



## FREQUENTLY ASKED QUESTIONS

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**Q. Is the Self Storage Facility secure?**

**A.** Yes, it has a 2 metre palisade fence around it and also has an electric fence from the ground up to approximately 2.5 metres. There is also onsite security as well as an armed response service through Chubb Security in Hartbeespoort in case of emergency or if the electric fence is triggered. The main gate is access controlled and entry is only allowed to registered tenants.

**Q. How do I sign up for my Self Storage Unit?**

**A.** You will need to:

1. Sign a Rental Agreement.
2. Pay the deposit and 1<sup>st</sup> month's rental into our bank account.  
**a. Self Storage Solutions, FNB - 6246 9233 648 - Fourways View - 251 655**
3. Send copies of both rental agreement and payment confirmation to [admin@selfstoragesolutions.co.za](mailto:admin@selfstoragesolutions.co.za).
4. Once we have received the above we will authorise you to move in.
5. Leave all the original documents with our Site Manager at the Self Storage Facility.

**Q. How do I gain access to the Storage Facility and my Storage Unit?**

**A.** The Self Storage Facility's main gate has an access control system. If your mobile number is registered in the system you will be able to gain access to the Self Storage Facility by dialling the number on the gate. Access is allowed from 07h00 to 18h00 on any day of the week. Only you will have access to your Self Storage Unit as only your lock will be used to lock the unit.

**Q. How long is the rental term?**

**A.** All rentals are based on an initial calendar month term and are month to month thereafter.

**Q. How do I cancel my rental?**

**A.** You may cancel your Rental Agreement by providing written notice before the 15<sup>th</sup> of the month in which you wish to vacate your Self Storage Unit. You will then only be liable for the rental amount until the end of that month.

**Q. What happens if I cancel after the 15<sup>th</sup> of the month?**

**A.** Your agreement will only be cancelled at the end of the next month and you will be liable for payment up to the end of the following month.

**Q. What happens if I move out before the end of the month as agreed?**

**A.** Your Rental Agreement will be valid until the end of the month and the full months rental amount will be due. We are unable to prorate your last month's rental

**Q. What happens if I don't move out at the end of the month as agreed?**

**A.** Your Rental Agreement will automatically be renewed for a further month and you will be liable for the rental payment for the full additional month.

**Q. How are rentals handled for only part of the first month?**

**A.** You might want to rent your unit from the middle of the month. The first rental period will be pro-rated until the end of the month, there after the rental will continue on a calendar month basis.



**Q. How do payments work?**

**A.** The first month's full rental as well as the deposit must be paid into our bank account before occupation of the Self Storage Unit. The 2<sup>nd</sup> month payment will be prorated according to the number of days that you have occupied the unit in the first month.

**Q. When is my rent due?**

**A.** Your rent is due on the last day of the month pre-ceding the rental period. As an example, your rent for the October period is due at the end of September.

**Q. What happens if I pay late?**

**A.** You will be liable for the late payment fee.

**Q. What happens if I don't pay the rental?**

**A.** You will not be allowed access to the Self Storage Facility or your Self Storage Unit until you have settled your account in full for the period related to the outstanding rental. Further steps in accordance with the Rental Agreement may also be taken.

**Q. Can I use my deposit to settle my last month's rental?**

**A.** No, unfortunately not.

**Q. When does my deposit get refunded?**

**A.** We will refund your deposit within 14 days after the last day of your last calendar month's rental on condition that you have vacated the Self Storage Unit completely; it is in a clean condition and is suitable for renting to another tenant. All cleaning and repairs to damages will be deducted from your deposit.

**Q. Do you provide any Truck Hire facility?**

**A.** Yes we do. You may hire our fully enclosed truck and driver service at very competitive rates when moving goods into the Self Storage Facility. In cases where you take a minimum rental of 6 months we will provide the first 30 kilometres truck hire free of charge.

**Q. Do you provide loading and off-loading services?**

**A.** No, we do not. You will have to arrange personnel to load and off load your goods. Our driver **may not** assist with this and we do not accept any responsibility for any losses or damages to your goods.

**Q. Do you provide any packing and fastening material?**

**A.** No, we do not. All boxes, packing material, blankets, bubble wrap, ropes, fasteners or any other material will need to be provided by the Tenant.

**Q. Is any insurance provided?**

**A.** No, we do not provide any insurance on any goods in transit or goods stored at the Self Storage Facility. All insurance must be covered by the Tenant.