



DEPARTMENT OF COMMUNITY DEVELOPMENT SERVICES

Planning Division

m e m o r a n d u m

TO: The Urbana Zoning Board of Appeals

FROM: Christopher Marx, Planner I

DATE: December 16, 2016

SUBJECT: **ZBA Case 2016-C-04:** A request by Aaron Freeman of U-Haul Company of Illinois for a Conditional Use Permit to allow a Self-Storage Facility at 2010 South Philo Road in the B-3, General Business Zoning District.

Introduction

Aaron Freeman, representing the U-Haul Company of Illinois, has requested a Conditional Use Permit to allow a Self-Storage Facility at 2010 South Philo Road. Earlier in 2016, U-Haul purchased the property with the intention of opening a branch for its rental truck and self-storage services and has begun operation of the truck rental portion of the business. According to Table V-I, Table of Uses, in the Urbana Zoning Ordinance, truck rental is permitted as a matter of right, but self-storage units are permitted with a Conditional Use Permit in the B-3, General Business zoning district.

Background

The subject property is located near the northeast corner of the intersection at East Mumford Drive and South Philo Road. It is currently a property with a mostly vacant building that has been used in the past as a grocery store. The building also contains some smaller tenant space currently housing a bakery, dental office, and the U-Haul truck rental office. The subject property is zoned B-3, General Business. North of the site is another self-storage business on a property also zoned B-3. Towards the east are several condominium complexes that are zoned R-4, Medium Density Multiple-Family Residential. Neighboring to the south are vacant parcels that are zoned B-3. Across the street, towards the west, are apartment buildings zoned R-5, Medium High Density Multiple Family Residential.

The subject property is a 5.31 acre lot located along the South Philo Road corridor in southeast Urbana. It contains a 55,000 square foot building which is mostly vacant except for existing tenants of a small bakery, dental office, and U-Haul's truck rental office. The building has housed large grocery stores in the past. There are approximately 225 parking spaces in front of the building. The applicant is proposing to maintain or improve most of the characteristics of the property including the landscaping along Philo Road. The current tenants in the commercial spaces on the southern portion of the property would remain.

U-Haul is proposing to operate a facility that would offer self-storage units to the public to complement their existing truck rental business. They would convert some of the existing building space into indoor self-storage units, while also installing additional outdoor storage units in the front parking lot.

U-Haul would offer both self-storage options and vehicle rentals to its customers. The rental options would include trucks and trailers of varying sizes. The storage options would include storage spaces for varying size, temperature, and time duration. The facility would operate during normal business hours of no earlier than 7:00 AM and no later than 8:00 PM. The company will also install video surveillance protection for the property.

The proposal would include significant improvements to the existing building. Much of the building would be repurposed to house approximately 34,000 square feet of interior self-storage space with additional areas set aside for a showroom, vehicle repair room, and some operational space for the business. The existing bakery and dental office would remain in their current locations on the south end of the building. The building would be repainted and repaired where needed. Landscaping improvements would be added as required in the Zoning Ordinance. The parking lot would not be completely resurfaced, but repaired in areas of deterioration.

The proposal would include the addition of 121 outdoor storage units in the front parking lot. The units would be either 100 or 150 square feet in size and would be grouped together in orderly and symmetrical rows as shown on the attached site plan. The storage unit groups are constructed of mostly metal and would be painted white with orange doors. While the units are meant to be placed in their location indefinitely, they are not permanent and can be easily moved or relocated. While a large area of the parking lot would be dedicated to the outdoor storage units, the remaining number of parking spaces would exceed the minimum number of parking spaces required for all of the site's tenants.

The proposal includes screening of the property as required Section VI-6 of the Zoning Ordinance. The site plan includes the addition of bushes and shrubs on the west side of the property along South Philo Road to screen the parking lot from the residentially-zoned properties across the street. The trees and small greenspace buffer on the northwest portion of the property would also be preserved. An existing six-foot wooden fence on the eastern side of the property, screening the condominium units, would also remain.

The property has an underground storm sewer that cuts through the northwest portion of the property under the parking lot. The storm sewer exists without an easement to preserve access for maintenance and repairs of the line. In order to facilitate any fractures or access needs, the applicant is working the City's Public Works Department to create an easement that would allow for future access. The proposed storage units would not be placed over the storm sewers.

Zoning and Land Use Table

The following is a summary of zoning, existing land uses, and Comprehensive Plan future land use designations for the subject site and surrounding properties. (See Exhibits A, B and C)

Location	Zoning	Existing Land Use	Comprehensive Plan Future Land Use
Site	B-3, General Business	Existing Building - Bakery, Dental Office, Truck Rental	Community Business
North	B-3, General Business	Self-Storage	Community Business
South	B-3, General Business	Vacant Property	Community Business
East	R-4, Medium Density Multiple-Family Residential	Condominiums	Residential
West	R-5, Medium High Density Multiple Family Residential	Apartment Buildings	Multi-Family Residential

Discussion

The applicant is requesting a Conditional Use Permit to operate a self-storage operation that would complement a truck rental business. The self-storage component is a common use at U-Haul's locations and offers a service that many of its customers use. The Zoning Ordinance permits a self-storage business as a conditional use to ensure that its operations are not disruptive to the surrounding neighborhood. The major considerations for the proposal at 2010 South Philo Road are use intensity, screening, parking, and the presence of an underground storm sewer located across a portion of the parking lot.

For the use intensity of the site, the outdoor self-storage would be consistent with current and past uses as well as the property's designation of "Community Business" in the Comprehensive Plan. The customer traffic and hours of operation for self-storage units and truck rentals would not be any greater than that of a grocery store. Regarding screening, the applicant has submitted a site plan that complies with all screening requirements for the neighboring residential uses to the east and west of the subject property and maintains some of the existing trees along the northern part of the site. The site's parking lot would provide the required parking for all of the businesses at the site and adequate space for truck and trailer rental parking. Regarding the underground storm sewer line, the applicant will place the storage units around the line and cooperate with the Public Works Department regarding creation of an easement.

The application would allow an established business to make the highest and best use of a long-vacated space. It would also add an established business along the Philo Road corridor, an area in great need of more economic activity. The site would be improved through building and parking lot enhancements and additional landscaping. In addition, the City would gain an easement over the public storm sewer.

Requirements for a Conditional Use Permit

According to Section VII-2 of the Urbana Zoning Ordinance, an application for a Conditional Use Permit shall demonstrate the following requirements shown in italics. An analysis of compliance follows each criteria.

1. That the proposed use is conducive to the public convenience at that location.

The proposed self-storage facility would provide a variety of storage rental options to the public at an accessible location along a main arterial. The self-storage component would also be complementary to the applicant's existing truck rental services at the site and would fill a lone vacant commercial site.

2. That the proposed use is designed, located, and proposed to be operated so that it will not be unreasonably injurious or detrimental to the district in which it shall be located, or otherwise injurious to the public welfare.

The proposed use would not be unreasonably injurious or detrimental to the district in which it shall be located, or otherwise injurious to the public welfare. It would bring a scale and use intensity that is consistent with the commercial corridor of Philo Road. The traffic flow and customer volume would likely be less than that of the previous as a grocery store.

The overall property would receive improvements to the building, landscaping, and parking surface. The parking and to some extent the storage units would be screened with improved landscaping. The nearby residential units to the east of the subject property would receive screening from an existing fence. The trees and bushes that provide screening to the north would be preserved.

An adjacent self-storage facility to the north, approved with a Special Use Permit in Plan Case 1967-SU-05, has not been shown to be detrimental to the surrounding neighborhood.

3. That the proposed use conforms to the applicable regulations and standards of, and preserves the essential character of, the district in which it shall be located, except where such regulations and standards are modified by Section VII-3.

The application is designed to meet all regulations of the City's Zoning and Building Safety Codes, definition specifications of self-storage in the Zoning Ordinance, and zoning requirements of such a use in the B-3 district. The proposal would not create any new nonconformities.

Consideration

According to Section XII-2, the Zoning Board of Appeals shall determine whether the reasons set forth in the application, and the evidence adduced during the public hearing, justify the granting of the conditional use permit, and whether the proposed use will be in harmony with the general purpose and intent of the Zoning Ordinance, and will not be unreasonably injurious or detrimental to the district in which it shall be located, or otherwise injurious or detrimental to the public welfare.

In addition, the Zoning Board of Appeals may also impose such additional conditions and requirements on the operation of the proposed use as are appropriate or necessary for the public health, safety, and welfare, and to carry out the purposes of the Zoning Ordinance, including but not limited to the following:

1. Regulate the location, extent, and intensity of such use;
2. Require the screening of such use by means of fences walls or vegetation;
3. Stipulate a required minimum lot size;
4. Regulate vehicular access and volume;
5. Require conformance to health, safety, and sanitation requirements as necessary;
6. Increase the required yards;
7. Any other conditions deemed necessary to affect the purposes of this Ordinance.

Summary of Findings

1. Aaron Freeman, representing the U-Haul Company of Illinois, is requesting a Conditional Use Permit to allow a Self-Storage Facility on the property at 2010 South Philo Road in the B-3, General Business zoning district. The Urbana Zoning Ordinance allows the use of *Self Storage Facility* with a Conditional Use Permit in the B-3 district.

2. The subject property is 5.31 acres with a 55,000 square foot former grocery store building that is mostly vacant except for a bakery, dental office, and U-Haul truck rental office across the southern portion. The applicant would make physical improvements to the building and the property.

3. The applicant would install 564 self-storage units, most of which would be located within the existing building except for 121 units that would be separately placed outdoors. The self-storage service would complement the business's existing truck and trailer rentals.

4. The proposed use is conducive to the public convenience at its location as it would enable a business to provide storage and truck rental services to the public while reusing a vacant building.

5. The proposed use would not be a detriment to the B-3, General Business zoning district in which it would be located as the building and site would be improved, including adding landscape screening. The traffic volumes would likely be less than when the site was occupied by previous grocery store uses.

6. The proposed use is consistent with the applicable regulations and standards of, and preserves the essential character of, the district in which it shall be located.

Options

The Zoning Board of Appeals has the following options in Case No. ZBA-2016-C-04:

1. **Grant** the conditional use as requested based on the findings outlined in this memo; or
2. **Grant the conditional use with certain terms and conditions.** If the Urbana Zoning Board

of Appeals elects to add conditions they should articulate findings accordingly; or

3. **Deny** the conditional use. If the Zoning Board of Appeals elects to do so, the Board should articulate the findings supporting its denial.

Recommendation

Based on the evidence presented in the discussion above, and without the benefit of considering additional evidence that may be presented at the public hearing, staff recommends that the Zoning Board of Appeals **GRANT** the proposed conditional use in ZBA case 2016-C-04 for the reasons articulated above and with the following conditions:

1. The applicant submits a site plan that contains any adjustments deemed necessary for compliance with the City's municipal codes.
2. The use generally conforms to the site plan submitted in this application that shows the outdoor storage units located outside of the storm sewer line.
3. An easement for the storm sewer line is created between the property owner and the City's Public Works Department.

The specifics of this recommendation may change during the course of formal review of ZBA Case No. 2016-C-04.

Attachments: Exhibit A: Location and Existing Land Use Map
Exhibit B: Existing Zoning Map
Exhibit C: Future Land Use Map
Exhibit D: Site Photos
Exhibit E: Site Plan
Exhibit F: Storm Sewer Map
Exhibit G: Landscaping Plan
Exhibit H: Application

Cc: Aaron Freeman, U-Haul Company of Illinois

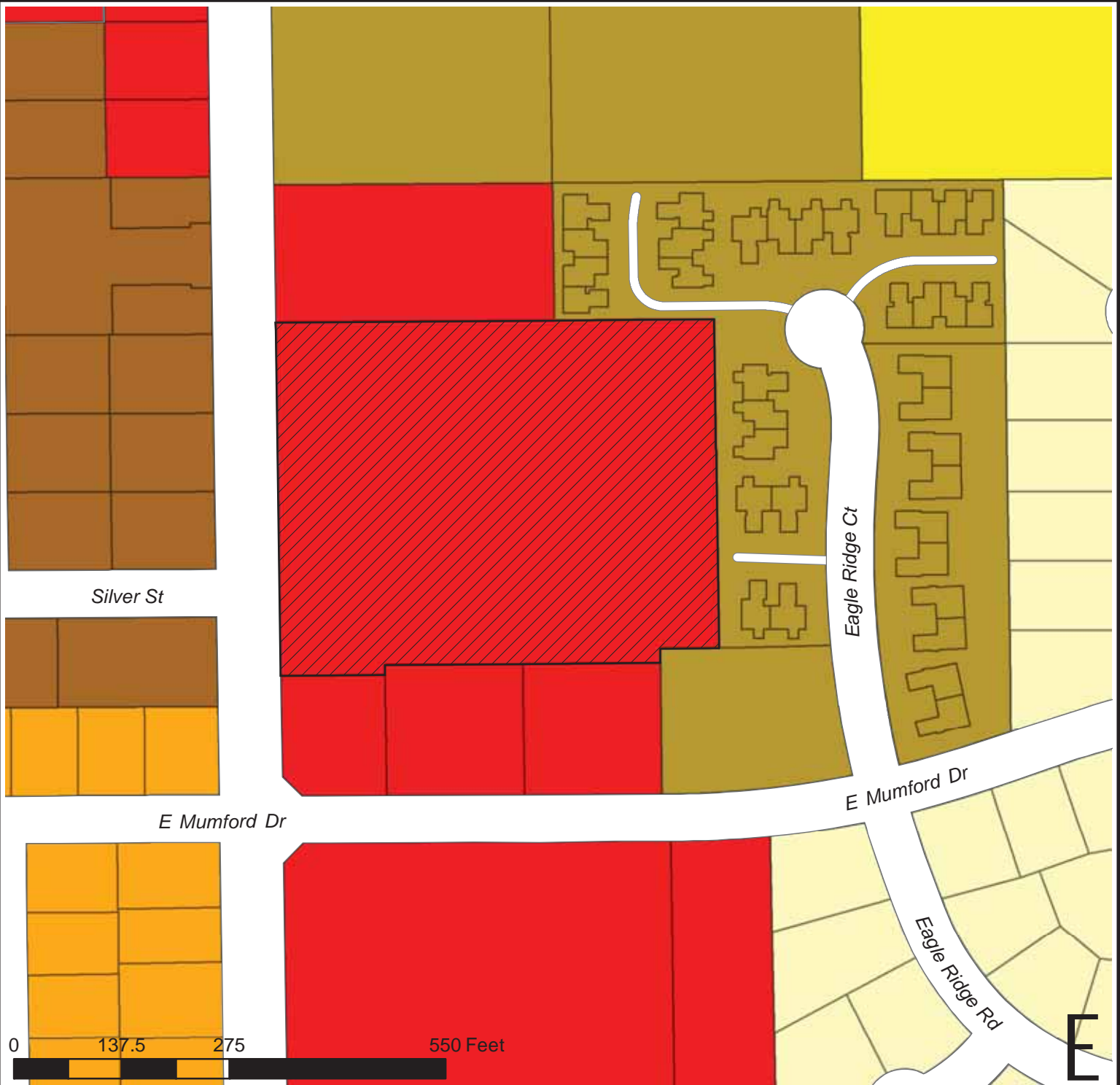
Exhibit A: Location & Existing Land Use Map



Case: ZBA-2016-C-04
Subject: Conditional Use Permit
Location: 2010 South Philo Road
Petitioner: Aaron Freeman, U-Haul of Illinois

 Subject Property

Exhibit B: Zoning Map



Case: ZBA-2016-C-04
 Subject: Conditional Use Permit
 Location: 2010 South Philo Road
 Petitioner: Aaron Freeman, U-Haul of Illinois








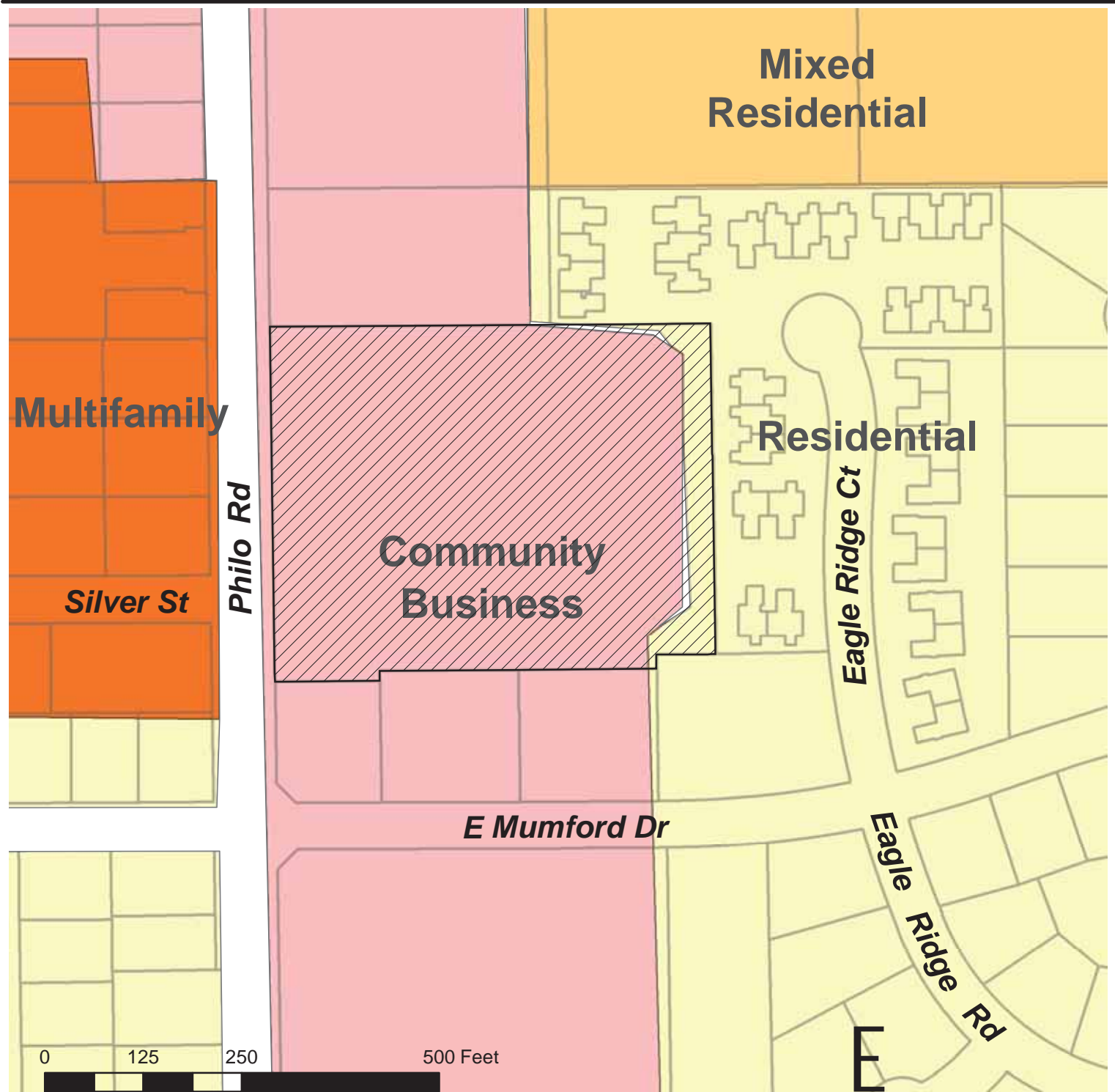
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|---|------------------|---|----|
|  | B3 |  | R3 |
|  | R1 |  | R4 |
|  | R2 |  | R5 |
|  | Subject Property | | |

Exhibit C: Future Land Use Map



Case: ZBA-2016-C-04
 Subject: Conditional Use Permit
 Location: 2010 South Philo Road
 Petitioner: Aaron Freeman, U-Haul of Illinois

- Residential
- Mixed Residential
- Multi-Family Residential
- Community Business
- Subject Property

Exhibit D: Site Photos





GENERAL NOTES:

REVISIONS:

NO.	DATE	DESCRIPTION
1	11/11/11	ISSUED FOR PERMITS
2	11/11/11	ISSUED FOR PERMITS
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99	11/11/11	ISSUED FOR PERMITS
100	11/11/11	ISSUED FOR PERMITS

PROFESSIONAL SEAL:

PRELIMINARY DOCUMENT FOR INFORMATION ONLY. NOT FOR CONSTRUCTION.

ARCHITECT LOGO:

AMERCO
ENGINEERING & ARCHITECTURE

DISTRIBUTION EQUIPMENT
1100 S PHLO ROAD
PHILDA, ARIZONA 85004
P: (602) 243-4502

SITE ADDRESS:
U-HAUL AT SOUTHGATE
2010 S PHLO ROAD
URBANA IL 61802

SHEET CONTENTS:
PROPOSED
SITE PLAN

881056

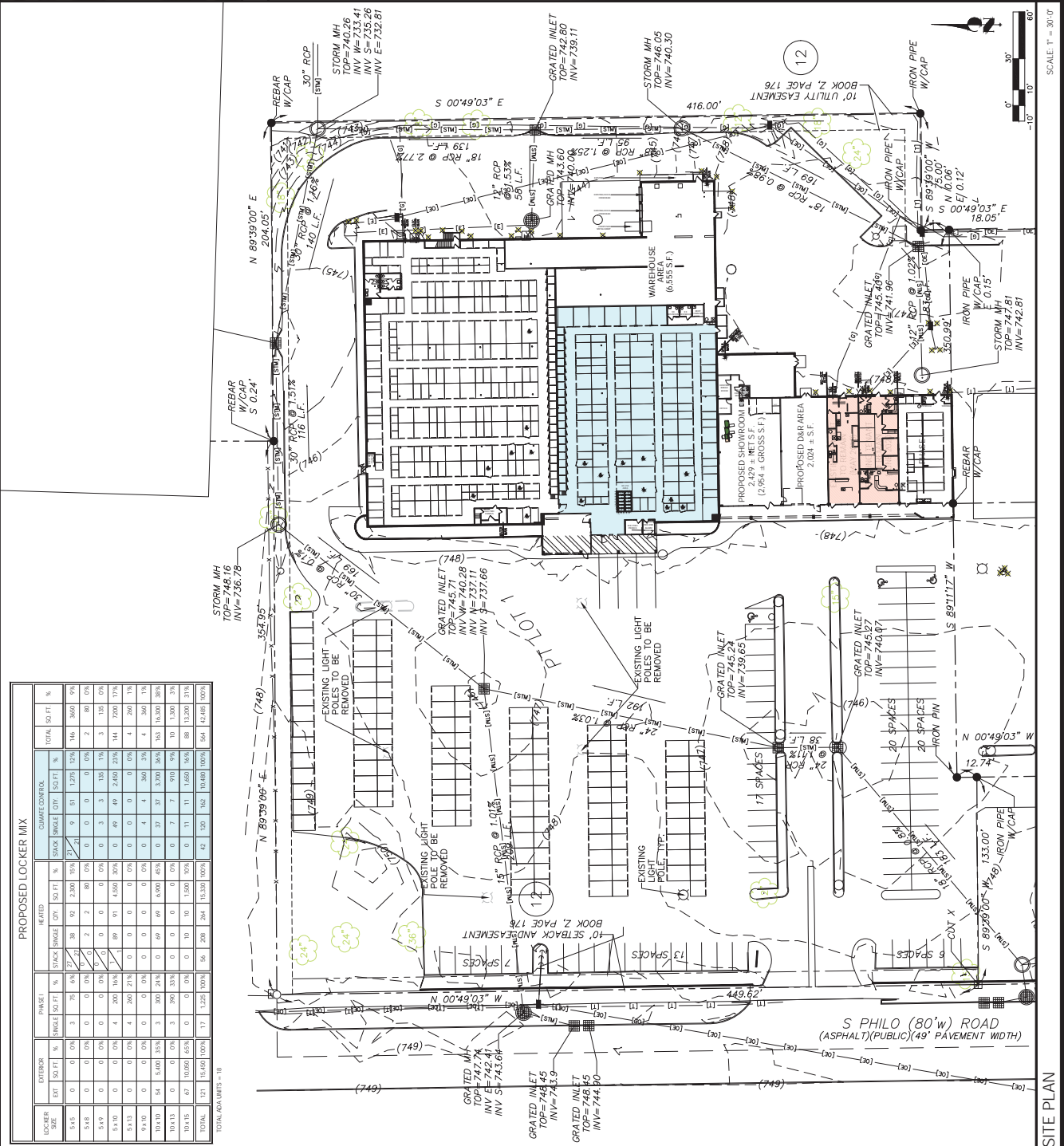
DRAWN: RHM
CHECKED: JHM
DATE: 10/20/11

881056

881056.DWG



AERIAL



PROPOSED LOCKER MIX

LOCKER SIZE	EXTERIOR		PARADEL		HEATED		QUANTIFY CONTROL		TOTAL SQ. FT.
	EXT.	INT.	ANGLE	ANGLE	OVY.	OVY.	SHACK	ANGLE	
5x4.5	0	0	3	3	38	38	92	2,301	1576
5x4.8	0	0	0	0	2	2	61	0	0
5x4.9	0	0	0	0	0	0	0	0	0
5x10	0	0	4	4	200	200	89	4,501	3,000
5x13	0	0	0	0	0	0	0	0	0
9x10	0	0	0	0	0	0	0	0	0
10x10	54	54	3	3	300	300	69	6,000	4,536
10x13	0	0	0	0	0	0	0	0	0
10x15	0	0	0	0	0	0	0	0	0
10x24	67	67	0	0	10	10	10	1,000	1,000
TOTAL	121	121	7	7	548	548	264	15,331	10,082

TOTAL AREA = 78

SCALE: 1" = 30'-0"

SITE PLAN



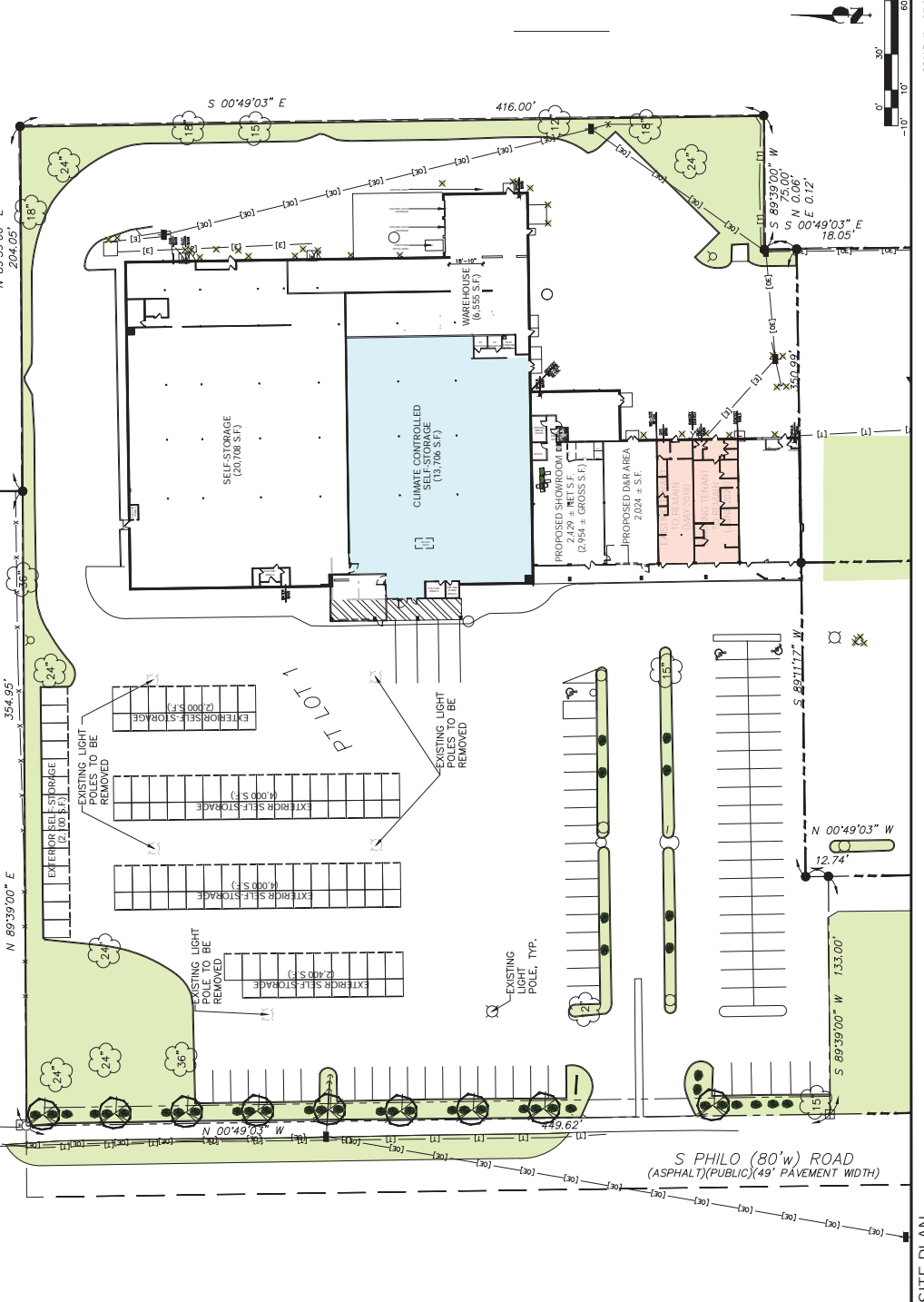
GENERAL NOTES:



AERIAL

PROPOSED LOCKER MIX

LOCKER SIZE	EVERTOR		PHASE I		HEATED		CLIMATE CONTROL		TOTAL	
	QTY	%	QTY	%	QTY	%	QTY	%	QTY	%
10x15	0	0.0%	3	1.6%	27	13.1%	15	7.3%	30	14.6%
10x10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
8x10	0	0.0%	4	2.0%	91	43.8%	40	19.3%	95	45.1%
10x13	0	0.0%	4	2.0%	0	0.0%	0	0.0%	4	1.9%
10x10	49	23.1%	3	1.5%	69	33.1%	42	20.1%	123	58.7%
10x15	64	30.4%	3	1.5%	0	0.0%	0	0.0%	67	31.6%
TOTAL	117	55.4%	37	17.6%	166	79.1%	57	27.1%	230	109.8%



REVISIONS:

NO.	DATE	DESCRIPTION

PROFESSIONAL SEAL:

ARCHITECT LOGO:

AMERCO REAL ESTATE COMPANY

CONCRETE FOUNDATION
FOR PAVEMENT

SITE ADDRESS:
UHAILI AT SOUTHWEST
2010 S PHILO ROAD
URBANA IL 61802

SHEET CONTENTS:
PROPOSED
SITE PLAN

881056

SP-1

DATE: 11/17/2016

BR1056ATF_Landscape.DWG



U-Haul at Southgate

November 2016



Perspective Views



Plant Concept Images



Top Row Green Velvet Boxwood, Karl Foerster Grass, Daylily
Bottom Row River Birch, Honey Locust



Application for Conditional Use Permit

ZONING BOARD OF APPEALS

APPLICATION FEE - \$150.00

The Applicants are responsible for paying the cost of legal publication fees as well. Estimated costs for these fees usually run between \$75.00 to \$225.00. The applicant is billed separately by the News-Gazette.

DO NOT WRITE IN THIS SPACE - FOR OFFICE USE ONLY

Date Request Filed _____ ZBA Case No. _____

Fee Paid - Check No. _____ Amount _____ Date _____

PLEASE PRINT OR TYPE THE FOLLOWING INFORMATION

A CONDITIONAL USE PERMIT is requested in conformity with the powers vested in the Zoning Board of Appeals to permit the following use or construction purpose:

Self-Storage

on the property described below, and in conformity with the plans in the permit application.

1. APPLICANT CONTACT INFORMATION

Name of Applicant(s): U-Haul Company of Illinois Phone: 217-786-2110
Address (street/city/state/zip code): 1032 Stevenson Dr Springfield, IL 62703
Email Address: aaron_freeman@uhaul.com
Property interest of Applicant(s) (Owner, Contract Buyer, etc.): 2010 S Philo Rd Urbana, IL 61802

2. OWNER INFORMATION

Name of Owner(s): AMERCO Real Estate Company Phone: 602-263-6555
Address (street/city/state/zip code): 2727 N Central Ave. Suite 500 Phoenix, AZ 85004
Email Address: holly_reading@uhaul.com
Is this property owned by a Land Trust? Yes No
If yes, please attach a list of all individuals holding an interest in said Trust.

3. PROPERTY INFORMATION

Location of Subject Site: 2010 S Philo Rd Urbana, IL 61802
PIN # of Location: 93-21-21-202-090
Lot Size: 5.31 Acres
Current Zoning Designation: B-3

Current Land Use (*vacant, residence, grocery, factory, etc*): **Vacant**

Proposed Land Use: **Self-Storage**

Legal Description (*If additional space is needed, please submit on separate sheet of paper*):

Lot I of Southgate Shopping Center Subdivision as per Plat recorded in Book "Z" at Page 176, except that part of said Lot 1 lying within Webber's Replat of a Part of Lot 1 and Lot 2 of Southgate Shopping Center Subdivision as per Plat recorded as Document Number 2001R18798, in Champaign County, Illinois.

4. CONSULTANT INFORMATION

Name of Architect(s):

Phone:

Address (*street/city/state/zip code*):

Email Address:

Name of Engineers(s):

Phone:

Address (*street/city/state/zip code*):

Email Address:

Name of Surveyor(s):

Phone:

Address (*street/city/state/zip code*):

Email Address:

Name of Professional Site Planner(s):

Phone:

Address (*street/city/state/zip code*):

Email Address:

Name of Attorney(s):

Phone:

Address (*street/city/state/zip code*):

Email Address:

5. REASONS FOR CONDITIONAL USE PERMIT

Explain how the proposed use is conducive to the public convenience at the location of the property.

Please See Narrative

Explain how the proposed use is designed, located and proposed to be operated, so that it will not be unreasonably injurious or detrimental to the district in which it shall be located, or otherwise injurious or detrimental to the public welfare.

The proposed use is designed by combining a group of buildings consisting of individual, self-contained units for the storage of personal property where individual owners lease individual storage units to . Additionally, the overall physical buildings and lot will be improved. The structures are located within required city building setback boundaries and shall not be unreasonably injurious or detrimental to the district we are in.

Explain how the proposed use conforms to the applicable regulations and standards of, and preserves the essential character of, the district in which it shall be located (except where such regulations and standards may be modified by Section VII-3 of the Urbana Zoning Ordinance, 1979).

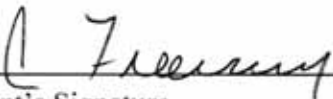
The proposed use does conform to all applicable regulations and standards by meeting the requirements for building heights and bulk, building setbacks, design that preserves the character of neighborhood, lot coverage and the definition for "Self-Storage" per City of Urbana, Article II-3, Page 24. The property adjacent to the north is self storage and there will not be not much change in use to the overall characteristics of our current site. Our proposal will have no negative impact on the surrounding properties and we will ensure and facilitate the preservation of all natural features.

NOTE: If additional space is needed to accurately answer any question, please attach extra pages to the application.

By submitting this application, you are granting permission for City staff to post on the property a temporary yard sign announcing the public hearing to be held for your request.

CERTIFICATION BY THE APPLICANT

I certify all the information contained in this application form or any attachment(s), document(s) or plan(s) submitted herewith are true to the best of my knowledge and belief, and that I am either the property owner or authorized to make this application on the owner's behalf.



Applicant's Signature

11-23-14
Date

PLEASE RETURN THIS FORM ONCE COMPLETED TO:

City of Urbana
Community Development Department Services
Planning Division
400 South Vine Street, Urbana, IL 61801
Phone: (217) 384-2440
Fax: (217) 384-2367

AMERCO[®]

REAL ESTATE COMPANY

2727 NORTH CENTRAL AVENUE, 5-N • PHOENIX, ARIZONA 85004
PHONE: 602.263.6555 • FAX: 602.277.5824 • EMAIL parul@uhaul.com

Letter of Intent

U-Haul has prepared this application package for the opportunity to receive the City of Urbana participation and counseling in regards to a Conditional Use Permit request for the property located at 2010 S Philo Rd. Urbana, IL 61802.

The proposed 5.31 acre property, a former Ruler Foods, is located at 2010 S Philo Rd – PIN 93-21-21-202-090, north of E Mumford Dr Road and west of Philo Rd. U-Haul is proposing an adaptive re-use of the existing 55,062 s.f. building by converting it into a U-Haul store. The uses include self-storage and U-Haul truck rental. The interior of the building will be retrofitted for self-storage units and a retail showroom where moving supplies will be sold. The proposal includes constructing a group of buildings in the parking lot consisting of individual, self-contained units for the storage of personal property where individual owners lease individual storage units. U-Haul equipment will be parked in designated parking areas. This will allow U-Haul to better serve the storage needs of the community and make use of a property that is currently vacant.

The property is currently zoned General Business– B-3. The property will be used structurally as is with the exception of imaging and signage. We feel that U-Haul would be an appropriate use for the property and the expansion of services would be an asset to the community. There are proven benefits for allowing self storage facilities in communities:

- Self-storage facilities are quiet
- They provide an excellent buffer between zones
- They create very little traffic
- They have little impact on utilities
- They have no impact on schools
- They provide a good tax revenue
- They provide a community service

U-Haul moving and storage are convenience businesses. Our philosophy is to place U-Haul stores in high growth residential areas, where we fill a need for our products and services. Customers are made aware of the U-Haul store,

primarily via drive-by awareness, much like that of a convenience store, restaurant or hardware store. Attractive imaging and brand name recognition bring in area residents — by our measures, those who live within a four-mile radius of the center.

Custom site design for every U-Haul store assures that the facility compliments the community it serves by architectural compatibility and attractive landscaping. All new trees and shrubs that are planted will be in compliance with the species specified in table VI-4 and VI-5, of Urbana Zoning Ordinance. Adherence to community objectives is key, so that the U-Haul store is a neighborhood asset, and is assured of economic success.

U-Haul looks forward to working with the City of Urbana and we look forward to your consideration of the conditional use application that we are submitting at this time. Please provide us with your feedback and any comments you may have.

The easement that is requested by the city will be considered, once U-Haul receives the proposal from the Public Works department.

THE U-HAUL STORE

U-Haul stores characteristically serve the do-it-yourself household customer. In a typical day at U-Haul, the store will be staffed with a general manager and two to three customer service representatives. Families will generally arrive in their own automobiles, enter the showroom and may choose from a variety of products and services offered there.

- Families typically use U-Haul stores to store furniture, household goods, sporting equipment or holiday decorations. Often prompted by moving to a smaller home, combining households or clearing away clutter to prepare a home for sale, storage customers will typically rent a room for a period of two months to one year.
- U-Haul stores also rent trucks and trailers for household moving, either in-town or across country.
- Families who need packing supplies in advance of a move or to ship personal packages can choose from a variety of retail sales items, including cartons, tape and packing materials.
- Families who tow U-Haul trailers, boats or recreational trailers can select and have installed the hitch and towing packages which best meet their needs.
- Moving and storage are synergistic businesses. Over half of our storage customers tell us they used U-Haul storage because of a household

move. Customers will typically rent U-Haul equipment or use their personal vehicle to approach the loading area and enter the building through the singular customer access. All new U-Haul stores are designed with interior storage room access, giving the customer the added value of increased security, and the community the benefit of a more aesthetically pleasing exterior.

SIGNIFICANT POLICIES:

- Hours of Operation:

Mon. - Thurs.	7:00 a.m. to 7:00 p.m.
Fri.	7:00 a.m. to 8:00 p.m.
Sat.	7:00 a.m. to 7:00 p.m.
Sun.	9:00 a.m. to 5:00 p.m.

- All U-Haul storage customers are issued a card-swipe style identification card that must be used to gain access to their room. This is but one of many security policies which protect the customer's belongings and decrease the ability of unauthorized access to the facility.

- It is against policy for a business to be operated from a U-Haul storage room.

- Customers and community residents who wish to use the on-site dumpsters for disposing of refuse must gain permission to do so, and are assessed an additional fee.

- Items that may not be stored, include: chemicals, flammables, and paints.

- U-Haul stores are protected by video surveillance.

- U-Haul stores are non-smoking facilities.

- U-Haul will provide added service and assistance to our customers with disabilities.