



METRO STORAGE

London's Best *All-Inclusive* Storage

0800 999 5881

metro-storage.co.uk

Self Storage Guide

from Metro Storage



Google Reviews

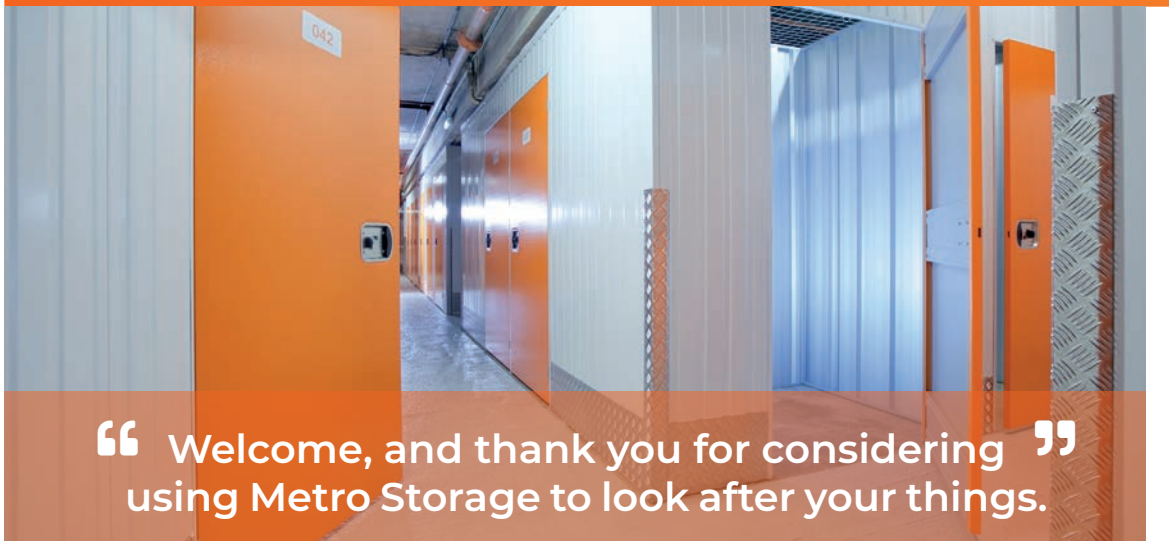


The Global Feedback Engine



London's Best *All-Inclusive* Storage





We are a family run business who have been running self-storage stores in central London since 1998. In that time we have looked after a **lot** of local residents and businesses who have trusted us to look after their belongings.

We take this responsibility very seriously and treat all customers belongings as we would our own. That is why we include **FREE insurance** in our great *All-Inclusive* prices to keep your things safe and the whole process open and simple.

We hope you like what you see and that we can be of service in the near future to look after your things for you – whether that's on a short or long term basis.

And when you're ready to book; our fully automated booking system will take you through each step to securing your storage unit, just go to **metro-storage.co.uk**. Not sure what size unit you need? You can book a visit to view for yourself at **metro-storage.co.uk/book-a-viewing**

And remember, we offer the following great benefits:

- **50% off your first 4 weeks** – great move-in discount
- **Generous pre-payment discounts** – up to 15% off! – more discounts available!
- **FREE insurance included in the price** – one simple all-inclusive price
- **FREE use of padlock during your stay** – no stress storage
- **Digital CCTV and CCTV monitoring** – we take your security seriously
- **12 month price lock** – for peace of mind – no sudden price increases
- **Extensive opening hours, 7 days a week** – proper convenience
- **Award winning customer service** – we hope you agree!



We look forward to storing your things soon!

Angus and Simon Burnett
Founders and Directors

Key Business Terms

Looking after customer belongings is an important business so it is very important you read the full terms before signing your storage agreement.

We have highlighted a few key terms for you here...

➤ **There is a security deposit to be paid**

As long as no rubbish is left behind at the end of your time storing with us and the unit is left in the same condition as it was found, this is fully refunded at the end along with any unused storage fee – so you only end up paying for the exact days you use.

➤ **Payment is made in advance**

This ensures your storage unit is yours for the next 4 weeks, peace of mind for both of us.

➤ **We do not accept cash**

First payment to be by card so we can make any refund back to the card when you no longer need our services.

➤ **We ask that future payments are by Direct Debit**

So we can provide uninterrupted access and storage services.

➤ **Food, perishables or anything dangerous or illegal are not allowed to be stored...**

For obvious reasons!

➤ **We require a minimum of 14 days written notice to vacate**

Email is fine!

And that is about it...!

NOTE:

It is important that you read all your storage agreement to understand the full Terms and Conditions.



Metro Storage are proud members of the SSA UK (the Self-Storage Association of the UK) and so use the Associations business terms and conditions.



Top Packing Tips

Tip 1

Make packing easier by planning ahead. Gather up plenty of sturdy, corrugated cartons, packing paper, bubble wrap, sealing tape and marker pens, along with any furniture covers.

We can supply you with the packaging supplies you need – just ask or check our website.

Tip 2

Boxes that are tightly sealed with packing tape will prevent dust from entering.

Tip 3

Wrap furniture legs with protective bubble wrap, furniture covers or pads to prevent scratching.

Leave slipcovers on upholstered chairs and mattresses and cover them with covers or plastic bags to keep them clean during storage.

Tip 4

Label boxes on all sides for easy identification.

Keep a list (as well as pictures and descriptions) at your home or office for reference. Clearly mark all boxes containing fragile items. Make sure fragile boxes are placed on top of heavier, less delicate boxes.

Tip 5

Use valuable space inside dresser drawers and larger appliances, such as stoves and refrigerators, to store small items such as towels, linens and small, fragile items.

Secure items in the drawer by filling empty spaces with towels or packing paper.

Tip 6

Pack as much as you can in the same size boxes.

Fill boxes tightly, but take care to neither overpack nor under-pack—bulging cartons tip when stacked, while half full boxes tend to collapse. Use wadded up newsprint, bubble wrap, rags, towels, or blankets to fill in empty spaces.

For maximum protection seal cartons with tape.

Tip 7 Pack heavy items such as books and tools in small boxes. For easier handling limit the weight of all cartons, regardless of size, to around 13 Kgs or less.

Tip 8 Clean and dry appliances before storing. Secure all movable parts with paper, or wedge and wrap a paper pad around each item for protection.
During transport tape all doors shut, but remember to wedge them open for storage.

Tip 9 Pack books flat to protect their spines.
Line cartons with plastic and fill empty spaces with packing paper.

Tip 10 Hang clothes and draperies in wardrobe boxes.

Important

Use lots of paper to pack dishes and glassware.

Tip 11 Place a layer of packing paper inside the bottom and top of cartons. Wrap each dish and glass separately and cushion them with crumpled paper. Plates are best stacked on edge.



Important

Pack lamps and lampshades in individual boxes.

Tip 12 Use plenty of clean paper or clothing for padding.





Your Tick List

6 Weeks Before The Move - ToDo List

Confirm the date of your move.

If you're renting, notify your landlord of your moving date.

Check your home insurance - make sure you have cover from the day you move in to your new home.

Obtain written quotes from several removal firms. Get references and check the limits of their insurance.

If you're not using professional removers, ask friends to help.

Book extra storage space if required.

Notify the relevant utility companies of your departure.

Start getting rid of possessions you no longer need.

Decide which items can be taken to a charity shop, sold at car boot sale, or offered to your friends.

If you need new furniture or carpets - order them now and arrange delivery for when you move in.

Tick

Date

2 Weeks Before The Move - ToDo List

Start packing non-essential items such as books and non-seasonal clothes into boxes.

De-register from your doctor, dentist and optician if you're moving out of the area.

Visit the post office and arrange for your post to be forwarded (you will be charged a fee for this service).

If you have regular deliveries such as newspapers or food notify them that you're moving out and the date you want the service to stop or give them details of your new address.

If you have children or pets, arrange for someone to look after them during the move.

Make a list of everyone who should know about the move. Send out change of address cards.

Finalise arrangements with your removal company. Confirm arrival times and make sure your removers have directions to your new address.

Arrange a time to collect the keys for your new home from the estate agent.

Notify the bank of any changes to direct debits and standing orders.

Tick

Date

FAQs

HOW DOES IT WORK?

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

- Visit the store to have a look at some different sizes of units to get the right size for your stuff. We have a handy size guide online.
- Fill in the paperwork and make your initial payment (including a fully refundable security deposit). You can do this either online or when you visit the store.
- 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 have free parking outside our stores or 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 confirming the date you wish to leave by (a minimum of 14 days written notice is required).
- Vacate on the day you say you are going to to avoid any charges – 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 and 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.

HOW QUICKLY CAN I MOVE INTO THE STORAGE UNIT?

Our aim is to get things sorted as quickly as possible for you. If you request a quote, you will receive an email by return. We will follow 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 also pay online by credit / debit card.

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!

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)

If you're unsure on the size you need you can visit one of our stores to see the units yourself. Contact us either online or by phone to arrange a viewing.





Bedroom Guide

	35-50 sq ft	required
	75-100 sq ft	required
	100-150 sq ft	required
	150-200 sq ft	required



FAQs

Storage Size Guide

 (Transit Van)	35-50 sq ft	required
 (Luton Van)	75-100 sq ft	required
 (7.5 Tonne)	100-150 sq ft	required
 (HGV Vehicle)	150-200 sq ft	required

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 whether you are a home or business customer.

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 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 use 3rd party CCTV monitoring services.
- ✓ 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.

So you can be sure your belongings are as secure as can be.

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

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... www.onell.co.uk

We have free parking outside all our stores to help make your move in as stress free as possible.





FAQs

WHAT ARE YOUR OPENING TIMES?

At Metro Storage 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 & Victoria)

Monday to Sunday - 6:30am to 8:30pm
(24 hour access is available subject to further security vetting)

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

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.

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, BUT...

...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.

