

COVID-19 Update



Tuesday 24th March 2020

Following the Government's announcement last night, the Self Storage Association (UK) has issued new guidelines to UK operators of Self Storage Facilities. The guidelines allow us to remain open, but only for customers that provide critical services or supplies.

In addition, our priority remains the safety and well being of our staff and therefore until further notice, we will be operating reduced operating hours, opening from 9 a.m. until 1 p.m. from Monday to Saturday. Outside of these hours and within our normal operating hours, if emergency access is required, please call me on 07889 140271.

Please note again, our store remains open during these times, but **only** for essential services and businesses providing these services.

If you fall into these categories and visit our facility, in order to minimise risk to both our staff and our customers, please note the following:

- We have significantly increased the cleaning, wiping and sanitising of our facility throughout the day, however it would be appreciated if you could also assist by wiping down any surfaces you touch after use.
- We have increased the deployment of antibacterial hand sanitisers where possible.
- We ask for your help in washing your hands thoroughly, as often as possible. We can reassure you that every single member of our team has committed to this.
- We have now asked staff to refrain from shaking hands (or other similar greetings) with customers as a preventative measure.
- Our staff will be confined to the office, where possible, and can operate access doors, CCTV and roller shutters from there.
- Please do not come within 2 metres of any staff or other customers. Our corridors are only narrow and therefore this will require patience and common sense when walking through the facility.
- We can no longer sell any packaging materials or padlocks to any customers.
- Our staff are receiving ongoing, daily briefings and significantly enhanced operating protocols.

We thank you for your continued support during these unprecedented times and hope you all remain safe and well.

Vincent Kennedy
Manager



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