

Consumer Protection Guide



The Texas Self Storage Association Lease

Carefully read the contract you are asked to sign. If there are provisions that you don't understand, ask the manager to explain them. If you still don't understand or don't feel comfortable with the explanation, don't sign the rental agreement, which is a legal contract. Make sure there are no blank spaces and that any verbal promises made by the manager or staff are in the written rental agreement.

- **Visit the self-storage facility and ask to see a space** of the size you think you may need. If climate-controlled space is available, compare the climate-controlled space to the non-climate-controlled space. Check for cleanliness, convenience and security.
- **Keep a copy of the written rental agreement**
Obtain and read a copy of the rules and regulations of the facility, if any.
- **Insurance is the responsibility of the customer**
Storage facilities are generally not responsible for the contents of your unit. It is always a good idea to insure the goods you are intending to store. Storage insurance is almost always available to you at the time you rent your unit. Sometimes the facility collects the premium from you directly. Before you buy insurance from the manager, check with your own agent, because sometimes your homeowner's or renter's policy will cover you at no extra cost.

Important Guidelines for Self-Storage Customers

- **Always store your goods** with a member of the Texas Self Storage Association.
- **Use the best lock possible** to protect your valuables.
- **Purchase insurance** on your property, either through the facility or with your own agent. Remember that the storage operator does not insure your goods.
- **Remember to give at least 10 days written notice** before you plan to move out of your unit. This is required by the contract you sign!
- **Don't store prohibited items** such as tires, food, or flammable items. Check the storage facility's rules or your contract for a complete list.
- **Your property could be sold at a public auction** if you stop paying rent on your unit. Texas Property Code Chapter 59 dictates the state's rules for self-storage operators.

