

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

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

1. **PURPOSE:** To be utilized for guidance in the process and policies of the Storage Units by active duty and retired Soldiers, their dependents and DOD Civilians (hereinafter referred to as “customers”). The Storage Units are located at Building 1707 Gillespie Street, Fort Benning, GA 31905.

2. **REFERENCES:**

- a. Storage Unit Facility Application
- b. Storage Unit Financial Agreement
- c. Waiver of Liability
- d. Storage Unit Agreement
- e. Record of Payment
- f. 10 USCS 2575

3. **SCOPE:** This SOP applies to all Soldiers (active duty and retired), their dependents, and DOD Civilians (active and retired) that utilize the ODR Storage Units.

4. **GENERAL:**

- a. The following items are prohibited and cannot be stored inside any Storage Unit at ODR: 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. Neither 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 Waiver of Liability for further information.
- d. Storage rental agreements are month to month and fees will not be prorated or refunds given for partial month rentals. Customers will receive a monthly statement; however, ODR is not responsible for contacting customers with past due accounts.
- e. Rental payments are paid 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, and money order, Visa, MasterCard or American Express. Credit card payments can be made over the phone for customers with established accounts. Checks and money order payments can be mailed to: P.O. Box 53323 Ft. Benning, GA 31905. 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 this agreement for non-payment as follows: Any account 90 days or more delinquent will have an additional lock placed on the storage unit and the gate access card(s) will be 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 customers account. The customer will be given 45 days from the date of the letter to either collect their personal contents or pay the past due amount in full. 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).

## **Standard Operating Procedures (SOP) Storage Unit (cont)**

- j. The Storage Unit packet will include the following items:
  - 1. Storage Unit Agreement
  - 2. Storage Unit Financial Agreement
  - 3. Waiver of Liability
  - 4. 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 any replacement card(s). A refund will not be given for the access card when the account is closed out.
- 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 the ODR staff. If you experience difficulty exiting the gate, after normal business hours, please call (706) 984-2557.
- n. Customers are not permitted to sublet the Storage Unit under any circumstance.
- o. 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.
- p. All Storage Units are numbered and assigned to a specific customer. Items found in an unregistered Storage Unit will be discarded.
- q. Customers will provide their own locks for each Storage Unit rented
- r. 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 responsible for any damage to the property.
- s. Repair, maintenance and/or cleaning of any item will not be performed in or around the storage units.
- t. No property will be permitted, in whole or part, outside of the Storage Unit.
- u. To end this rental 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.
- v. It is the responsibility of the customer to ensure their Storage Unit is empty of all personal contents, clean/swept out, and the gate access card returned. The customer's account is not considered closed until the gate access card is returned; monthly rental fees will continue to accrue until the card returned to the ODR office.
- w. 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.
- x. ODR may terminate this 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.

## **Standard Operating Procedures (SOP) Storage Unit (cont)**

### **5. 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's clean and empty.

### **6. 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

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