

# SSA UK Membership FAQs



Below is a list of the most common questions from our members. However, if you have a question which is not listed, please contact us for assistance on 01270 623150 or email [admin@ssauk.com](mailto:admin@ssauk.com)

General Membership			
<b>Q</b>	How many types of membership are there?	<b>A</b>	There are 3 membership types; Provisional Operator, Full Operator and Supplier.
<b>Q</b>	What is the membership year?	<b>A</b>	The SSA UK membership year runs from 1 April to 31 March.
<b>Q</b>	What is included in membership?	<b>A</b>	We offer an extensive range of benefits to our members. Please see the Benefits Chart for full details which is available on the SSA UK website.
<b>Q</b>	What is Provisional membership?	<b>A</b>	Open to all UK based operators, Provisional membership is for any new, potential or start-up operators leading on to Full membership once the operator is up and running and the SSA UK Membership Standard has been met.
<b>Q</b>	How do I become a Provisional member?	<b>A</b>	Please complete a Provisional Operator Membership form, downloadable from the SSA UK website and email to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a>
<b>Q</b>	How long may I remain a Provisional member?	<b>A</b>	A maximum of 3 years.
<b>Q</b>	What is the difference between Provisional and Full membership?	<b>A</b>	All Operators join as Provisional members. Full members are those who have been upgraded from Provisional membership once they have met the SSA UK Membership Standard. Full members receive additional benefits – please see the Benefits Chart available on the SSA UK website.
<b>Q</b>	How do I upgrade to Full Operator membership?	<b>A</b>	Please review the Membership Standard and if you are satisfied you meet the criteria for Full membership, please contact Hannah Speed, Membership Services Officer via <a href="mailto:hspeed@ssauk.com">hspeed@ssauk.com</a> who will arrange to visit your facility to check against the Standard.
<b>Q</b>	What is Supplier membership?	<b>A</b>	Supplier membership is for any institution or company, subject to the supplier membership criteria being met (available from the SSA UK) which is, or intends to be, a Supplier of goods and/or services to providers and operators of self storage facilities.
<b>Q</b>	How do I apply for Supplier Membership?	<b>A</b>	Please complete a Supplier Membership form, downloadable from the website and email to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> . Supplier membership applications are considered against the supplier membership criteria and are subject to approval by the CEO of the SSA UK.
<b>Q</b>	I am a Provisional Member who joined with just one store/facility but now have additional store(s). What should I do?	<b>A</b>	Please contact us on 01270 623150 or email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> and we will provide you with the Provisional Operator Additional Sites Only form for your completion and return. The form is also available to download from the website.

<b>Q</b>	Is my membership restricted?	<b>A</b>	Membership is open to all employees of the company and we encourage you to provide the contact details of as many staff as you wish to ensure access to your benefits. To ensure you receive communications, we suggest you whitelist and add our sending address(s) <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> or <a href="mailto:events@ssauk.com">events@ssauk.com</a> to your safe senders list.
<b>Q</b>	What is the Membership Standard?	<b>A</b>	Part of the SSA UK's mission is to set the standard for the industry and to promote best practice. To achieve this all operator members join as Provisional and are only upgraded to Full Operator membership once our standard has been met. Please contact the SSA UK on 01270 623150 or <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> if you require a copy of the Membership Standard. Alternatively, visit the website <a href="http://www.ssauk.com">www.ssauk.com</a> login and download from the members section by clicking on the 'Association Rules and Documents' navigation square.
<b>Q</b>	I've not received my New Member Welcome Pack – what should I do?	<b>A</b>	Please contact the SSA UK on 01270 623150 or email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> and we will be happy to assist you.
<b>Q</b>	Will I have a membership number?	<b>A</b>	Yes. All members have a unique membership number.
<b>Q</b>	Will I receive a Membership Certificate?	<b>A</b>	Yes. Provisional Operator members receive an annual Provisional Membership certificate and Full Operator members receive an annual Full Membership certificate.
<b>Q</b>	My details have changed - who do I contact?	<b>A</b>	Please contact the SSA UK on 01270 623150 or email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> and we will be happy to assist you.
<b>Q</b>	I am a Full Member who has now opened additional site(s) – what should I do?	<b>A</b>	Please contact us on 01270 623150 or email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> and we will provide you with an Additional Sites Only form for your completion and return. The form is also available to download from the website.
<b>Q</b>	I am not receiving quarterly copies of the UNLOCKED Magazine. What should I do?	<b>A</b>	Email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> so we may check we have the correct mailing address.
<b>Q</b>	How many copies of the quarterly UNLOCKED magazine will I receive?	<b>A</b>	One per operator store and Head Office and one per Supplier member. Additional copies are subject to availability.
<b>Q</b>	I am not receiving email communications? What should I do?	<b>A</b>	Please check your spam folders first but if this does not resolve the issue, email us at <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> so we may check we have the correct email address.
<b>Q</b>	I have forgotten my website login details. Who should I contact?	<b>A</b>	Call our team on 01270 623150 or email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> for assistance.
<b>Q</b>	How do I add colleagues to the mailing list?	<b>A</b>	Email details to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> and we will ensure these are added.
<b>Q</b>	How do I make a complaint?		In the first instance, please email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> who will acknowledge receipt and pass to the relevant person for a response

## Membership Fees/Payment/Renewals/Cancellation

<b>Q</b>	What is the cost of Provisional Membership?	<b>A</b>	£700 + VAT per annum.
<b>Q</b>	What is the cost for Full Membership?	<b>A</b>	£700 + VAT per annum.
<b>Q</b>	Is there an additional cost for each facility/site?	<b>A</b>	Each additional site/facility costs £180 + VAT.
<b>Q</b>	What is the cost of Supplier Membership?	<b>A</b>	£700 + VAT per annum.
<b>Q</b>	How do I pay for membership?	<b>A</b>	Payments are made in advance of the forthcoming membership year and may be made by; cheque, credit card (excludes AMEX), BACs or quarterly payments made by Standing Order (only available to operators who have been members for at least 2 years). Quarterly payments due on 1 April, 1 July, 1 October and 1 January.
<b>Q</b>	How do I renew my membership?	<b>A</b>	Membership of the SSA UK is annual from 1 April each year. Membership renewal invoices are issued 30 days prior to the membership renewal date.
<b>Q</b>	What if I forget to pay my membership fee?	<b>A</b>	Invoices not paid by the due date may result in the withdrawal of membership benefits.
<b>Q</b>	How do I cancel my membership?	<b>A</b>	You may cancel your membership at any time. However, the annual fee is non-refundable.
<b>Q</b>	What if I join part-way through a year?	<b>A</b>	The annual fee is due on joining but if you join part way through the year, your annual subscription will be pro rata in your second year of membership.
<b>Q</b>	How often are membership fees revised?	<b>A</b>	Fees are subject to revision from 1 April annually.
<b>Q</b>	If my membership lapses for a time, may I re-join in the future?	<b>A</b>	Yes. However, if you re-join within 12 months, you will be required to pay the previous annual membership fee and you will not be entitled to any new member benefits.
<b>Q</b>	Can I set up a Direct Debit for my renewal?	<b>A</b>	We do not currently have a facility for Direct Debit payments.
<b>Q</b>	Can I renew and pay my membership fee online?	<b>A</b>	The facility to pay online is not currently available.
<b>Q</b>	Will I be issued with a VAT invoice for my membership fee?	<b>A</b>	Yes.

## Membership Benefits & Website Access

<b>Q</b>	Where can I locate a list of my membership benefits?	<b>A</b>	The Membership Benefits Chart lists all benefits and is categorised depending on your membership type. This is available on the website, will have been sent to you if you enquired about membership and can also be found in your New Member Welcome Pack.
<b>Q</b>	Can I access my benefits immediately on joining?	<b>A</b>	Benefits are available to new members as soon as payment has been received.
<b>Q</b>	May I share my benefits with other companies?	<b>A</b>	Membership Benefits are for the sole use of the member organisation and must not be shared

			with third parties under any circumstances. <i>Remember, you have paid to be a member and they have not!</i>
Q	How do I access the member only content on the website?	A	Please login using the username and password provided when you joined.
Q	How quickly will my store(s) be available to view on the Storage Facility Locator on the website?	A	As soon as we receive your company profile and a hi-res version of your logo these will be uploaded. Please allow 1-2 business days.
Q	May I change my company information on the Storage Facility Locator?	A	Yes. Please provide a new logo and/or replacement text and we will upload at the earliest opportunity. Alternatively, you can make these changes in the members' section of the SSA UK website.
Q	How soon will I appear on the Suppliers List on the website?	A	As soon as we receive your company profile and a hi-res version of your logo these will be uploaded. Please allow 1-2 business days.
Q	Where will I find the SSA UK Licence Agreement and Addendums (for Holding Keys and Accepting Deliveries)?	A	These can be found in the members only section of the website. Click on the 'Business Services incl. Legal' navigation square.
Q	Where will I find a copy of the SSA UK Manual of Advice and Procedures (MAP)?	A	This can be found in the members only section of the website. Click on the 'Business Services incl. Legal' navigation square.
Q	Is it possible to have a downloadable copy of the UNLOCKED magazine?	A	Yes. Please visit the members only section of the website and click on the 'Magazines, Publications & Industry Data' navigation square.

### Events, Conferences & Training Days

Q	How do I book to attend a Regional Members' Meeting, event, training day or conference?	A	Most events may be booked online via the SSA UK website shop with the exception of the FEDESSA Conference & Trade Show.
Q	I would like to send multiple delegates on an event. Will I receive a discount?	A	This may be possible but will depend on the number of delegates and the event. Please email your request to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a>
Q	Will I receive an invoice if I book on an event via the SSA UK website shop?	A	Yes. The invoice will be emailed to you using the address provided on your booking.
Q	I am unable to attend an event I have booked. Can I transfer my place to another event?	A	We are unable to accept transfers from one event to another. However, we do allow substitutions of delegates. Please email <a href="mailto:admin@ssauk.com">admin@ssauk.com</a> to provide the name of the replacement delegate.
Q	I need to cancel my booking. Will I receive a refund?	A	Only cancellations advised in writing to <a href="mailto:events@ssauk.com">events@ssauk.com</a> and received 14 days prior to the event date will receive a refund. Please note the refund amount is limited to 50% of the cost per head/cost per ticket unless otherwise stated on the event webpage or booking form. We do not offer a refund for cancellations received within 14 days of an event.
Q	Are there sponsorship opportunities at SSA UK Events?	A	Some events include opportunities to sponsor. Please visit the SSA UK website and the event page for further details.
Q	How do I book a delegate place at the annual FEDESSA Conference & Trade Show?	A	Complete a Delegate Registration form which can be downloaded from the FEDESSA or SSA UK websites and send to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a>

<b>Q</b>	I am interested in the Sponsorship at the FEDESSA Conference & Trade Show? How do I book?	<b>A</b>	All sponsorship opportunities are listed on the conference webpage on both the FEDESSA and SSA UK websites and send to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a>
<b>Q</b>	How do I book to exhibit at the FEDESSA Conference & Trade Show?	<b>A</b>	Please complete the Exhibitor Booking form which can be downloaded from the FEDESSA or SSA UK websites and send to <a href="mailto:admin@ssauk.com">admin@ssauk.com</a>