, or if you have a new vacation date, and we can update your account to fit in with what you need.



WHAT IS THE SELF-STORAGE ASSOCIATION?

The Self-Storage Association of the UK is the trade body that represents the self-storage industry in the UK.

It is important to ensure the company you are dealing with is a member of the SSA (as it's known!) as it means the storage operator has to comply with strict membership criteria in many areas from customer service to the selling of the service to store security, customer security etc.

Look for the SSA Logo when you make your choice:



Metro Storage are proud members of the SSA and in fact one of Metro's co-founders and Directors was on the Board of Directors for the Association for 5 years as well as the Association treasurer for two of those.



Simon Burnett
Co-Founder and Director

HOW DO I GET IN TOUCH IF I HAVE A QUERY?

We understand that when you want a query answered, you would like a speedy response.

There are many ways of getting in touch with the Metro Storage Team should you have any queries, and they are:

If it is a sales enquiry, then call us on **0800 999 5881**

.....
If it is an account or admin enquiry then call us on **0845 505 5881**



If it is a sales or operations enquiry you can contact Simon on shb@metro-storage.co.uk

If it is an account or admin enquiry you can contact Angus on apb@metro-storage.co.uk



Angus Burnett
Co-Founder and Director