

OPERATING AND MANAGEMENT STATEMENT

STORAGE FACILITY – LOWER GROUND FLOOR LEVEL, 64 LINCOLNS INN FIELDS, LONDON, WC2A 3JX

1. GENERAL PRINCIPLES

1. No staff would be on site, unless a customer of the storage facility made a prior appointment only. At this point a staff member would meet the customer at the premises.
2. Once appointment made use only operates between 9am – 7pm Weekdays and 10am -4pm Saturday and closed Sunday and bank/public holidays.

2. SECURITY

The premises are to be protected at all times from unauthorised access, damage, theft, dumping of waste and causing of nuisance. The following security arrangements are to be installed and professionally maintained:

1. Intruder alarm with offsite monitoring.
2. Digital entry system provided at entrances
3. Fire alarm with offsite monitoring
4. High resolution CCTV monitoring and recording 24hr
5. Each unit will be individually alarmed with customers having unique entry codes. These codes will also be used to gain entry and exit to the premises via the security gates.
6. Security gates / doors at entry/exit points closed out of office opening hours.

3. VEHICLE ACCESS

None will be permitted onto the site.

4. CUSTOMER IDENTIFICATION AND MOVE-IN REQUIREMENTS

1. A digital photograph will be taken of the customer at move-in.
2. The customer will need to present two forms of photographic identification and a recent utility bill or similar showing proof of address. Personal contact details are taken, including an email address, if available, in addition two alternative contact names, addresses and telephone numbers are taken. Should the operator be unable to reach the customer directly in the unlikely event of an emergency situation, these provide alternative contacts.

3. All customer goods must be insured and proof of insurance provided.

5. SECURITY OF TENURE

Customers secure their allocated storage rooms with their own lock provided by themselves or purchased from the operator, and the operator reserves the following rights:

1. To enter any storage room in the event of an emergency at any time.
2. The customer will be notified in all cases and whenever possible arrangements will be made for the customer to be present.
3. To move a customer's goods from one storage room to another at any time, usually for operational or safety reasons.

6. GOODS IN STORE

Customers are not permitted to store the following goods:

1. Food or perishable goods.
2. Birds, fish, animals or any other living creatures.
3. Combustible or flammable materials or liquids such as gas, paint, petrol, oil or cleaning solvents.
4. Firearms, explosives, weapons or ammunition.
5. Chemicals, radioactive materials, biological agents.
6. Toxic waste, asbestos or other materials of a potentially dangerous nature.
7. Any item which emits any fumes, smell or odour.
8. Any illegal substances, illegal items or goods illegally obtained.
9. Compressed gases.
10. Any item that we deem to be unlawful, illegal or harmful.

Customers must ensure that the fuel tanks of any items which require fuel (e.g. lawnmowers, motorbikes), are fully drained. Refrigeration equipment should be defrosted and dry, and the door left open to allow air circulation and to prevent mould.

7. SURVEILLANCE

Operational staff will be vigilant in observing customers and will question the contents of goods if any suspicion is aroused.

The operator will also offer the Police/Fire/Security Services and others the opportunity to use the premises for surveillance training purposes with sniffer dogs, etc. If adopted, this would be publicised and highlighted to customers at the time of application for a storage unit.

8. CUSTOMER ACTIVITY

The customer must not (and the customer must not allow any other person to):

1. Use the storage room or do anything on the site or in the storage room which may be a nuisance.
2. Use the storage room as offices, living accommodation or for any form of trading or as a home address.
3. Spray paint or do any mechanical work of any kind in the storage room.
4. Attach anything to the internal or external surfaces of the storage room or make any alterations to the storage room.
5. Connect any electrical appliances to any power supply in the storage room or on the site generally.
6. Allow any liquid, substance, smell or odour to escape from the storage room or any noise to be audible or vibration to be felt outside the storage room.
7. Cause any damage to the storage room or to the site or its facilities.

9. REPAIR AND MAINTENANCE

The premises are to be maintained to a high standard at all times:

1. All drains, guttering and surface water run-offs to be kept clear at all times.
2. Any repairs to be made quickly and to a high standard to damaged or faulty areas.
3. Access to be provided for the maintenance of all neighbouring drains and conduits.
4. All plant and machinery shall be professionally maintained and serviced at appropriate intervals.

10. HEALTH AND SAFETY

All statutory health and safety requirements to be followed at all times, including:

1. Annual health and safety review.
2. Appointment of a health and safety officer with appropriate training provided.
3. Appointment of a first aid officer and provision of essential materials. First aid training provided to staff.
4. Contractors to provide a health and safety policy, method statements, risk assessments, etc.
5. Potential hazards to safety must be identified and removed or an appropriate policy put in place to address the risks arising from it.

11. CLEANLINESS AND WASTE

The premises must be kept clean and tidy at all times, including:

1. The manager will ensure that all customers take away their own waste packaging.
2. The entrance and circulation routes to be kept clear of any obstructions.
3. The storage area to be regularly cleaned.
4. All trolleys to be neatly placed in the allotted area.
5. Waste to be collected a minimum of once a week by an authorised contractor or the local authority.