

# Absolute Self Storage at Monterra: Operation Plan

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## 1. Overview

Absolute Self Storage at Monterra is a state-of-the-art facility designed for minimal environmental and operational impact, while maximizing customer convenience and security. This operation plan outlines the key processes, schedules, and systems that ensure smooth, secure, and customer-friendly daily operations.

## 2. Hours of Operation

### Customer Access Hours:

Daily: 6:00 AM – 10:00 PM

Customers can access their units during these hours using their personal access codes.

### Staffed Office Hours:

Monday – Friday: 9:00 AM – 5:00 PM

Saturday: 9:00 AM – 3:00 PM

Sunday: 10:00 AM – 2:00 PM (Temporary during lease-up phase only)

\*Note: Sunday office hours will be discontinued once the facility reaches stable occupancy.\*

## 3. Facility Access & Entry Control

Customers are assigned a unique access code. Access codes are required for:

- Facility entry
- Elevator use (restricted to specific floor where the customer's unit is located)

Access Override System ensures no access is granted outside allowed hours.  
Elevators are floor-specific, enhancing security and preventing unauthorized access.

## 4. Security Measures

### Surveillance

Closed-circuit video monitoring of all interior and exterior spaces, with continuous monitoring.

## **Communication**

Closed system intercom stations throughout the facility, including within the elevators, for direct communication with on-site staff.

## **Alarm Systems**

Primary Alarm System protects the entire property, including the office.

Secondary Auto-Set Alarm System:

- Automatically arms itself after hours without manual input.
- Ensures no one remains inside or lingers on the property after operating hours.
- Independent from the primary system for added security.

## **5. Loading and Unloading Logistics**

Controlled Loading Environment: Loading parking is located adjacent to automatic opening, extra wide doors.

On-site managers have clear visibility of the loading/unloading activities via strategically placed cameras, for enhanced oversight.

## **6. Staffing and Customer Support**

On-site staff are present during posted office hours.

Staff responsibilities include:

- Customer assistance
- Monitoring facility activity
- Managing lease-ups and customer inquiries
- Ensuring compliance with operational policies

Remote monitoring and intercom communications ensure customer support outside office hours.

## **7. Operational Efficiency & Stability**

Operations are streamlined with technology-driven access, monitoring, and security.

Sunday staffing is temporary and scaled back upon reaching stable occupancy.

The facility is designed to operate with minimal manual intervention, increasing efficiency and reducing staffing needs.

## **8. Neighborhood Impact and Compliance**

The low-intensity commercial nature of the facility, including low traffic generation, aligns with community zoning and planning goals.

High-security systems and restricted access protocols minimize noise, traffic, and nuisance concerns.

Facility design and operation actively contribute to a safe, quiet, and orderly neighborhood environment.