



INFORMATION SHEET

How safe will my possessions be?

- Our storage facility is fully enclosed and you will be allocated an individual unit which you will need to padlock. You store, you lock & you keep the key!
- Security sensors are strategically positioned to detect movement between the buildings. This is monitored by security company.
- You have access between 6am – 8pm every day of the year! The gate to the main entrance is locked from 8pm – 6am, 7 days a week.

How do I know what size unit I need?

Moving companies also have a fair idea about how many cubic metres of space you will need. You can change to a bigger/smaller unit during your storage period if necessary (this will depend on availability). Quite often it is best to visit the premises to view the shed sizes we have available at the time so you can make a decision, just give us a call to arrange this (07) 3084043.

About the units

All of our units are weatherproof and dry. You may want to take extra precautions against dust by covering your belongings with old sheets/blankets especially if you are storing for a long period of time.

What is required to begin renting a shed?

3 simple things. 1. Fill in and sign a self-explanatory form, 2. Bring a padlock and 3. Make payment for the remainder of that month in advance.

Most of the time a rental begins during the month. We will calculate your daily rent to take you to the end of the month, this figure will be your initial payment required to move into the shed. We then require you to make payment on the **first of every month** for that month. Therefore you are paying one month in advance.

How do I make my payments?

Your rent is due on the **first of every month** in advance. The preferred methods of payment are direct credit or automatic payment (we can send you an automatic payment form for you to complete and take to your bank). Other payment methods include internet or telephone banking or cheque. Payments are to be made to: Phoenix Family Trust 02-0488-0098477-00

Insurance

Insurance is your responsibility. Your insurance company needs to know you are storing your belongings with us.

Bond

We no longer request a bond or deposit. We simply ask that you pay your storage fees on time and respect your storage shed. Please notify us if there has been any damage or accidents.

What do I have to do when I want to vacate my storage unit?

We require 2 weeks notice when you plan to terminate your tenancy. Just give us a call to advise when you would like to vacate your unit. Please ensure your shed is left empty, clean & undamaged. We will then refund any unused rent that has been paid in advance but not used.

Other fees that may apply

Call out fee of \$60 if we need to come to the site to give you access to the main entrance.

Unpaid rental fees.

If your rent is not paid by the 4th of every month your shed will be overlocked until rent is paid.