



## Self Storage FAQs

### What's the difference between office hours and gate hours?

The office hours are the hours of operation for the property when the facility manager will be available to assist you with your storage needs or moving and packing supplies. The gate hours are the hours your rental unit can be accessed using your assigned electronic gate code. ***Our Colfax Mini Storage hours are:***

***OFFICE – 7 days per week 9:00 AM to 5:30 PM.*** (Except holidays)

***GATE HOURS: 7:00 AM to 7:00 PM 7, days per week, 365 days per year.***

### When can I access my Storage Unit?

You can access your unit during gate hours 7:00 AM to 7:00 PM every day of the year.

### Do you have space for RVs & Autos & Boats?

We offer parking for the storage of RVs, boats, cars, and motorcycles.

### Can I buy boxes and moving supplies?

Yes. Colfax Mini Storage will soon offer a wide variety of boxes and packing supplies.

### What is an “On-site Resident” manager?

That means that the facility managers reside on site in an apartment.

### Where do I get a lock for my unit?

You can purchase a new, sealed lock at Colfax Mini Storage and no one else will have a key to that lock. We offer a variety of sizes and types of locks, and to ensure

the highest level of security, we highly recommend the purchase of a disc lock or cylinder lock.

## **Can anyone access the property?**

Colfax Mini Storage has an electronic gate system that can only be opened by a code that is assigned to each individual tenant.

## **How can I pay for my unit?**

Colfax Mini Storage wants to make your storage experience a stress-free experience, including paying your bill. Typically, our leases are month-to-month. We offer the convenience of AutoPay. We can automatically charge your Mastercard® or Visa® each month, or you can pay online in the **Pay Rent Online** section of our website.

## **Do you accept Credit Cards?**

We accept several major credit cards, including MasterCard® or Visa®

## **Can I pay my account online?**

Yes, you can pay your bill online in the **Pay Rent Online** section of our website. The link is on the Home Page.

## **Do I need insurance on my stored items?**

You are responsible for those items you store at Colfax Mini Storage and insurance for those items is your responsibility. We offer self-storage insurance options at the facility.

## **What do I need to bring with me to rent a unit at Colfax Mini Storage?**

One of the following forms of identification

- State issued identification card
- Drivers license
- Passport
- Military ID

## **Do I need to do anything when I am moving out of my unit?**

A 10 day written notice is required prior to vacating the unit. Please leave the vacated unit unlocked and swept clean.

## **What is the right unit size for me?**

Check out our Size Guide on our website or call us at: **(530) 346-7676**.