

A message to our Customers about coronavirus (COVID-19)

We are committed to the health and safety of you and your family, and to help reduce the spread of COVID-19. We're closely monitoring updates from the Centers for Disease Control, the World Health Organization and our governing officials regarding COVID-19 for additional preventative practices to implement. We will continue to modify these precautions and policies as needed to address the threat of it.

Effective June 1, 2020, the following conditions will be in effect for all stores:

- **Office Hours:** This will remain the same, however our door(s) will be reopened to outside visitors. No more than 2 visitors in the store at a time, each visitor must wear a face covering and must maintain 6 feet distance from another party.
- No one with a fever or symptoms of COVID-19 or known exposure to a COVID-19 case in the past 14 days is permitted in the office.
- All visitors are encouraged to conduct business online, phone or e-mail. In the event any store must be temporarily closed, you will be notified thru email and it will be posted on that store's website page.
- **Surface Cleanliness:** We will clean and sanitize frequently used surfaces, including counters, door handles, elevator buttons, keypads and cart handles throughout the day.
- **Delinquent Accounts:** We encourage you to pay your rent on time. If you are experiencing a hardship, please contact the manager for payment options that may be available.
- **New Rentals:** Skip the office; rent online or thru our mobile app and go straight to your new unit. Locks and merchandise will be waiting for you in your new unit (if applicable). Your access code will be provided thru email or our mobile app as soon as your photo ID is verified (all remotely). If you're unable to complete your paperwork online you must make an appointment during business hours.
- **Vacating:** Please notify us thru phone or email if you are vacating your unit. There should be no need for you to visit our office to complete this transaction.
- **Access Hours:** This will remain unchanged; however, we strongly encourage you to visit the facility only when necessary.
- **Community Events:** All events for 2020 will be cancelled and will be reassessed later in the year.
- **Courtesy Truck/Van/Trailer Usage and Penske Truck rentals:** This is currently suspended (this does not impact U-Haul Truck Rentals)

As always, we offer convenient payment options including autopay, automated phone pay, pay by mobile app, online payments and payments thru the mail and drop slot. Please continue to check our website and email messages for updates and the latest information. We appreciate your patronage and hope you and your family remain safe and well.

Sincerely,
AAAA Management