



Metro Self Storage Expands Contact-Free Practices During COVID-19 Crisis

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Metro Storage LLC, which operates 140 self-storage properties in 14 states, has expanded its online and phone-based services to enable contact-free rental process for customers during the coronavirus (COVID-19) crisis. Initiatives deployed across the company's portfolio allow tenants to select and pay for a unit, complete their rental paperwork, and manage their accounts online, according to a press release.

“Metro Self Storage already had phone and online rental options in place for several years, so we were able to easily modify our existing rental process to make it contact-free for our customers,” said Marc Harris, vice president of operations. “The percentage of online rentals has doubled in the past two weeks.”

The service expansion will reduce face-to-face interactions between customers and facility managers. Metro made the move in accordance with protocols established by the Centers for Disease Control and Prevention, the release stated.

“Total customer satisfaction has always been one of Metro Self Storage's guiding principles,” said Marty Gallagher, president. “We are pleased to offer this enhanced service to our customers. It's a win-win for our customers and our staff.”

Headquartered in Lake Forest, Ill., Metro Storage operates the Metro Self Storage brand. The privately owned, fully integrated real estate company specializes in the acquisition, development and management of self-storage facilities in Brazil, Central

America and the United States. Its facilities comprise more than 9 million square feet of storage space.

Source:

PRWeb, Metro Self Storage Offers 'No-Contact' Rental Process at All Stores

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