

**Directorate of Family, Morale, Welfare, and Recreation (FMWR)  
Outdoor Recreation (ODR) & Equipment Resource Center**

**Standard Operating Procedures (SOP)  
Storage Units**

1. **PURPOSE:** The following guidelines will be utilized for the storage units at FMWR Outdoor Recreation and Equipment Resource Center, 1707 Gillespie Street Fort Benning, Georgia 31905.
2. **REFERENCES:**
  - a. Storage Unit Facility Application
  - b. Storage Unit Financial Agreement
  - c. Hold Harmless Agreement
  - d. Storage Unit Agreement
  - e. Record of Payment
  - f. 10 USCS 2575
1. **SCOPE:** All MWR-eligible customers may rent storage units from ODR. Customers must present a valid government identification card at the time of storage unit rental.
3. **GENERAL:**
  - a. The following items are prohibited and cannot be stored inside any storage unit at ODR: vehicles, illegal items, food, beverages, explosives, firearms, munitions, flammable liquids/materials, corrosives, hazardous or toxic materials/waste, animals, people, or trash.
  - b. The ODR storage units are government owned property and are subject to inspection without notice by government authorities.
  - c. ODR nor the United States Army is responsible for any damages incurred while the customer's personal items are in storage. It is highly recommended that insurance be kept current on any stored item. Please refer to the Hold Harmless Agreement for further information.
  - d. Storage Unit Agreements are month-to-month and fees will not be prorated nor will refunds be given for partial month rentals. Customers will receive a monthly statement. ODR is not responsible for contacting customers with past due accounts.
  - e. Rental payments will be made at least one month in advance and will begin on the date the agreement is signed. The due date will be the same day of the month each month thereafter.
  - f. Payments can be made in person using cash, check, money order, Visa, MasterCard or American Express. Credit card payments can be made over the phone, checks and money order payments can be mailed to: P.O. Box 53323 Fort Benning, GA 31995. Customers can pick up receipts for payments made via mail/phone in person or request that they be emailed or faxed.
  - g. Returned checks will be processed through FMWR. All fees associated with the returned check will be explained, assessed, and collected by FMWR.
  - h. Customers will be mailed a notice of any pending price increases at least 30 days in advance.
  - i. ODR may terminate the Storage Unit Agreement for non-payment as follows: any account 60 days or more delinquent will have the gate access card(s) deactivated; a diligent effort will be made by ODR to notify the customer via phone and/or email. If an account becomes 90 days or more delinquent, a certified letter will be mailed to the last known address on the customer's account. The customer will be given 45 days from the date of the letter to pay the past due amount in full and collect their personal contents, or pay the balance in full and continue to make monthly payments for future storage. If there is no response from the customer, the contents of the storage unit are considered abandoned. Abandoned items will be classified as unclaimed property and disposed of in accordance with title 10 of the United States Code section 2575 (10 USC 2575).
  - j. The Storage Unit Packet will include the following items:
    - i. Storage Unit Agreement
    - ii. Storage Unit Financial Agreement
    - iii. Hold Harmless Agreement
    - iv. Storage payment standards form
  - k. The Storage Unit Packet will be stored at ODR.

- l. Customers will be issued a coded gate access card. A fee of \$5.00 will be charged for the initial card and all replacement cards thereafter. Customers will not be reimbursed for the cards when the account is closed out. If you experience difficulty exiting the gate after normal business hours, please call (706) 984-2557.
- m. Access is granted 24 hours a day, seven days a week. In the event of mechanical or electrical failure, every effort will be made to correct the issue as soon as it is discovered. Please immediately report any issues with the gate to ODR staff.
- n. Customers are not permitted to sublet storage unit under any circumstance.
- o. Customers are not permitted to operate a commercial business or store any equipment associated with operation of a commercial business.
- p. Only the customer or designee will be permitted to take possession of the storage unit's contents and only with proper picture identification. The customer must inform ODR staff in person of anyone they want to authorize to access their storage unit. This person's ("designee") name will be included on the customer's contract.
- q. All storage units are numbered and assigned to a specific customer. Items found in an unregistered storage unit will be discarded.
- r. Customers will provide their own locks for each storage unit rented.
- s. No alterations to the structure of the storage unit will be permitted. Such prohibited alterations include, but are not limited to, the use of paint, tacks, nails, screws, or adhesives. Customer will be financially responsible for any damage to the property.
- t. Repair, maintenance and/or cleaning of any item will not be performed in or around the storage units.
- u. No property will be permitted, in whole or in part, outside of the storage unit.
- v. To end the Storage Unit Agreement, the customer must notify ODR, either in person or via phone, of their intent to vacate the storage unit. The customer must remove their property from the storage unit and return the gate access card by the date specified by the customer. Monthly rental fees will be charged until the account is terminated in accordance with the above procedures. An ODR staff member will inspect the storage unit with the customer to ensure all contents are removed, it is clean and swept out, and assess for any damages prior to closing out the account.
- w. ODR may terminate the Storage Unit Agreement immediately if any of the above policies are violated. In such case, the customer will be notified verbally of the termination and will have 7 days to remove all property from the storage unit.

**1. PROCEDURES:**

- a. Each customer must provide the following information:
  - 1. Valid government ID
  - 2. Name, current address, and current phone number
- b. Each customer must complete all documents in the Storage Unit Packet.
- c. Each customer must pay the first month's storage fee when the contract is signed.
- d. ODR staff will inform customer of the due date each month; it will be the same day each month that the contract was signed. If the due date falls on a holiday, please ensure the payment is made prior to the holiday.
- e. Each customer will receive a receipt for the storage payment.
- f. Each customer will receive a gate access card. Customers have access to their storage unit 24 hours per day/ 7 days per week.
- g. After all documents are completed and the payment is made, the ODR staff and customer will inspect the storage unit to ensure it is clean and empty.

**2. RESPONSIBILITIES:**

- a. ODR Manager will have overall responsibility for the program
- b. ODR Staff will:
  - 1. Prepare all Storage Unit Packets
  - 2. Act as the POC regarding storage units
  - 3. Maintain current storage unit files
  - 4. Provide a receipt, give the assigned storage unit number, and give the due date to each customer at the time the contract is signed
  - 5. Inspect the storage unit with customer when opening and closing storage unit account