Frequently Asked Questions – Street Storage

## Who can use Street Storage?

Our storage units are for the use of people across London currently sleeping out, sofa surfing, in shelters, squats, care leavers, in prison and those fleeing violent home situations.

## How do I access your service?

If you have access to the internet, then the best way to refer yourself or someone else (with their permission) to us is via this link on our website: [https://www.streetstorage.org/make-a-referral](https://www.streetstorage.org/make-a-referral%20)

Alternatively, you can call us on: 07932 830 440.

## What items and quantities can I store with you?

We can generally accept a few bags per person. This may be a mix of clothes, toiletries, small electrical equipment, books, sleeping bags, tents etc. as well as personal documents and other paperwork.

## I have been evicted/offered very small temporary accommodation - can I store bulkier household belongings with you?

Unfortunately, we can't accept the contents of a whole home e.g. where someone is evicted and has white goods (e.g. fridge or washing machine) and furniture. However in some circumstances we can recommend that you leave the bulky white goods in the property and we can then help apply for grants to buy new items when the time is right for you.

## What other items can I **not** store at the unit?

We unfortunately do not accept:

• Food

• Illegal substances or weapons

• White Goods (Fridges, microwaves, etc.)

• Furniture (Sofas, wardrobes, etc.)

• Kitchenware (Pots & pans, cutlery, etc.)

• TVs

• Electric bikes or scooters

## When would I be able to access the units?

Currently access is Monday - Friday but we are working to extend this. You can book a time to visit or we have drop in times each day - especially useful if you don’t have a mobile or don’t have credit.

We try and be as flexible as possible and where we can at the moment, we will arrange visits outside of these hours if needed.

## Will my belongings be safe?

Both units are securely locked and the Haggerston unit building is shuttered and alarmed overnight.

The units are made up of shelves and boxes. Individual bags aren't locked away separately however no-one (including us) ever goes into the storage units alone.

We record the location of an individual person's items within the unit i.e., shelf number and box numbers. One of our Street Storage team gets someone's belongings from the unit and brings it to the owner in a separate room/area where they can then look through their belongings.

We have lockers for personal documents if needed.

## Will my belongings be insured?

The belongings in our units are insured against theft and fire - with additional insurance for identified items of greater value. We ask this when first bringing belongings to us.

## Is it really all free?

Yep - there are NO charges.

## How can I be sure that I get back what I left with you?

We keep an updated record of items left with us and items taken.

Each time belongings are checked in and out of our storage units, together we check for and record any new damage. In the case of electrical items and musical instruments we also check whether or not they are working.

We take photos too so that people can be reassured that what they leave with us they get back.

## Is my personal information kept safely and is it shared with anyone else?

In order for us to hold and process data, we need explicit consent. Those in contact with, supporters of or beneficiaries of Street Storage will need to respond to a consent email and/or complete a consent form for us to continue to communicate with them.

You also have rights that we need to comply with regarding the storage, processing and disclosure of your data.

We will only use data needed to run the service and this data will not be released to a third party without your prior consent.

See this link on our website for more information: <https://www.streetstorage.org/legal>

## How long can I keep my belongings with you?

We do not restrict the length of time items are left with us wherever possible as we understand that sometimes things can take longer to sort out than hoped... Together we agree on an initial length of time. As we get closer to that time, if you still have belongings with us we have a conversation with you (or the referrer where appropriate) to see where things are at for you and if need be we would agree to extend the time.

## How do I get my belongings to you?

Wherever possible we ask individuals or referral organisations to arrange the transportation of belongings to us. However again we are always happy to discuss and work something out to make it happen!

## Am I able to come and see the units before deciding?

We are more than happy for people to come and meet us and see the storage units before they decide to leave anything with us, and they are free to choose which unit they store their belongings in. Also, for some people we recognise that it might be good to test out the journey.

## How long would I have to wait after contacting you?

We act as fast as we can. We always aim to get back to people on the day/as close to the day that they (or a worker) first contacts us, and then depending on the situation we make arrangements with them within days.

## I’m really anxious about being separated from my belongings and wish I didn’t have to be.

We totally appreciate that for some people it can be really difficult leaving their belongings with us for a whole number of reasons. We are sensitive to this and will do all we can to support you through.

## Do you offer any other support?

Where needed we also provide 1:1 advice/support/advocacy for people using Street Storage to help them with other aspects of their situation and lives.