

FREQUENTLY ASKED

QUESTIONS

1. Do I need to make an appointment to get storage or a U-Haul?

No. We hold regular office hours, and you can call or stop by anytime while our office is open to get help with storage units, parking, or U-Haul rentals. Our standard office hours: Monday through Friday 8am to 5pm, and Saturdays from 8am to 3pm.

2. Can I rent storage or U-Hauls online or over the phone?

We don't rent storage units and parking online or over the phone. Please make plans to stop by during our regular office hours to do paperwork to get a storage unit or a parking space

U-Haul has companywide rules for rentals. Generally, you must come during office hours to rent trailers and towing equipment. Trucks can be rented in office during office hours, or 24/7 using U-Haul's smart phone app.

3. Do you offer any discounts or move in specials on storage units?

We have an ongoing discount available for storage units: If you are prepaid for 6 months, you get the 7th month free. We don't offer any move in specials or other discounts. We don't participate in U-Haul's "One Month Free" program. However, you can rest assured that our pricing is simple and transparent. While you may not get a "move in special", our prices are standardized and stable. You won't face sudden or drastic rent changes.

4. What do I need to rent a storage unit? Do I need a deposit or several months' rent?

No! We ask only for your first month's rent and a \$10 lock deposit to move in. We'll provide you a lock with 2 keys. Please also bring a valid government issued ID.

5. How long do I have to rent a storage unit for? Can I cancel at any time?

Our storage units and parking spaces are month-to-month leases. We have a one month minimum which you pay for the day you sign your lease. After that, there is no obligation. If you want to keep the unit, you pay for another month. If you're done storing, just let us know and we'll end your lease with no penalties.

6. What types of storage units do you offer?

We offer a variety of storage solutions, including self-storage, mini storage, inside and outside units, as well as specialized storage for boats and RVs. *Please note: We do not offer climate-controlled storage.* Whether you need short-term or long-term storage, we have the right space for you.

7. Do you provide 24-hour access to the storage facility?

Yes! Our facility offers 24-hour access so you can get to your belongings whenever it's convenient for you—day or night.

8. Can I rent moving trucks and equipment directly from your location?

Absolutely. We're a U-Haul authorized dealer and offer truck rentals, trailer rentals, one-way rentals, towing equipment, and moving equipment to make your move easier and more efficient.

9. How secure is the storage facility?

Our facility is equipped with gated access, surveillance cameras, and well-lit surroundings to ensure your belongings are always safe and secure.

10. What size storage units are available, and how do I choose the right one?

We offer units in a variety of sizes to fit your needs—from small mini storage to large spaces suitable for RVs or boats. Our team is happy to help you choose the right size based on what you're storing.