



STORAGE

GENERAL INFORMATION

Our highly secure storage warehouse – located at 33-35 Atiawa Street, Glen Avon, New Plymouth – is the ideal short or long term storage solution.

Fully alarmed and monitored by Chubb Security, our vermin-proof warehouse has been divided into separate modules for each consignment. Recently renovated, our facility has new steel cladding and was reroofed in 2008.

Fortunately, due to the location of our warehouse, we're very sheltered from the windy and dusty elements and we're well protected from strong south-easterlies. We also offer a static storage solution, which means that once your consignment is stowed away safely into your own bay, we will not move your belongings again - not until you ask us to deliver them.

We cannot store any hazardous goods, such as gas bottles (unless there is an approved purging certificate), petrol, paints, oils, ammunition or explosive material. If you're unsure of what may not be stored, just give us a call to discuss.

If you'd like to learn more about our secure onsite storage facility, you're welcome to make an appointment to view – just give us a call!

ACCOUNTS & PAYMENTS

At the end of each month, we send out our storage accounts. Our charges are based on the actual number of weeks in storage.

Unlike some self-storage companies, we don't require a deposit or bond before your items enter our facility and because we're moving your belongings to and from store, we don't charge an administration fee. We do, however, ask that your account is brought up to date before we release your possessions back to you.

ACCESS & SECURITY

We do not offer our clients 24/7 access to their goods while they're in storage. We can, however, arrange for viewing, retrieving or storing additional items in your consignment. You're welcome to call us and make an appointment.



We take great care to maintain a vermin-proof environment. As a safety precaution, we ask that your pets and children do not accompany you to the warehouse. Active bait stations, which include poisons, are used to target our facility's interior and exterior.

Our high-tech alarm system is monitored by Chubb Security 24 hours a day. Able to effectively detect any and all movements, our security system – which was installed in 2009 - includes smoke/fire sensors throughout the store.

Located at the site of our office and truck depots, our secure warehouse is manned for most of the week! We also have a permanent onsite caretaker who overlooks the store, providing our clients' property additional surveillance and security.

LOGISTICS & COMMUNICATIONS

When we come to your home to load your items for storage, at the same time, we take a full inventory of your effects. Each item is listed and given its own unique number. We give you a copy of this inventory, as it's highly useful for insurance and financial purposes.

If you've chosen to pack your own belongings, please ensure you clearly label each carton with its contents. This way, your items are more easily identifiable in our inventory, so if, by chance, you need something earlier than the rest of your consignment, we can source this for you promptly.

While your personal effects are safely stowed, we require your contact details. If you're travelling or you'll be unavailable for a long period of time, we ask that you leave us with an alternative person's contact details. We would be most grateful if, while your goods are in our care, you kept us updated on any change of address or telephone numbers.

Soft furnishings, such as beds and lounge suites, will be plastic wrapped to prevent dust contamination. When we bring your items into storage, we also use our furniture blankets, as they offer additional protection against dust and general scratching.

Any and all artwork, pictures and mirrors will be securely bubble wrapped before being loaded into our facility. When you're ready to have your effects delivered, please provide us with a minimum of one week's notice, so we're able to organise a date and time to meet with you at your new home.

WHY PLACE ITEMS IN STORAGE

Customers require secure storage for a variety of reasons – often as a temporary measure while they await a move to a new home.

Other reasons storage is required:

- To 'unclutter' a house in preparation for sale – creating more space makes the interior seem larger.
- To clear out a spare room or garage.
- To provide better security for your possessions while on an extended holiday.
- To retain ugly heirlooms until the kids have their own home.

The best move you'll ever make!