

# Self-Storage Property Management Procedures and Guidelines

## BUILDING FILES

### 1. Company Self-Storage Program (system used)

After initial move in (quickly done)

View/Edit Tenant Form

- enter unit # or customer name

ALL FILES:

- Last name, First name
  - o Name of bill payer
  - o Spouse / co-tenant
- Mailing address bill should be sent to
- Billing Address – may be different than mailing address (make sure to ask this)
- Phone number / 2<sup>nd</sup> phone number if possible
- Email – must have correct for GREEN/YELLOW

AUTO PAY:

Make sure Billing tab is always filled out with Auto bill checked.

CC number and expiration is required

EMAIL INVOICES:

If people don't want to be on auto pay, and want an email reminder invoice instead (should have this option in each system)

Make sure to send bill monthly

Then select the 20<sup>th</sup> of the same month or following – same day we invoice

### 2. Actual FILE

Set up color coding per storage facility so that you will be able to keep them separate.  
i.e.

VICTORY:

GREEN: Email

BLUE: Auto pay AN

MANILA: no notice

BEVERLY:

YELLOW: Email

PURPLE: Auto pay AN

GREY: no notice

# Self-Storage Property Management Procedures and Guidelines

## Customer Notes:

Reverse stapled inside left

Date / Unit / Rent

**KEEP UPDATED**

## Invoice / Payment

- Move in info
- Date
- Month
- Amount or info
- Stamp/ date
- Highlight

## **ORDER of File paperwork (1 = farthest back)**

1. Phone payment / Auto pay sheet stapled
2. Copy of ID
3. Lease original
  - a. Fine print
  - b. Access code
  - c. Info
4. Receipt move in info (print + cc slip taped)
5. All other payment receipts – ongoing –
6. Invoice / payment (always on top)

## **Instructions for Online System used: i.e. Authorize. Net**

- Open Internet explorer: shortcut top right
  - o Username: Storage facility name and year opened
  - o Password: 2902(address)STORAGE (or name of facility)
- Left column under tools: Recurring Billing
- Middle section: Create New ARB subscription
- Enter:
  - o CC#, exp date, amount
  - o Invoice # = unit number
  - o Interval: select one- Every
  - o CHANGE start date to next month's DATE
  - o First, last name
  - o Billing address must be correct – to prevent AVS mismatch
  - o Zip code

# Self-Storage Property Management Procedures and Guidelines

## DAILY / WEEKLY CLEANING TASKS

Clean / Wipe down all windows and windowsills

Wipe down all counters (clean behind computers, etc. and underneath items on counters)

Wipe all Keyboards and all office equipment

Vacuum

Bathroom

- Mop
- Clean toilet
- Make sure toilet paper and paper towels are always stocked (keep extras in cabinet)

Kitchen

- Make sure dishes are always done (if dishwasher, load and put away)
- Keep fridge clean

Empty Garbage in entire office (i.e. kitchen, bathrooms, offices)

Sweep and dust storefront (keep clean from cobwebs and dust)

Wipe down all door handles

# Self-Storage Property Management Procedures and Guidelines

## DAILY TASKS

### 8:00AM to 9:00AM

- Drive Thru Facility / Facilities

### 9:00AM to 9:30AM

- Open Office
- Run Reports

### 9:30AM – 10:30AM

- Check all Voicemail
- Return Calls

### 10:30AM – 11:00AM

- Audit Drive Thru Notes

### 11:00AM – 12:00PM

- Submit Property Inspection Report
- Submit Drive Thru Report
- Submit Daily Reports to Owners

### 12:00PM – 1:00PM – Mandatory Lunch

### 1:00PM – 1:30PM

- Check all Voicemail
- Return Calls

### 1:00PM – 2:30PM

- Call Waiting List on New Vacancies

### 2:30PM – 3:30PM

- Update Unit Swept Report

### 3:30PM – 4:30PM

- Audit and/or Mail any Letters Generated

### 4:30PM – 5:00PM –

- Print Proof Edit & Detailed Credit Card Transaction List
- Audit Transactions to make sure nothing was missed and that the End of Day Processing will balance.

### 5:00PM – 5:30PM

- Perform Daily Close - Reconcile cash, card, and check transactions.

# Self-Storage Property Management Procedures and Guidelines

## WEEKLY TASKS

### MONDAY

- Perform a drive thru audit of facility / facilities
- Submit Property Inspection Report
- Submit Drive Thru Report
- Submit Daily Reports to Owners.

### TUESDAY

- General Operations
- Cleaning Tasks

### WEDNESDAY

- General operations
- Update Procedure Manual

### THURSDAY

- General Operations
- Cleaning Tasks

### FRIDAY

- Audit lock out list before the weekend
- Send Owners a Report of Lock Outs.
- Make Weekly Bank Deposit
- Send Owners a Detailed Deposit Report

### SATURDAY

- Open and at the Office the 1<sup>st</sup> Saturday of Every Month
- Closed on Saturdays, or Open by Appointment Only

### SUNDAY

- **CLOSED**

# Self-Storage Property Management Procedures and Guidelines

## MONTHLY TASKS

1	<ul style="list-style-type: none"> <li>- Rent is due</li> <li>- Audit Auto Payments (Approved / Declined)</li> </ul>
2	<ul style="list-style-type: none"> <li>- Process All Checks That Were Held from Previous Month</li> </ul>
3	
4	
5	<ul style="list-style-type: none"> <li>- Rent is DUE by End of Business Day Today</li> </ul>
6	<ul style="list-style-type: none"> <li>- Make Collection Calls</li> </ul>
7	
8	
9	
10	<ul style="list-style-type: none"> <li>- Red Lock ALL Delinquent Accounts - Computer automatically Locks Codes Out</li> </ul>
11	<ul style="list-style-type: none"> <li>- Late Fees Should Automatically Apply – Double Check Accounts</li> </ul>
12	<ul style="list-style-type: none"> <li>- Make Collection Calls</li> </ul>
13	
14	
15	
16	<ul style="list-style-type: none"> <li>- Update Market Analysis Report</li> <li>- Send Report to Owners</li> </ul>
17	
18	<ul style="list-style-type: none"> <li>- Make Collection Calls</li> </ul>
19	<ul style="list-style-type: none"> <li>- Prepare for Invoicing and 1<sup>st</sup> of the Month Receivables</li> </ul>
20	<ul style="list-style-type: none"> <li>- Email Invoices Sent</li> </ul>
21	
22	
23	
24	<ul style="list-style-type: none"> <li>- Make Collection Calls</li> </ul>
25	
26	
27	
28	
29	
30	<ul style="list-style-type: none"> <li>- Export to Excel and Email the MTD Transaction Report</li> <li>- Send Reports to owners</li> <li>- Submit Collections Management Report:               <ul style="list-style-type: none"> <li>o Report should show 30, 60- and 90-days delinquency and any lien procedures including who has been overlocked and what is being done to correct the situation.</li> <li>o As discussed, any abandoned units that are sitting idle for over 90-days should be brought to the Owner’s attention.</li> </ul> </li> </ul>
31	

# Self-Storage Property Management Procedures and Guidelines

## OWNER REPORT SCHEDULE

### WEEKLY:

- **MONDAY**
  - Drive Thru Report
  - Property Inspections Report
  - Daily Report
  
- **FRIDAY**
  - Detailed Deposit Report

### MONTHLY:

- **16<sup>th</sup>**
  - Market Analysis Report
  - Waiting List Report
  
- **30<sup>th</sup>**
  - MTD Transaction Report (Excel Spreadsheet)
  - Collections Management Report
    - 30-60-90 Day Delinquencies
    - Liens
    - Overlocks

# Self-Storage Property Management Procedures and Guidelines

## EXTRA PROJECTS

(Double check these and complete weekly to twice a month)

- Update wait list
- Purge office forms / organize
- Rate increase
- Purge files
- PCI
- Reminder report
- New invoicing system
- Replacing cc #: cut/ shred
- Weather stripping
- Call through and update files and tenant info
- Update AN form
- Audit 24-hour tenants – Update Access
- Update Passwords, Contact lists and Vendor list
- Mismatch payments – who pays whose bills
- Scripts: late payment, AN card fail
- Filing cabinets: vendors/ AN/ Staples/ extra files/ receipts
- Move in / move out:
- Reminders - update
- Call on emails that kick back
- Update Auto.Net filter



# Self-Storage Property Management Procedures and Guidelines

## AUTO PAY CONFIRMATION

(Instruction for system used for Auto Pay)

Username: Storage facility name and year opened

Password: 2902(address)STORAGE (or name of facility)

### Recurring Billing

- 'Month of' - Select next month
- Expiring CC: print and call ahead of time
- Active – View all – Customer name
- Ascending order A-Z
- PRINT:
  - o Page set up, landscape, enable shrink to fit, Preferences: more options – click Reduce/Enlarge \*fit to page, OK - print

### (System Used)

#### Report & Graph Menu

- Tenant Reports – Auto bill CC report – site #1, site #2 – ok – output: window
- Sort options – 'customer name' – 'paid to date' - add – ok
- Print selections – print: each facility separate

### Compare Reports (2 colored pens, ruler)

- Match with names (Systems), put dot by name, Color of pen per facility
- Check name and amount to charge on both
- Refer to "mismatched payments" in Office Shortcuts on the computer.
- Add any new additions to mismatched payments
- Correct as errors come up

# Self-Storage Property Management Procedures and Guidelines

## MERCHANDISE

- If a tenant is making a purchase the purchase can be made under their unit.
- If a walk-in customer is making a purchase, use the storage unit #999 or an Overhead # designated to complete the purchase.

<b>EXTRA PURCHASES</b>	
<b>Disc Lock</b>	<b>13.99 + tax</b>
<b>Dual Disc Lock</b>	<b>26.99 + tax</b>
<b>Utility Knife</b>	<b>1.58 + tax</b>
<b>Permanent Marker</b>	<b>1.48 + tax</b>
<b>Tape</b>	<b>2.19 + tax</b>
<b>Tape Dispenser</b>	<b>9.99 + tax</b>
<b>Bubble Wrap</b>	<b>4.99 + tax</b>
<b>5 LB Wrapping Paper</b>	<b>8.99 + tax</b>
<b>10 LB Wrapping Paper</b>	<b>14.99 + tax</b>
<b>Chair Cover</b>	<b>3.59 + tax</b>
<b>Sofa Cover</b>	<b>3.59 + tax</b>
<b>Twin Cover</b>	<b>2.99 + tax</b>
<b>Full Cover</b>	<b>3.49 + tax</b>
<b>Queen Cover</b>	<b>3.89 + tax</b>
<b>King Cover</b>	<b>4.69 + tax</b>
<b>Small Box</b>	<b>1.81 + tax</b>
<b>Medium Box</b>	<b>2.69 + tax</b>
<b>Large Box</b>	<b>3.39 + tax</b>
<b>X-Large Box</b>	<b>4.19 + tax</b>
<b>Wardrobe Box</b>	<b>14.49 + tax</b>

# Self-Storage Property Management Procedures and Guidelines

## LAST AND FIRST WEEK OF THE MONTH AND MONTHLY SCHEDULE (SYSTEM HIGHLIGHTS)

- **WEEK PRIOR to the First / Last Week of the Month Previous:**
  - Collect / hold incoming checks
    - o Pull files and do file work only: keep check inside
      - Copy check: 3 to a page (use recycled paper)
      - Fill in invoice: date, paid stamp, dated 1<sup>st</sup> or 2<sup>nd</sup>, highlighted
    - o File held payments in top drawer (alphabetize)
  - Thursday/ Friday
    - o Print, Compare / Fix System Reports
      - (SEE INSTRUCTION SHEETS Page 9)
- **FIRST OR MONDAY: (AUTOBILL/ (SYSTEM) purge and cancel declines)**
  1. Open (System) and print Monthly report
  2. CC balance sheet (office forms: accounting)
  3. (System) declines: print (transactions status tab)
  4. Email: cableone.net or Internet company – print all declined or suspended forms
  5. Pull declined files and paperclip declined print out
  6. Hard punch cards if they get declined and cancel autopay in system used
  7. Pull report on (System) for all future/ pending transactions–pull files and set aside
  8. All remaining files should be OK to invoice as PAID
- **SECOND (Process all checks from today and payments saved from week before)**
  1. Alphabetize stack first: helpful but not essential
  2. Pull up file in (System used) and apply check payment
  3. Write a 1. (Facility) or 2. (Second Facility) In the top right corner of check
- **FIFTH (considered LATE)**
  1. Accept payments but remind them considered late
- **ELEVENTH (System used should automatically apply late fee to all unpaid (double check this))**
  1. Open System used (make sure paper is full)
  2. (System) report for 11<sup>th</sup>
  3. Pull late files and call through reminding customer to pay (saves in postage of late notices)
  4. Make sure any mistakes are corrected so access isn't restricted unjustly.

# Self-Storage Property Management Procedures and Guidelines

- **NINETEENTH (prepare for invoices) TWENTIETH**
  1. All single units should send monthly bills automatically
  2. Pull and invoice green and yellow folders
    - a. Pull and invoice LATE DRAWER
    - b. If it's a business or has more than 2 units, print invoice separately
  3. Business or multi-unit tenants
    - a. Pull up in (System): put in one unit
    - b. Click on Letter icon at top
    - c. Select mbill.dot
    - d. Output options – window, print
    - e. To email to tenant: save file, email tenant in outlook
    - f. Email in file
  
- **LAST WEEK OF THE MONTH**

Start process over again.

## Robert Wright

---

**Subject:** Mini Storage Management

Manager - book keeper at \$22 to \$23 part time full access to office, Needs to be available 24 -7 in case of emergency. Fill in for full time assistant who have sick leave or vacation time.

Manage a full time office receptionist \$14 to \$15 that responsibility to show units, answer phone and maintain office. Regarding self-storage management. The "Industry Standard" management fee is anywhere from 4%-7% of gross rents collected. The lower %'s are based off a multiple facility investment portfolios. While under construction, we charge a minimum monthly management fee until occupancy and cash flow increase and the % exceeds the minimum fee.

### Services Included:

- Access to our professional literature
- Consulting: 14 years storage industry experience
- Training: Office, Daily/Weekly/Monthly/Quarterly/Annual Operations, tenant screening, insurance requirements, facility walk-through's, file/office management, etc.
- Preventative maintenance programs: Daily/Weekly/Monthly/Quarterly/Annual
- Maintenance Strategies
- Snow/Ice strategies
- Accounting; reconciliation/cash procedures/bank reconciliation
- Website Review
- Recommendations for operating software
- Implementing office procedures/rate increase schedules
- Risk Mitigation
- Public Sale Training
- Abandonment Training
- Implementing Disaster Plan/Prevention/Recovery
- Training on Vendor Management
- Overseeing Operations and Financials
- Payroll Managing

### Reimbursable Expenses:

- Flights/Accommodations/Job Site Visits
- Creating/Implementing Marketing Strategies
- 

We interview/hire/train staff. Staff is paid direct by the facility owners through a third party payroll service. Workers comp has to be purchased but the third party pays all the appropriate taxes.

I recommend that a facility has two employees. To help reduce cost while occupancy and cash flow are low, I recommend 2 part-time employees or 1 full-time employee and 1 part-time employee. This ensures that you have a back up plan in case one person is sick, someone quits, family emergency's, etc. When occupancy and cash flow increase, I highly recommend that your staff consists of two full time employees with one of them being a capable maintenance tech (that can also work in the office and rent units).

Tips for a successful storage business: Staff continuing education (there are now certification programs as well as annual seminars/conferences), joining a local storage Co-op/association, joining the SSA, interactive website with strong SEO,

## Bob Wright

---

**From:** Caley Acevez  
**Sent:** Friday, May 24, 2019 4:49 PM  
**To:** Bob Wright  
**Cc:** Mandi Wright  
**Subject:** RE: Can you help on this?  
**Attachments:** Procedure Month In Review.docx; Procedure Daily Tasks.docx; Procedure Monthly Tasks.docx; Procedure Weekly Tasks.docx; Procedure Report Schedule.docx; ATT06035; Procedure Extra Tasks.docx; Procedure Cleaning Tasks.docx; Procedure Building Files.docx; Procedure Auto Pay.docx; Procedure Merchandise.docx

Bob- Attached are the custom procedures put together to Victory Self Storage. Please note these procedures are based off the gate/management software and these specifically are based off Winsen Sentinel Platinum. Below in blue are my responses to your line items. Let me know if you need anything else.



CALEY ACEVEZ  
EXECUTIVE ASSISTANT  
CONTRACT ADMINISTRATOR

o 208.938.6000  
c 208.869.9272

[website](#) | [facebook](#)

Confidentiality Notice: This communication is intended only for the use of the original person to whom it is addressed and may contain privileged and confidential information. Copying or dissemination of this communication is prohibited. If you have received this communication in error, please notify us immediately and delete the original message.

**From:** Bob Wright <RWright@wbtbc.com>  
**Sent:** Friday, May 24, 2019 10:51 AM  
**To:** Caley Acevez <CAcevez@wbtbc.com>  
**Cc:** Mandi Wright <mwright@wbtbc.com>  
**Subject:** Can you help on this?

Bob-

Regarding self-storage management. The "Industry Standard" management fee is anywhere from 4%-7% of gross rents collected. The lower %'s are based off a multiple facility investment portfolios. While under construction, we charge a minimum monthly management fee until occupancy and cash flow increase and the % exceeds the minimum fee.

### Services Included:

- Access to our professional literature Please list – Basic Contract (I recommend having an attorney take a look over is as it has not been reviewed in over 10 years)/Public Sale/Abandonment Form
- Consulting: 14 years storage industry experience
- Training: Office, Daily/Weekly/Monthly/Quarterly/Annual Operations, tenant screening, insurance requirements, facility walk-through's, file/office management, etc. please give me a procedure manual See attached
- Preventative maintenance programs: Daily/Weekly/Monthly/Quarterly/Annual Please list See Maintenance Procedures Attached
- Maintenance Strategies Please list See Maintenance Procedures Attached
- Snow/Ice strategies Please list Place to pile snow/ice removal/knowing you clients and who will need access frequently and removing snow in their area first. Planning for a secondary snowfall when the snow on the roof

comes down. Not plowing too close to doors. Making sure pull strings are on the interior of the door or not long enough to be caught by the snow plow.

- Accounting; reconciliation/cash procedures/bank reconciliation please give me a procedure manual Mandi will have to provide most of this information. Deposits are to be made daily. Cash box is to be reconciled daily and must balance. Any discrepancies are to be notated.
- Website Review please give recommendations Web.com was awesome
- Recommendations for operating software Please list WinSen Sentinel
- Implementing office procedures/rate increase schedules please give me a procedure manual See attached
- Risk Mitigation Please list An onsite evaluation would need to be done.
- Public Sale Training Please list No cherry picking, units go as a whole, do not enter the unit EVER, bring a witness every time the unit is opened, Sign in sheets, knowing the laws about posting the units for sale, etc
- Abandonment Training Please list There is a form to have the tenant sign (if you can get them to agree or even if you can find them). Abandonments are rare.
- Implementing Disaster Plan/Prevention/Recovery please give me a procedure manual Just have a printed list of owners, emergency numbers etc. ready and handy to grab and run out the door.
- Training on Vendor Management Please list I'm lost on this one. This is just maintaining good relationships with vendors.
- Overseeing Operations and Financials please give me a procedure manual This was handled by Mandi and Jolene. Maybe Mandi could elaborate.

#### Reimbursable Expenses:

- Flights/Accommodations/Job Site Visits
- Creating/Implementing Marketing Strategies
- 

We interview/hire/train staff. Staff is paid direct by the facility owners through a third party payroll service. (Mandi, please elaborate in the details of this aspect. I'm not sure how the workers comp etc. was worked out.)

I recommend that a facility has two employees. To help reduce cost while occupancy and cash flow are low, I recommend 2 part-time employees or 1 full-time employee and 1 part-time employee. This ensures that you have a back up plan in case one person is sick, someone quits, family emergency's, etc. When occupancy and cash flow increase, I highly recommend that your staff consists of two full time employees with one of them being a capable maintenance tech (that can also work in the office and rent units).

Tips for a successful storage business: Staff continuing education (there are now certification programs as well as annual seminars/conferences), joining a local storage Co-op/association, joining the SSA, interactive website with strong SEO, installing a large sign on site during construction directing traffic to your website. Website should have capability to reserve a unit.

If your client isn't interested in a continuing management agreement, I would recommend an hourly consulting option @ \$65 per hour. We could potentially offer to help set up the office and train as a one-time fee and then continue an hourly consulting option subsequently.

Thanks

Bob