



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

If employees do repair or adjust garage doors, only employees trained and certified in overhead garage door repairs conduct this work

Removal of Padlocks on Storage Units

Bolt cutters selected based on ergonomic principles to limit arm and shoulder strain risks

ANSI approved eye protection used when using bolt cutters

Powered grinder use requires ANSI approved eye protection and full face shield

Automobile Liability

Loaner Trucks Operated by Customers

Equip customer-driven loaner trucks with Global Positioning System (GPS) capability

Verify driver's license presented by customer is valid

Where legally available, run online Motor Vehicles Record check of customer's driving history

Check company database for previous loaner truck activity by customer

Establish right to refuse to provide loaner truck to anyone for any reason

Do not permit employees to ride in vehicles operated by customers

Inspect loaner truck prior to and after each customer use, with written record

Photograph and document all sides of truck prior to and after customer use, and retain photos in work file

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

Provide second company vehicles or hire car to return to employee driver after dropping off truck at customer's location

Do not permit customer to drive employee back to self-storage center

Property

Hazardous Storage

Include within rental agreement that flammable, combustible and other hazardous materials are not permitted to be stored within storage units

Train employees how to recognize potentially hazardous materials and their common containers

Require tenants to keep storage unit door open when tenant is inside

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.