

## ***Excerpt: SecureSpace New Hire Training Manual***

### **Suspicious Activity**

Store managers must be vigilant in order to monitor the self storage facility of prohibited activities by tenants. Tenants are prohibited by self storage lien laws from using the unit as if it was a residence. Additionally, our lease agreement prohibits tenants from living in a storage unit/parking space and other non-storage activities. However, in the event that a tenant is suspected of living in our storage facility or involved in suspicious activity, the store manager should perform the following:

#### ***Perform daily facility checks and gate access logs***

During your daily facilities walk throughs, be on the look-out for suspicious activity. Review gate access logs and identify any tenants who have entry access but no exit access. Or if there are tenants on the facility for an extended period of time. If there is evidence of prohibited activities, review and save security footage for evidence and support.

#### ***Contact the tenant***

If the tenant is on site, approach the tenant and remind them of the lease agreement prohibiting the suspicious activity/inhabitation. Also, notify them that their access will be limited to leasing office hours only. If the tenant is no longer on site, call the tenant immediately. If you are unable to reach them via phone, send an email. Follow up until you speak with the tenant to remind them of the lease agreement conditions and restricted hours.

#### ***Restrict access hours:***

Limit the tenants access hours to the leasing office hours.

#### ***Monitor activity***

Continue to monitor the activity of the tenant by reviewing the gate access logs and checking on the unit/space.

#### ***Overlock***

If the problem continues, overlock the unit and restrict access to manager approval only. The tenant will only have access to the unit/space when accompanied by the manager.



#### ***Escalation***








If the customer still refuses to leave or is uncooperative, call the local authorities (local shelter and local non-emergency services). Do not put yourself in danger if the tenant is aggressive or show signs of a mental health emergency.

#### ***Eviction***

Begin the state eviction process (based on state law). Consult with your district manager to initiate this as it requires involvement of the courts.

***Example: Gate access software reporting for monitoring tenants who loiter on premises***





Report Lists

Loitering By Date

Minimum Hours





1





Start Date

End Date


RUN

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 Automatic Zoom 

Loitering Report

User Name	Unit Name	Enter Date Time	Exit Date Time	Duration
Tara 		7/1/20 11:23 AM	7/1/20 11:23 PM	12 hours

***Excerpt: SecureSpace  
Standard Lease Agreement  
prohibiting inhabitation***

6. **USE AND OCCUPANCY:** Owner/Manager is not engaged in the business of storing goods for hire and no bailment is created under this Agreement. This Agreement is strictly a self-storage rental agreement. Occupant agrees to use storage space only for the storage of property wholly owned by Occupant and that no other party has any interest in the Property, except for the lien of Owner/Manager under this Agreement. Occupant shall provide Owner/Manager with reasonable written evidence of ownership of all property to be stored in the Space prior to storage. Owner/Manager exercises neither care, custody, nor control over Occupant's stored property. The Occupant agrees that the Facility and the Occupant's Property will not be used for any unlawful purposes or contrary to any law, ordinance, regulation, fire code or health code and the Occupant agrees not to commit waste, nor to create a nuisance, nor alter, nor affix signs on the Space or anywhere on the Facility, and will keep the Space and the Facility in good condition during the term of this Agreement. The Occupant agrees that the Space is not appropriate for the storage of jewels, furs, heirlooms, art works, collectibles or other irreplaceable items having special sentimental or emotional value to the Occupant and Occupant agrees not to store said items. The Occupant hereby waives any claim for sentimental or emotional value for the Occupant's Property that is stored in the Space or on the Facility. **There shall be NO HABITABLE OCCUPANCY of the Space by humans or pets of any kind for any period whatsoever** and violation of these prohibitions shall be grounds for immediate termination of this Agreement. The storage of food or any perishable goods as well as any cooking or heating in the Space is strictly prohibited. The Occupant will indemnify and hold the Owner/Manager harmless from and against any and all manner of claims for damages or lost Property or personal injury and costs, including attorneys' fees arising from the Occupant's lease of the Space on the Facility or from any activity, work or thing done, permitted or suffered by the Occupant in the Space or on or about the Facility. Violation of any use provisions shall be grounds for immediate termination of this Agreement. Unless otherwise agreed to in writing with Owner/Manager, Occupant agrees not to conduct any business out of the Space and further agrees that the Space is not to be used for any type of work shop, for any type of repairs, or for any sales, renovations, decoration, painting, or other contracting.