

Move-In Information

Access Hours Daily: 7:00 a.m. to 9:00 p.m.

Customer Service Hours: Monday to Friday 8:00 a.m. to 5:00 p.m.

Facility Entry: To access the facility enter your unique access code on the keypad at the door outside of the building then press enter or # and the door will unlock.

Garage Door: To open and close the garage door hold the button down until the door completely opens or closes. The garage can only be opened and closed from inside the facility.

Equipment: Moving Carts are available in the lobby and can be used to move your items. Please put the moving cart back in the lobby when finished.

Climate Control: TEG Self Storage is a climate controlled facility. Storage units typically maintain temperatures between 50°F and 80°F.

Payments: Rent is processed on 1st of each month or the following business day with the card on file. You can change the card on file at any time by contacting customer service.

Insurance: TEG Self Storage offers contents insurance through Storage Protectors. If you choose not to use the Storage Protectors insurance then you must provide TEG Self Storage with a copy of your insurance coverage within 5 days of booking a unit. If not provided, TEG Self Storage will automatically enroll you in the 1k Contents Insurance Coverage plan at \$9.00 per month. You can change your insurance selection anytime by contacting customer service.

Padlocks: A \$19.99 padlock is automatically added at the time of checkout. If you would like to bring your own padlock please contact customer service to remove the charge.

Call (216)-566-1292 or Email Leasing@tegproperties.net for assistance.