

6/4/20

**Dear Metro Self-Storage Customers,**

We contact you today with an update on our business operations regarding the COVID-19 pandemic. Metro Self-Storage has been cleared to open our doors for business as part of Phase 1 in New York State's reopening process. The state has several recommendations for businesses, and our policies and procedures have been modified accordingly. Metro Self-Storage is dedicated to providing a healthy and safe environment for its customers and employees. The new policies will be effective as of June 8, 2020, and will remain in place until further notice.

The following changes to our day-to-day operations will ensure the health and safety of both our customers and staff. We thank you for your understanding and apologize for any inconvenience these changes may cause.

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**BUILDING OPERATIONS AND CUSTOMER ACCESS:**

- Metro Self-Storage has recently been operating on an appointment-only basis. Our **availability will be expanding to also allow walk-in customers as of June 8, 2020, at 9 am.** Staff will continue daily operations, but note that we will continue to operate on a "limited-contact" basis.
- Metro Self-Storage has recently been operating on an appointment-only basis. On **June 8, 2020, at 9 am, we will be expanding our availability to walk in customers as well.** Staff will continue daily operations, but note that we will continue to operate on a "limited-contact" basis.
- Metro Self-Storage has recently been operating on an appointment-only basis. Our availability will be expanding to allow walk-in customers as well as of June 8, 2020, at 9 am. Staff will continue daily operations, but note that we will continue to operate on a "limited-contact" basis.
- All customers are required to **sign in at the vestibule and complete a health questionnaire** before entering the building. A Metro employee will be at the desk to answer any questions. Customers are not permitted into the office area at this time.
- All customers are required to **wear a mask** at all times while visiting inside the facility.
- We have limited the occupancy in each storage area to guarantee social distancing and a safe working environment. Tenants are required to work 20ft away from each other. We are also temporarily **limiting the amount of people you may bring into the building to five (5) people.** This number includes the renting tenant.
- We strongly suggest all customers **schedule appointments** for their visits as access will be guaranteed. Customers who choose to enter without an appointment may have to wait to access their area due to occupancy restrictions.

- Metro is also encouraging the use of our online payment system, phone payments, as well as our payment drop box to reduce physical contact. If you are using the cash/check payment drop box, it is located to the right of the main office door. **Please leave your payment in an envelope with your name and space number during business hours only.** We will check the payment box throughout the day. You may call us to let us know you dropped a payment. We will promptly email you a receipt.

Metro has also taken health and safety precautions to help reduce or prevent the spread of the COVID-19 virus. We have installed a sneeze guard at the main office desk. Hand sanitizer stations have been installed throughout the building for customer use. We have implemented a health and safety sanitization schedule log. We will be cleaning and sanitizing carts, call center phones, garage door remotes, sanitizer stations, bathrooms and all high traffic area doors and door knobs four (4) times per day.

There are social distancing signs located throughout the building to remind all tenants to keep their distance. Metro will be cleaning and monitoring the building occupancy for customer health and safety.

### **Making an Appointment:**

Appointments are highly recommended due to occupancy restrictions and will guarantee access during the scheduled time

To schedule an appointment, please call (716) 883-8000. For questions, customers may email me directly at [mmarmion@wshein.com](mailto:mmarmion@wshein.com), or Sean at [swroblewski@wshein.com](mailto:swroblewski@wshein.com).

## **PAYMENTS**

All payments may be made via credit card (Visa, MasterCard, American Express, or Discover), debit card, prepaid card, cash, or check.

### **Payments by Phone:**

If you would like to make a payment over the phone, please call the office at (716) 883-8000. If you do not reach us, please leave a detailed voicemail message and we will return your call for payment.

### **Online Payments:**

As always, payments may be made online at any time. If you have not set up an online account, please call the office at (716) 883-8000 and we can set one up for you. Those who have an account may navigate to [www.metrostoragecenter.com](http://www.metrostoragecenter.com). Select "My Account" and enter your email and password. If a bill is due, charges will appear in your account. *Note: Charges will not appear until your bill's due date.* If you wish to pay in advance or have any questions, please call the office.

### **Payments by Cash or Check:**

Metro will still accept payments by cash or check. To do so, we've installed a drop box to the right of the front entrance. Customers may leave their payments in the box during business hours only. Payments are required to be in a sealed envelope with the customer's name and space number on it. We have envelopes available for customer use next to the drop box. Please only use the drop box for payments during business hours. **After leaving a payment, please call the office at 716-883-8000 to let us know that you have done so.** Once we have retrieved your payment, we will send you a confirmation email and/or physical receipt.

#### **VEHICLE & JEEP TOP STORAGE CUSTOMERS**

Vehicle and Jeep top customers will remain on a "no-contact" appointment-only basis for the foreseeable future. All vehicles will be sanitized before and after Metro staff has had contact. All main touch areas will be clean and sanitized, including but not limited to, steering wheels, door handles, shifters, and any commonly touched surfaces. Our employees will also wear masks and gloves for these services.

#### **NEW CUSTOMERS**

We will also continue to schedule move-ins by appointment only. New customers may reserve a room online at our website, or call to reserve a room over the phone. We ask new customers to call once they have reserved a room to schedule an appointment for move-in. At the time of your call, we will accept payment and provide a receipt by email.

All contracts must be completed digitally before the move-in appointment. Please call the office for further move-in details.

#### **PENSKE TRUCK RENTAL**

Due to New York State restrictions, we have decided to suspend all Penske truck rentals until further notice. Once state restrictions have been lifted, we will make truck rentals available once again. Please call the main Broadway Penske office (716-685-3941) for all truck rentals.

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William S. Hein & Co., Inc. and Metro Self-Storage Center will continue to monitor the situation closely. We understand that this is a challenging time for everyone, and we pledge to do our best to fulfill all requests on a first-come, first-serve basis. We appreciate your business and patience. We hope to be able to open at full capacity once it is safe for our customers and employees.

We hope that you and your families remain safe during this time, and we thank you for your continued business.

Best regards,

**Michael Marmion**

Senior Manager

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