

The *Luckylite News*

Issue 9

March 2019

IMPORTANT AMENDMENTS TO THE RULES OF THE SITE FROM APRIL 2019

Security update

As part of the security changes to the site, the main entrance gate is now alarmed. If it is closed during the evenings or at the weekends, please do not approach it as this may set off the alarm system. As long as you use your keyfob to open the gate in the usual manner, there will be no problem. It is important to allow the gate to complete its shutting cycle - please do not prevent it from doing so.

Allow the gate to shut and use your keyfob to re-open it. Interference with the mechanism of the gate closure will set off the alarm, and we may make a charge of £50.00p. for one of us to attend the site to re-set it.

Non payment of storage charges

As you will know, we run with a very small office staff, to allow us more time on site to deal with customers. Increasingly we are having to spend a disproportionate amount of time dealing with customers who simply do not pay their invoice for storage. We try to be generous by allowing a 7 day 'period of grace' for

the payments, and only then make charges as we manually chase the payments.

In the future, keyfobs will be de-activated on the 8th day of the quarter, and there will be a charge of £25.00 to put it back into the system. Our new information system is such that we can be certain that our email reminders are received at the address which you have given us on the webpage, so there can be no excuse, and we see no reason why those many customers who pay on time should subsidise those who do not.

Help us contain our costs by paying on time - thanks

The Luckylite Team