

City Space – Storage Solutions

Operational Statement

Who Will Store?

Space in all Cities around the world is a premium and so making provisions in commercial and residential properties have often been ignored by developers.

The space that is provided is often seen as an extension to their current environment both domestic and commercial. There are approximately 200,000 people living in Camden with countless more entering the borough for business every single day. Camden is one of the most important business locations in London. It is estimated that 85% of those businesses are small businesses employing less than 10 people.

The facilities that will be provided by City Space will serve both private/ domestic clients as well as commercial customers. The anticipated split between domestic and commercial we see as 75/25 percent.

How Will It Operate?

With our facility below ground marketing and advertising will be essential for the services to be promoted. Advertising of the facility and services available will be advertised by means of tabloid advertising, leaflets, billboards, limited signage, Internet and also radio.

The impetus of the Marketing will be to direct customers to the interactive website and call Centre in order to book appointments. Walk-in customers will be actively discouraged, however staff will be on hand to facilitate appointments at short notice.

By appointment, customers will be directed to enter the Car Park either by vehicle or by foot and advised to the appropriate area. Customers arriving by vehicle will be informed of the height restriction either over the phone or via the website . Customers will be required to bring proof of identification and proof of address otherwise no contracts will be entered into.

Several parking bays are established for customers to visit and safely unload near the designated area. New customers, on their first visit will only be able to enter the reception where they are greeted by staff and then shown around the facility.

Staff will complete a contract, after which the customer obtains a dedicated entry code to the secure storage area. This code allows the customer to visit as frequently as they choose within the operational hours established. An alarm feature is specific to each individual space or locker that is activated and deactivated upon entering their unique code. The alarm system is linked to a BT RedCARE line that is remotely monitored 24hrs/ day.

Digitally recorded and remotely monitored CCTV systems will also be installed to ensure security and safety of customers and staff.

The facility will employ up to four members of staff at any one time looking after the needs of customers and the business to assist with other solution services.

Customers are prohibited from leaving any items or rubbish on the premises.

The business is intending to run carbon neutral, limiting the amount of paper produced in the facility. Any rubbish produced will be coordinated with the Car Park operator, which should be minimal.

The customer may well have items for storage with them at the time of completing the contract or they may choose to return later. City Space will actively advocate the use of the company's fleet of environmentally friendly vehicles or partner fleet to provide a full collection and delivery service for both domestic and commercial customers. The dedicated Operations team will utilise the resources to manage any service provisions and stock requirements transporting goods from a nearby location.

At the end of the term, the customer's items are all removed and their code deactivated.

The intended outcome for City space Storage Solutions is to offer give the customer a wonderful moving experience with the intentions that clients stay with us and use our services as an extension of their home or local business.