

# Self-Storage Program



## **CASE STUDY:** Coverage for negligent acts resulting in damage to customer property

In 2020, a policyholder in California was unable to schedule routine inspection and maintenance of their sprinkler piping system. One of the sprinklers developed a slow leak, which damaged a customer's stored clothing, including valuable furs. The customer filed a claim with their customer-storage insurer who subrogated against the policyholder alleging negligence in maintenance. Our policy paid \$14,000 to satisfy the claim.

**Claims arising out of damage to customers' goods average \$5,000 to \$50,000; some claims have been in excess of \$100,000.**

## **CASE STUDY:** Coverage for negligent removal, sale, lock-out or disposal of customer property

A facility in New York auctioned off contents of a unit due to payment delinquency by its customer. Contrary to state lien laws, the facility did not send notice by registered mail; and e-mails were not acknowledged by the customer. The customer claimed that the lien was in violation of their rights under statute and collected \$6,500 for damages for the improper lien.

**Claims arising out of improper disposal of customers' goods average \$5,000 to \$10,000; some claims have been in excess of \$25,000.**

**Contact us to renew your coverage.**

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## **Custom Protection for Self-Storage Facilities**

The Safehold Self-Storage Program offers comprehensive protection for the self-storage facilities, employees, and customer property. Our team of experienced insurance professionals will consult with you to understand your unique needs and provide a solution to cover a wide range of risks – including property damage, sale-and-disposal legal liability, vandalism, robbery, personal injury lawsuits, and more. The Safehold Self-Storage Program underwrites business ranging from single location owners to large, multistate operators and management companies.

## **Coverage Extensions**

Our program also offers optional coverage extensions, including resident manager's liability and equipment breakdown.