

**Project: Operational Review**

This review is designed to provide you with commentary relative to potential gaps and improvement opportunities in your operations, and assist you in developing a priority list / corrective active plan. During our review we will conduct the following.

- 1) Unit Review and Inspection
  - a) Conduct a 100% space audit, unit-by-unit inventory and verify against the site computer records.
  - b) Match up all occupied, vacant, over-locked and lien sale units against computer records
  - c) Inspect spaces shown as vacant and confirm "rent ready" condition
  - d) Inspect all "company" units
  - e) Inspect all "out of service" units
- 2) Review a sampling of tenant records for the following:
  - a) Proper match up of legal information from rental agreement to computer record
  - b) Proper and thorough completion of rental agreements and other documents that may require customer signature
  - c) Proper custodial chain for change of address
  - d) Proper notification of rental increases
  - e) Proper identification \Proper signatures and acknowledgement
- 3) Payment audit sampling from source document to bank deposit verification
  - a) Computer Receipts
  - b) Hand Receipts
  - c) Deposit Slips
  - d) Daily Site Computer Deposit Records
- 4) Review delinquency procedures and confirm compliance with review of onsite reports and tenant ledgers
- 5) Review company's last auction for compliance with state statute and company collection/lien procedures
- 6) Review onsite management reports
  - a) Management Summary
  - b) Non-standard rents
  - c) Concessions
  - d) Occupancy Statistics
- 7) Review Marketing Efforts
  - a) Website review
  - b) Manager Sales Skills
  - c) Other marketing resources
- 8) Review Current Staffing Plan
  - a) Time management
  - b) Store hours

The report will include an Executive Summary which summarizes our findings and a list of marketing and operational recommendations. This proposal will include enrollment of any Self Storage 101 Training webinars deemed appropriate for the staff.

The cost of this review is \$1995 plus travel expenses.

**Self Storage Virtual Trade Show Special for attendees only! \$995 plus travel expenses! Call us today at 866-269-1311 to schedule your operational review!**