

# SELF STORAGE Explained.

## Your guide to Billericay Self Storage



# Thank you for storing with us.

We have created this guide to make your experience with us hassle-free and to give you that extra peace of mind!



## Located for your convenience

Monday - Friday 8am - 7pm

Saturday 8am - 6pm

Sunday 10am - 4pm

[info@billericayselfstorage.com](mailto:info@billericayselfstorage.com)

**01277 525430**

Billericay  
**SELF  
STORAGE**

[billericayselfstorage.com](http://billericayselfstorage.com)

# You are ~~NOT~~ allowed to store:

- Toxic, pollutant or contaminated goods
- Firearms or explosives
- Fireworks
- Flammable or hazardous goods
- Livestock
- Radioactive materials
- Food or perishable goods
- Illegal items
- Waste



# The Specifics

If you have any questions about your stay at Billericay Self Storage, please speak to a member of staff who will be happy to help.

1. FIRE SAFETY
2. EMERGENCY EVACUATION
3. HEALTH & SAFETY
  - CAR PARK
  - CHILD SAFETY
  - FIRST AID
  - ACCIDENT REPORTING
  - TROLLEYS
4. REPORTING OF SUSPICIOUS ACTIVITY
5. DISABILITY ACCESS
6. WASTE MANAGEMENT
7. CHANGE OF DETAILS
8. AMENDING SIZE OF ROOM
9. PACKING & STORAGE TIPS

# 1. FIRE SAFETY

- External fire exit doors must not be opened unless directed to by the store staff or in the case of an emergency.
- Fire doors must be kept closed at all times.
- The store will conduct a weekly fire alarm test.
- The store will conduct a six monthly fire exit drill. You are required to comply with the drill and gather at the Assembly Point in the main car park if you are present during the drill.
- Emergency Assistance – If you need assistance in an emergency, please contact Reception.
- CCTV and Access Systems –For your safety and security our CCTV cameras and electronic access systems are monitored and recorded 24 hours, every day.

# 2. EMERGENCY EVACUATION

The store team will show you the nearest exit route from your room and the emergency evacuation procedure including the location of the assembly point. Should you require further advice please ask.

If the fire alarm sounds:

- Do not use the lifts.
- Leave the building immediately using the identified escape routes. These are clearly marked by fire exit signs.
- Do not block any fire exits with trolleys or goods.
- Go to the Assembly Point and await a member of staff or the emergency services.
- Only use the fire escape doors in an emergency. They are linked to our intruder alarm system and opening them will activate the alarms.
- If you see other people as you exit, please ask them to leave the building with you.

## 3. HEALTH & SAFETY

### CAR PARK

- Please keep your speed to a minimum. Our car park speed limit is 5mph.
- Only park in the designated parking areas.
- Please be aware of other pedestrians and the forklift.
- Please do not block other cars in the car park unless previously arranged.
- Please do not block the storage shutter, entrances or fire exits.

### CHILD SAFETY

- At no point leave children unattended, they are your responsibility.
- Please do not allow children to touch the lift/access control system.

### FIRST AID BOX

- There is a First Aid Box present in the reception. Please ask a member of staff.
- Accidents which require First Aid Box contents should be recorded in our Accident Report book which is located at reception,

### TROLLEYS

- Our trolleys are located near the loading bay and are there for your convenience so please use responsibly.
- Please return them to the trolley bay when you have finished using them. Do not leave them in your room.
- Do not ride on the trolleys or allow children to use them.
- Do not overload trolleys; ensure you can see over the top of them.
- Do not use the pallet trucks unless you have been shown how.

## 4. REPORTING SUSPICIOUS ACTIVITY

- If you notice anything unusual or suspicious please notify a member of our team immediately.
- We reserve the right to recover all costs associated with any damage caused by you or by anyone authorised by you (including hauliers, removal companies and couriers) while using the storage premises.

## 5. DISABILITY ACCESS

- Our storage facility has been designed to cater for disabled customers.
- Disabled customers or customers who have a visitor with a disability should make this known to the store team. This will enable the store team to ensure that safe access in and around the store can be provided at all times.

## 6. WASTE MANAGEMENT

- As a storage service Billericay Self Storage does not dispose of customers' waste, including pallets.
- Any customer found leaving waste in the store or outside the facility will be charged for its disposal.
- Please follow our three R's:
  - REDUCE WASTE
  - REUSE WASTE
  - RECYCLE

## 7. CHANGE OF DETAILS

Should any of the following details require amendment please notify us immediately either by email or in writing:

- Your home/mailling address
- Telephone numbers - mobile & landline
- Bank details from which your direct debit is set up
- The value of goods in your locker for insurance purposes

## 8. AMENDING SIZE OF ROOM

- Should you need more/less space please speak to a member of our team.

## 9. PACKING & STORAGE TIPS

### PACKING

- Stack chairs seat to seat with a cloth or paper to separate them.
- Use good quality storage boxes.
- Fill boxes to capacity – partially full or bulging boxes may tip or collapse.
- Heavy items should be packed into small boxes so that they are easy to lift.
- Take a copy of your inventory of your stored items and keep it in a safe place at home.
- Protect your fragile goods in bubble wrap and tissue paper.
- Fragile items such as crockery and glasses should be wrapped in paper or bubble wrap before storing – do not use newspaper (the ink stains).
- Pictures and mirrors should be wrapped in bubble wrap, marked fragile and stacked on their end.
- Wrap table legs with bubble wrap or corrugated cardboard before storing.
- Protect your sofas, chairs and mattresses with our covers.

### STORAGE

- Place heavy or bulky items in the room first to provide a good packing base.
- Do not place heavy items on sofas or mattresses.
- Always place a protective cover over your soft furnishings.
- Lay a dust sheet on the floor of your room to protect your goods.
- Always fully defrost and clean fridge/freezers before storing them.
- Leave fridge/freezer doors open for ventilation and to prevent mould.
- Garden equipment should be cleaned and lawn mowers should be drained of petrol before storing.
- Avoid stacking or leaning furniture against outside walls to aid ventilation.
- Cover your goods with a dust sheet to protect against dust.
- Pack seasonal equipment at the front so it is easily accessible.

### We sell the following at reception:

- boxes
- bubblewrap
- tape
- tape dispensers
- pens
- dust sheets
- padlocks
- sofa covers
- gloves
- void fill

