



General information on  
move in requirements, safety and security.

As we would like your experience with **Youcanstore.com** to be safe, easy and convenient, we have a few security and safety policies. If at any time you require further information, please do ask a member of our team to advise you.



Tel: 020 8200 8888  
Fax: 020 8200 5599  
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web: www.youcanstore.com

### Move in Requirements

While arranging to store with Youcanstore.com you will need the following:

- **Two forms of ID** - your passport or driving licence with a utility bill.
- **Your contact details**, with full address and telephone number.
- **Two other sets of contact details** of a relative or friend in case we are unable to contact you in case of emergency.
- **Value of your goods** you intend to store with us. This is to establish your insurance requirements. Your goods must be insured before being stored. This can be arranged by us or alternatively your home contents policy needs to be checked or upgraded to make sure your goods are insured while in storage. If you arrange your own insurance, you will be required to sign a declaration to confirm your cover.
- **Payment** by Credit/Debit Card, Cheque or Cash.
- **A padlock** to secure your unit. You can purchase padlocks at our store at competitive prices.

*A photograph of yourself will be taken at the time of move-in using our web-cam facility, as advised by the Metropolitan Police.*

You will need to read and sign the contract the first time you move in. You will be then given a unique access code and shown how to enter the facility. You may access your storage unit 24 hours a day for an unlimited number of times during your contract period. Fire procedures, fire exits and safety procedures will be explained when you move in to your unit.

### Safety while at youcanstore.com

Our priority is security and your safety at all times. Therefore please read the following to ensure that you, your belongings and your fellow storers are safe at all times.

Please note **NO SMOKING** is allowed within our facility at any time.

### What not to store

Do not store the following items for the safety of all our customers and their goods.

- Firearms, explosives, weapons or ammunition.
- Chemicals, pollutants, radioactive materials, toxic waste, asbestos or other hazardous materials and compressed gases such as gas canisters.
- Combustible or flammable materials and substances.
- Items which emit fumes or odours.
- Illegal, or illegally obtained, goods or substances.
- Food or perishable goods (unless securely packed so that they are protected from, and do not attract vermin)
- Live animals, birds, fish or plants.
- Cash and securities.
- Precious stones, jewellery, antiques and fine art, unless specifically agreed with us in writing.
- Ensure that the fuel tanks of any items which require fuel (eg: lawnmowers, motorbikes etc. are fully drained.
- Refrigeration equipment should be empty defrosted, clean and dry, the door left open to allow air circulation and to prevent mould.

## Entry/Exit Barriers

Full procedures for entry and exit are outlined on a separate information sheet. You will be demonstrated how to use the access control system when you first move in by a member of our team.

*Please ensure that you do not allow access to anyone other person than yourself or authorised persons in order to ensure the security of your possessions.*

*Ensure you always enter and leave building by entering your pin.*

**Please note:** After office hours, the shutter in the front of the building will be kept shut. On entering your pin it will open and remain open for 30 seconds. Ensure you keep clear of the door as shutter will close after 30 seconds. You will need to enter you pin once again at the sliding glass doors. This procedure has been placed for your security during the time the office is closed.

## Signing in and out

All visitors to the facility will be asked to sign-in and sign-out of the book provided in reception each time you visit. Visitors will always be accompanied by a member of staff.

## Fire procedures

- The fire alarm is a modulating siren.  
On hearing the siren please evacuate the building using the nearest fire exit.
- Do not use the lift. Follow Fire Exit signs to exit via the nearest fire door.
- Assemble in front car park, near the main entrance to reception. Wait till the store manager ensures all visitors are safe.  
Follow instructions from a member of the youcanstore.com team.
- Please do not block fire exits with trolleys or goods. Be as thoughtful as possible within corridors with any goods you are manoeuvring.

- Please familiarise yourself with the nearest exit route and the fire procedure signage within the store. Should you wish to be better informed regarding fire exists in the building, please ask a member of our team to demonstrate the shortest fire escape route from your unit.

## Trolleys and moving goods

- Trolleys are for use by all customers and should not be left in your unit. Please return all trucks and trolleys to assigned area.
- Do not overload trolleys, ride them or allow children to operate them.
- Exercise good common sense and consideration when stacking or manoeuvring items. Youcanstore.com will not accept responsibility for any injury by unsafe actions on the part of the customer.
- Within your unit, ensure heavy goods are stacked at the bottom and that you allow a walk-way for access to your goods. If you require advice on how to maximise your units' space by correct stacking, please ask a member of our team.

## General Safety

- Children should not be left unattended in any part of the facility.
- Customers with a disability should make this fact known to the store manager, so that the impact of this disability can be assessed in terms of providing access and egress.
- If you are concerned by any activity that appears to be suspicious, please notify the store staff immediately.

## First Aid

- A first aid box is kept within the facility. Please contact member of staff if required.

**Youcanstore.com staff is here to assist you.**  
*If you have any questions and require clarification, please call into reception where they will be pleased to assist.*



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