

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 are 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 September 30, 2020, the following conditions will be in effect for all stores:

- **Office Hours:** Our offices are open during the posted hours at each location. 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** of 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.**
- **Surface Cleanliness:** We will clean and sanitize frequently used surfaces, including counters, door handles, elevator buttons, keypads and cart handles throughout the day.
- **New Rentals:** Skip the office; rent online 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 as soon as your photo ID is verified (all remotely). If you're unable to complete your paperwork online, please 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 have been cancelled.
- **Courtesy Truck/Van/Trailer Usage and Penske Truck rentals:** Courtesy Trucks, Vans and Trailers are available for use by our storage tenants. Please contact the manager for availability. Penske and U-Hauls may also be rented/returned at participating locations.

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