



Amid ongoing concerns about COVID-19 (coronavirus), Nova Storage recognizes the impact and uncertainty COVID-19 is creating in the communities we serve, and our hearts go out to all who are affected.

We have taken a number of precautionary measures to ensure the health and safety of our tenants and team. We want to assure you that Nova Storage is communicating regularly with our team to keep them informed regarding best practices to keep our Nova Storage family safe. We've instructed them to:

- Avoid close contact with people who are sick.
- Avoid touching eyes, nose, and mouth.
- Stay home when feeling unwell.
- Wash hands often and thoroughly.
- Regular cleaning of desk and surrounding area of office.

At this time, we are maintaining our normal business hours, except at our LAGardena facility. If you visit our facilities, please know our teams are available to serve you. We've enhanced daily cleaning procedures with the use of commercial-grade disinfectant products on high-touch surfaces, and have made hand sanitizer readily available.

If you have fever, chills, cough or other flu-like symptoms, please do not visit the facility. Contact your physician.

When visiting our facility please consider everyone's safety. We will be limiting the number of customers in the office at any one time. Team members and tenants must practice social distancing by staying 6 feet away from others. Masks are required at all times.

For your personal well-being and safety, we encourage you to use convenient and secure ways to pay your monthly rent. We've got you covered.

Our payment options:

- Pay your rent online at [NovaStorage.com](https://NovaStorage.com)
- Set up automatic billing online at [NovaStorage.com](https://NovaStorage.com) or stop by the office.
- Pay by automated phone system free of charge: (623) 240-8385
- Provide us with your cell phone number and we will send you a text with a link to pay your bill.

As circumstances continue to develop, our top priority is acting in the best interests of our tenants, team and the communities we serve. Thank you for your continued loyalty.

Please contact the friendly manager if you have any questions.