

Best Practices Self-Storage Checklist

General Liability	Yes	No	Action Needed
Dolleys, Hand Carts, etc. Used by Customer			
Sign-out sheet requires signature of customer and acknowledgement of liability waiver	<input type="checkbox"/>	<input type="checkbox"/>	
Inspected for daily damage, wear and tear, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Equipment with damage is tagged and removed from use until repaired	<input type="checkbox"/>	<input type="checkbox"/>	
Instructions included with any equipment rental utilized by customers	<input type="checkbox"/>	<input type="checkbox"/>	
Employee Assistance to Customers			
Rental agreement includes strict policy of never helping a tenant move goods and that tenant moves goods at own risk	<input type="checkbox"/>	<input type="checkbox"/>	
Annual employee training regarding above policy	<input type="checkbox"/>	<input type="checkbox"/>	
Powered Overhead Doors and Security Gates			
Powered doors installed by qualified contractors with appropriate indemnification, hold harmless and defense language in favor of self-storage company	<input type="checkbox"/>	<input type="checkbox"/>	
Powered door installation includes documented testing of obstruction sensor, automatic return feature and manual release	<input type="checkbox"/>	<input type="checkbox"/>	
Powered doors are tested prior to each new rental	<input type="checkbox"/>	<input type="checkbox"/>	
Safety cable installed on garage door extension springs	<input type="checkbox"/>	<input type="checkbox"/>	
Mobile Storage Units			
Evaluate drop-off destination for potential damage to lawns, shrubs, driveway by delivery truck or mobile storage unit	<input type="checkbox"/>	<input type="checkbox"/>	
Evaluate drop-off destination for overhead or underground utilities that could be affected by delivery of mobile storage unit	<input type="checkbox"/>	<input type="checkbox"/>	
Provide backup alarms on mobile unit delivery trucks	<input type="checkbox"/>	<input type="checkbox"/>	
Place safety cones to mark landing area safety zone for mobile unit and alert nearby persons to stay out of safe zone	<input type="checkbox"/>	<input type="checkbox"/>	

Unlawful Disposal			
Determine state laws pertaining to disposal of contents of rental units	<input type="checkbox"/>	<input type="checkbox"/>	
Obtain legal review and confirmation of each step required in the disposal of contents	<input type="checkbox"/>	<input type="checkbox"/>	
Ensure lease agreement provisions incorporate all state-mandated language to the letter (i.e. lien remedy, default. “tenant” vs. “lessee”, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Document each step in the disposal process using methods that will stand up in court	<input type="checkbox"/>	<input type="checkbox"/>	
Fire Life Safety			
New customer orientation includes review of nearest primary and backup emergency exits from rental unit	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency procedures posted inside each rental unit, including phone numbers, map showing primary and backup emergency exits	<input type="checkbox"/>	<input type="checkbox"/>	
Workers Compensation			
Lifting			
Bulk storage boxes received and stored using electric pallet jack	<input type="checkbox"/>	<input type="checkbox"/>	
Employees trained to manage number of flat boxes to grab when breaking down pallet loads	<input type="checkbox"/>	<input type="checkbox"/>	
Utilize lifting aids where possible, such as rolling bins and carts, when emptying abandoned storage units	<input type="checkbox"/>	<input type="checkbox"/>	
Employee Security			
Magnetic card reader at all entrances, with customer data logged	<input type="checkbox"/>	<input type="checkbox"/>	
Entrance and exit gate surveillance cameras provide high resolution images of driver, all occupants and license plate	<input type="checkbox"/>	<input type="checkbox"/>	
Motion detection surveillance cameras cover all building entrances, loading dock, elevators, stairways, parking lots and business office	<input type="checkbox"/>	<input type="checkbox"/>	
Signs prominently posted at all entrances: “Surveillance Cameras In Use”	<input type="checkbox"/>	<input type="checkbox"/>	
Perimeter is fully fenced, including razor or other anti-climb deterrent	<input type="checkbox"/>	<input type="checkbox"/>	
Panic button located in business office connected to police or central station alarm service	<input type="checkbox"/>	<input type="checkbox"/>	
Exterior kiosks are well lighted, have measure to help hide customer pin number input and are covered by surveillance camera system	<input type="checkbox"/>	<input type="checkbox"/>	
Count cash in a separate secure room not in view of customers	<input type="checkbox"/>	<input type="checkbox"/>	
Have “display units” instead of taking prospective tenants to available units	<input type="checkbox"/>	<input type="checkbox"/>	
Require that at least two employees investigate potential illegal activity	<input type="checkbox"/>	<input type="checkbox"/>	

Overhead Garage Door Repairs			
Ideally, hire a qualified and experienced professional overhead door contractor for all new installations, repairs and adjustments, particularly for torsion spring doors	<input type="checkbox"/>	<input type="checkbox"/>	
If employees do repair or adjust garage doors, only employees trained and certified in overhead garage door repairs conduct this work	<input type="checkbox"/>	<input type="checkbox"/>	
Removal of Padlocks on Storage Units			
Bolt cutters selected based on ergonomic principles to limit arm and shoulder strain risks	<input type="checkbox"/>	<input type="checkbox"/>	
ANSI approved eye protection used when using bolt cutters	<input type="checkbox"/>	<input type="checkbox"/>	
Powered grinder use requires ANSI approved eye protection and full face shield	<input type="checkbox"/>	<input type="checkbox"/>	
Automobile Liability			
Loaner Trucks Operated by Customers			
Equip customer-driven loaner trucks with Global Positioning System (GPS) capability	<input type="checkbox"/>	<input type="checkbox"/>	
Verify driver's license presented by customer is valid	<input type="checkbox"/>	<input type="checkbox"/>	
Where legally available, run online Motor Vehicles Record check of customer's driving history	<input type="checkbox"/>	<input type="checkbox"/>	
Check company database for previous loaner truck activity by customer	<input type="checkbox"/>	<input type="checkbox"/>	
Establish right to refuse to provide loaner truck to anyone for any reason	<input type="checkbox"/>	<input type="checkbox"/>	
Do not permit employees to ride in vehicles operated by customers	<input type="checkbox"/>	<input type="checkbox"/>	
Inspect loaner truck prior to and after each customer use, with written record	<input type="checkbox"/>	<input type="checkbox"/>	
Photograph and document all sides of truck prior to and after customer use, and retain photos in work file	<input type="checkbox"/>	<input type="checkbox"/>	
Loaner Trucks Operated by Employees (Dropped off and loaded by customer, then retrieved for transport to self-storage facility)			
Restrict vehicle operation to employees only	<input type="checkbox"/>	<input type="checkbox"/>	
Provide second company vehicles or hire car to return to employee driver after dropping off truck at customer's location	<input type="checkbox"/>	<input type="checkbox"/>	
Do not permit customer to drive employee back to self-storage center	<input type="checkbox"/>	<input type="checkbox"/>	
Property			
Hazardous Storage			
Include within rental agreement that flammable, combustible and other hazardous materials are not permitted to be stored within storage units	<input type="checkbox"/>	<input type="checkbox"/>	
Train employees how to recognize potentially hazardous materials and their common containers	<input type="checkbox"/>	<input type="checkbox"/>	
Require tenants to keep storage unit door open when tenant is inside	<input type="checkbox"/>	<input type="checkbox"/>	

Tenant Vehicle Storage (Auto/Boat/Recreational Vehicles)			
Work with local fire department to establish storage configuration that permits effective firefighting (vehicle spacing, fire lanes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Prominently identify and protect private fire hydrants for rapid use by local fire department in event of fire	<input type="checkbox"/>	<input type="checkbox"/>	
Establish minimum procedures for long-term storage of vehicles, boats, etc. (fuel tank requirements, battery disconnection, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Fires in Multi-story Storage Centers			
Install addressable smoke detection/fire alarm system	<input type="checkbox"/>	<input type="checkbox"/>	

For more Risk Consulting best practices, see our General Liability, Workers Compensation, Automobile Liability and Property Quick Reference Guides.