



## Alabama

**ALABAMASSA.ORG**

Greetings from all of us on the board of directors of the Alabama Self Storage Association. We trust that business is growing for everyone involved in the self storage industry in the great state of Alabama.

Thanks to each of you who took time out of your schedule to attend our annual Winter Conference and Trade Show. We had a wonderful turnout. Mike Mele of Marcus and Millichap peeled back the layers of the onion for us in the self storage real estate world. Mike Scanlon gave us an informative look at the state of the self storage industry across the nation. ALSSA lobbyist Matt Beam got us up to date on the status of our lien bill that is currently working its way through the state legislature. Bob Copper gave us countless tips on how to manage our storage businesses. And, as always, Scott Zucker gave us invaluable legal advice.

We would like to say special thanks to the following sponsors: Gold Sponsors: [ibid4storage.com](http://ibid4storage.com) and Select Merchant Solutions; Silver Sponsors: Express Building Systems, U-Haul of Central Alabama, Open

Tech Alliance, Sitelink and Slip Rx; Bronze Sponsors: Janus International, U-Haul Self Storage Affiliate Network, Marcus and Millichap, Bader, JM Williams Contractors, and Storage Structures. Lunch was provided by BayView Advisors and refreshments were provided by William Knight Insurance Agency. Thanks to everyone, sponsors and attendees alike. Because of your involvement, our Winter Conference and Trade Show was a huge success.

Our next event, the annual Spring Luncheon, will be held at the end of May in the Mobile area. Our website will be updated soon with information and registration details. We will also be sending you information in the mail regarding the event.

Our efforts to modernize the self service storage act of 1981 continue to work its way through the Alabama legislative process. We will be emailing updates to you along the way. It is not too late to donate to our lobbying fund. You can donate online at [alabamassa.org](http://alabamassa.org) or you can mail a check in to our treasurer's office attention ALSSA, c/o Lissa Pressley, 9091 Madison Boulevard, Madison, AL 35758.

As we continue to grow as an organization we would like to remind everyone that we covet your input. We always look to our members to give us new ideas and to make recommendations and suggestions on how we can better assist and serve you. If you do have any comments, ideas, or suggestions please send them to Brent Fields at [brent.fields@docupak.com](mailto:brent.fields@docupak.com). Your suggestions and comments will go directly to the association board of directors for consideration.

If you have not joined the Alabama Self Storage Association, we want you as a member of our team. Join today and take advantage of all of the wonderful benefits for all of our members. Some of those benefits include affordable membership, advocacy and keeping an ear to the ground in Montgomery, news and information, education programs, networking and informative meetings, communications and publications, national association relationship and much more! Join us today as membership in this organization can make a difference. For more information contact us at [www.alabamassa.org](http://www.alabamassa.org) or Brent Fields at 205-685-0244 or [brent.fields@docupak.com](mailto:brent.fields@docupak.com).

## Arizona

**AZSELFSTORAGE.COM**

Remember that great old movie, *Back to the Future*? Well, we're living it! 2015 is the "future" it refers to! You know, with flying cars and crazy professors? The cars might not fly yet, but it's still a momentous year, especially for the self storage industry.

What's "back," you ask? The dynamic nature of the market, rents, revenue, profits, property value...development is back, too! That's why we're going "Back to the Future" with this year's trade show—helping you use today's technology to achieve enduring business goals.

The 17th Annual Arizona Self-Storage Conference, Trade Show & Golf Tournament, May 4–6, will be at the

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Alabama  
Arizona  
Arkansas  
California  
Colorado  
Connecticut  
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Idaho  
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Self Storage Associations  
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Latin America SSA  
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Wild Horse Pass Hotel & Casino, Chandler, Arizona. We appreciate the early and generous commitments of our Title Sponsor, Deans & Homer, Promotional Sponsor, *Mini-Storage Messenger*, and Major Sponsors Baja Construction Inc., MiniCo Insurance Agency, Store Local, and U-Haul Self Storage Affiliate Network, who have made it possible for us to secure some fabulous speakers for you!

Technology changes everything, right? Or does it? We still have the same basic goals. Consumers are still buying. Businesses are still selling. So, how do you connect with today's consumers using their tools of choice: technology in its many-faceted applications in our industry?

Keynote speaker Kit Yarrow will help you decode why, when, and how people shop and buy today. With leading edge research and specific applicability to our industry, Kit will use case studies to demonstrate five strategic adjustments you need to make to compete in today's market.

Plus, we have a whole line-up of carefully crafted presentations and speakers who will help you achieve enduring business goals using today's technology and tactics to meet operational and legal challenges, as well as interpret the economic, industrial, and financial conditions of the self storage market. We will feature Bill Hobin, William Warren Group; The Hat Lady, Anne Ballard; AZSA's own Richard Marmor, Esq.; Jim Rounds, Elliott D. Pollack & Company; Neal Gussis, CCM Commercial Mortgage; and Tron Jordheim, PhoneSmart.

Since no one can compare to last year's special guest speaker, Jason Schechterle, hometown hero and retired police officer, we're going entirely in a different direction. Come join St. Baldrick's Tim Kenny and see our homegrown, unsung heroes in a public head-shaving to benefit children's cancer research.

The annual golf tournament promises to be another great event this year. The tournament and reception will

be at the Whirlwind Golf Course at Wild Horse Pass. Whether you are a scratch golfer or you make people scratch their heads when you golf, come join us at this kick-off event. It is a blast for all involved!

The sponsorship and exhibit kit is available at [www.azselfstorage.org](http://www.azselfstorage.org), and there are still opportunities to participate. Don't delay, though, because we have sold out of both exhibit space and sponsorships for the past several years, and interest in the 2015 show is very high. We encourage vendors to secure the sponsorship and space you want at your earliest convenience, taking full advantage of pre-show promotional opportunities AZSA will make available to sponsors and exhibitors. Contact AZSA Executive Director Anne Mari DeCoster at [azsahq@gmail.com](mailto:azsahq@gmail.com) or 602-374-7184.

## Arkansas

[ARSSA.ORG](http://ARSSA.ORG)

Mark your calendars now. The ASSA Expo will return to northwest Arkansas at the Springdale Holiday Inn and Convention Center, August 19–20. Please contact the ASSA offices at 501-607-4775 for more information.

## California

[CALIFORNIASELFSTORAGE.ORG](http://CALIFORNIASELFSTORAGE.ORG)

The CSSA returns to beautiful Napa for our third annual West Coast Self Storage Owners Conference. Our event is being held May 13–15 at The Westin Verasa in downtown Napa. In addition to terrific networking opportunities with industry operators and vendors, this year's program will focus on how to be prepared for natural disasters and other emergency situations. As always, the conference will offer critical information on California employment law, marketing trends and much, much more! Registration is open at [www.californiaselfstorage.org](http://www.californiaselfstorage.org). Register for the conference and book your hotel

room early—we expect both to sell out fast.

Save the date! Our 11th Annual Self Storage Owners Summit returns to The Balboa Bay Resort in Newport Beach on July 23. This event always offers attendees exciting and compelling keynote speakers followed by panel discussions on the latest capital markets news, current market transactions and development insights by our industry leaders. Event registration opens soon. Contact the CSSA for more information.

Do you like the river? We do. Mark your calendars now and join the AZSA, CSSA and the NVSSA for our second annual tri-state meeting in Laughlin, Nevada, October 15–16 at The Golden Nugget. This event provides area owners and operators with the latest legal information, operating trends and sales techniques every self storage owner or manager should know. Want to learn more about this event? Contact CSSA Executive Director Erin King for details 909-912-1962.

Our website calendar is constantly updated. Please check our website and join us at an upcoming event. We offer networking events, coffee meetings and manager education classes. We hope to see you soon!

## Colorado

**COLORADOSSA.COM**

We invite you to attend the 2015 Spring Meeting & Trade Show on May 13 at the Inverness Conference Center, Englewood. We have great speakers lined up, including Allison Felix from the Federal Reserve Bank, who will discuss the economic outlook for the state of Colorado, and other knowledgeable and well-known self storage experts who will address current industry issues. You will have the opportunity to meet with national and local vendors taking part in the trade show as well. They will demonstrate all of the latest products and services available to help you maintain that leading edge in your business in the coming years.

Member registration: \$45.00 (additional attendees from same company: \$40.00); non-member registration: \$65.00 (additional attendees from same company: \$55.00). For more information about the meeting/trade show or to register, visit [www.Coloradossa.com](http://www.Coloradossa.com).

Our “Big Easy” package—an up-to-date Colorado lease and 15 operational forms—is available. The package costs \$300 for the first facility, \$100 for each additional facility, with a maximum of \$500 for any company. This package is available to COSSA members only. See [www.coloradossa.com](http://www.coloradossa.com) for more information.

To join COSSA, log onto the website and download the membership application or email [cosa@q.com](mailto:cosa@q.com). Do your part to support the self storage industry and become an active supporter of your industry association.

## Connecticut

**CTSSA.ORG**

The Connecticut Self Storage Association (CTSSA) is hosting a joint Legal Update on April 28 at the Publick House in Sturbridge, Massachusetts. Our speaker is self storage legal guru Jeffrey Greenberger, J.D. Check the website at [www.CTSSA.org](http://www.CTSSA.org) for a link to registration. This program replaces the previously advertised Developers Seminar.

The joint Northeast Self Storage Tradeshaw is being held at Pequot Towers, Foxwoods. This is one of Connecticut's destination casino and resort. Save the dates! October 7 is our opening reception and October 8 is the trade show and education sessions.

CTSSA members enjoy educational meetings and networking luncheons, quarterly newsletter, member discussion forums, library of documents, website, and additional benefits from SSA including a subscription to the *SSA Globe*.

If you are a facility owner in Connecticut, remember that a strong membership results in a more commanding presence at the State Capitol. If you aren't a member, join today so your voice is heard at the Connecticut legislature. The CTSSA membership application is online at [www.ctssa.org](http://www.ctssa.org), or call the office at 860.228.3624 and we'll mail an application to you.

If you would like to be added to the CTSSA legislative mailing list, or if you are interested in advertising on our website or in the CTSSA newsletter, *Insights*, send your request and contact information including email address to CTSSA, P.O. Box 417, East Granby, CT 06026; 860.228.3624; 860.228.1337 fax, or email [lboulduc@ctssa.org](mailto:lboulduc@ctssa.org).

## Florida

**FLORIDASSA.ORG**

The Florida Self Storage Association (FSSA) is hosting their annual conference and expo May 13–15 at the Embassy Suites Orlando – Lake Buena Vista South. Expect to be wowed! Registration is open at [www.FloridaSSA.org](http://www.FloridaSSA.org).

Also on our calendar for 2015 are six training webinars. The website is constantly being updated as dates and registration opens, so check often for the latest at [www.FloridaSSA.org](http://www.FloridaSSA.org). The webinars are free for members and \$49 for nonmembers. If you're a member and haven't been receiving our notices, add your email address to your member record or contact the office at (863) 884-7204.

FSSA is also hosting four regional meetings on lien sales. Panama City was held in March, Jacksonville is scheduled for June 16, greater Miami is being planned for the third quarter, and Tampa for the fourth quarter. Watch your email or check the website for details: [www.FloridaSSA.org](http://www.FloridaSSA.org)

A strong membership results in a more commanding presence with

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# Self Storage

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legislators. If you aren't a member, join today so your voice is heard. The FSSA membership application is online at [www.FloridaSSA.org](http://www.FloridaSSA.org), or call the office at (863) 884-7204 and we'll mail an application to you.

If you would like to be added to the FSSA mailing list, or if you are interested in advertising, send your request and contact information including email address to FSSA, PO Box 354146, Palm Coast, FL 32135, call us at (863) 884-7204, or email [info@floridassa.org](mailto:info@floridassa.org).

## Georgia

**GASSA.ORG**

The Georgia Self Storage Association (GASSA) continues to meet on the second Tuesday of each month for networking, luncheon and board meeting at The Georgian Club. There is always a program, often with a nationally recognized speaker. Members and non-members are welcome. Membership dues are \$250 per calendar year (January–December). Join the GASSA today.

Second Tuesday of the month luncheons are from 11:30 a.m. to

2:00 p.m. at The Georgian Club, 100 Galleria Parkway, Suite 1700, Atlanta (members: \$30; non-members: \$35). Please RSVP to the executive director at [gassa.org@gmail.com](mailto:gassa.org@gmail.com), phone 678-764-2006, or fax 678-264-0968. Visit [gassa.org](http://gassa.org) for additional information.

## Idaho

**IDSSA.ORG**

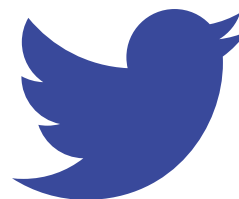
For more information, or to become a member of the Idaho Self Storage Association, please contact Richard

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# Stay Connected With the SSA!

### Follow us on Facebook and Twitter to get:

- The latest news on the storage industry
- Updates on legislative issues that affect you
- Tips on how to run your facility or business
- Details on upcoming SSA events
- Free advice from our legal experts



Church or visit us online. Contact: Richard Church, (208) 989-2960.

## Illinois

### ILSELFSTORAGE.ORG

Mark your calendar for the premier event in the Midwest: the 2015 Great Lakes Summit. The event will be held June 2 at the Doubletree Magnificent Mile in downtown Chicago. Visit [www.ilselfstorage.org](http://www.ilselfstorage.org) to register and for more details. If you're not yet a member, you can join on the site or contact [ILSSAExecDir@selfstorage.org](mailto:ILSSAExecDir@selfstorage.org). Benefits include the IL-SSA quarterly newsletter, member discounts on all IL-SSA and national SSA conventions, trade shows, and educational programs, and discounts on data and research findings.

## Indiana

### SSAINDIANA.ORG

The Indiana Self Storage Association Annual Meeting is just a few weeks away, taking place at the Hilton Indianapolis on April 23. The meeting will include the following topics: property tax issues in Indiana, revenue management and the top 10 things you need to know about the Indiana lien law. Please [www.ssaindiana.org](http://www.ssaindiana.org) for details about the meeting and to register today!

Not yet a member of the Indiana SSA? Membership is available to any owner/operator with a facility in Indiana or any vendor. Benefits include a subscription to *SSA Globe*, the Indiana SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, membership rewards, publications and legal information. Visit our website for an application and more details.

Also, if you have writing skills and would like to submit an article to the INSSA's newsletter, please submit your article to [INSSAexecdir@selfstorage.org](mailto:INSSAexecdir@selfstorage.org). Articles are always appreciated.

## Kansas

### KSSOA.ORG

Visit our website for updated information as they become available at [www.kssoa.org](http://www.kssoa.org). Our website is being revamped and will be more functional for members and non-members. Watch for our improvements.

The Kansas Self Storage Owners Association's mission is to provide value and potential for growth by working together in our regional trade organization. Be sure to take a moment to consider the many (and ever-increasing) services to the storage industry that your trade asso-

ciations offer. None of us is as strong alone as we are collectively.

For new members, please visit the website at [www.KSSOA.org](http://www.KSSOA.org) or call Shawn Herrick at 785-286-1110.

Our current contact information is KSSOA, 7321 NW Rochester Road, Topeka, Kansas 66617; Phone: 785-286-1110.

## Kentucky

### KYSSA.ORG

The Kentucky Self Storage Association Annual Meeting is next month, taking place at the Hilton Cincinnati Airport on May 20. The meeting will include the following topics: state of the industry, status of the Kentucky tenant insurance and lien law issues, a legal update and more! Please see the KYSSA website for the latest agenda and to register today!

Membership for the Kentucky SSA is available to any owner/operator with a facility in Kentucky or any vendor by paying the requisite dues. Benefits include a subscription to *SSA Globe*, the Kentucky SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, membership rewards, publications and legal information. Contact [KYSSAexecdir@selfstorage.org](mailto:KYSSAexecdir@selfstorage.org) with any questions.

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# Louisiana

**SSALA.ORG**

The Louisiana Self Storage Association will hold its annual spring conference on April 22 at Ralph & Kacoo's in Bossier City. Guest speakers will present information on a wide range of subjects related to self storage in our great state. The Louisiana Lien Sale 101 seminar will be a comprehensive step-by-step walk-through of the entire lien sale process, plus strategies to increase turn-out, ideas on when to "work a deal" with a tenant in default, and a review of common mistakes to avoid. This will be a great seminar for owners, operators, and especially managers, so make it a point to attend!

The executive board has been making contact with representatives across the state in an effort to stop sales tax from being added to our monthly storage rents. Please take the time to call or visit your representative and tell them why this is such an unfair approach to raising revenue. No other sector of the real estate market is being targeted for taxation, and laws already on the books state that self storage is not warehousing and therefore not subject to being a taxable service.

If our association can be of help, please do not hesitate to call Executive Director Wanda Cox at 225-774-2117. Wanda is committed to serving our members, and does a remarkable job handling the day-to-day work of the SSALA.

# Maine

**MAINESSA.COM**

Come join the Maine Self Storage Association at our annual conference, April 16-17 at Hollywood Casino! Nationally renowned industry attorney Scott Zucker will be our featured speaker. Scott will be speaking about state-specific legal issues, the lien law and process and how to reduce your liability in all things storage related. We'll also hear from Glenn Walton on how to

improve your customer service skills. Several vendors will speak, including Bader Company, Flexospan, Sperry Van Ness / CM Neville & Associates, Storage Auction Solutions, Syrasoft and U-Haul. MeSSA was able to continue to offer conference registration for FREE to the first attendee from each member facility. Members and non-members alike are welcome to join us in Bangor for this event. Please see our website for more information or to register for this event.

MeSSA's March 5 meeting at Duffy's Tavern & Grill in Kennebunk Went off without a hitch. Phil Ross from the Storage Business Owners Alliance spoke to the group about the pre-negotiated services and savings that the SBOA offers. Attendees were enthralled with Phil's presentation on how the SBOA's network could benefit their facilities. Guests left the meeting impressed with Duffy's, a new venue for MeSSA.

As always, we welcome input from our members on any topics they would like to hear about or venues they recommend for future meetings.

We are always looking to help new members improve their business and increase their bottom line and there is no better time than now to join. For more details on how to become involved, please contact Mark Adler at [mark@mainessa.com](mailto:mark@mainessa.com), or visit [mainessa.com](http://mainessa.com). We also encourage everyone to become a fan of MeSSA on Facebook.

# Maryland

**SSAMARYLAND.ORG**

Thank you to those who attended the Maryland SSA meeting at the Gaylord last month. Please be on the lookout for information on our annual meeting scheduled for the fall. Details and information will be posted at [www.ssamaryland.org](http://www.ssamaryland.org) under the coming events page.

If you're not already a member of the Maryland Self Storage Association, you're missing out! Benefits include a subscription to *SSA Globe*, the

Maryland SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, membership rewards, publications and legal information.

# Massachusetts

**MASELFSTORAGE.ORG**

The Massachusetts Self Storage Association (MASSA) is hosting a joint Legal Update with CTSSA on April 28 at the Publick House in Sturbridge, Massachusetts. Our speaker is self storage legal guru Jeffrey Greenberger, J.D. Check the website at [www.CTSSA.org](http://www.CTSSA.org) for a link to registration. This program replaces the previously advertised Developers Seminar.

The joint Northeast Self Storage Tradeshow is being held at Pequot Towers, Foxwoods, one of Connecticut's premier casino and resort destinations. Save the dates: October 7 is our opening reception and October 8 is trade show and education sessions.

If you have a facility in Massachusetts, help MASSA save your business money. A strong membership results in a more commanding presence on Beacon Hill. If you aren't a member, join today so your voice is represented at the Massachusetts legislature. The MASSA membership application is online at [www.maselfstorage.org](http://www.maselfstorage.org), or call the office at 617.600.4481 and we'll mail an application to you.

MASSA members enjoy educational meetings and networking, quarterly newsletter, library of documents, website, and additional benefits from SSA including a subscription to the *SSA Globe*.

If you would like to be added to the MASSA mailing list, or if you are interested in advertising on their website or in the *MASSA Advantage*, send your request and contact information including email address to MASSA, P.O. Box 354146;

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617.600.4481; 860.228.1337 fax; or email [lboulduc@maselfstorage.org](mailto:lboulduc@maselfstorage.org).

## Michigan

### SELFSTORAGEMICHIGAN.ORG

Michigan Governor Rick Snyder vetoed House Bill 4485. The bill would have given self storage owners and operators the ability to offer storage insurance to their tenants without the requirement of an insurance license. SSAM staff, board members, and key industry leaders worked diligently with legislators to accept this legislation, as it is beneficial to the industry as a whole, including business owners and customers alike.

The bill, if enacted, would have exempted from licensure as an insurance agent any person whose *only* sale of insurance is for "stored property insurance" in connection with or incidental to the rental of storage space in a self storage facility under a rental agreement having a term of one year or less. Most self storage rental agreements are month-to-month.

The bill would also have required certain disclosures to be made to customers, e.g., a disclosure that the insurance may be duplicative of a customer's homeowner's or renter's policy (if they have one), a summary of the material terms of the policy (name of the insurer, benefits of coverage and key terms and conditions) and a summary of the process for filing a claim.

While disappointed by this set back, the SSAM board of directors is committed to continuing its efforts to have an exemption bill enacted into law. SSAM representatives have had several meetings with the Governor's staff to discuss the veto. Based on those meetings, we believe that we now understand and can adequately address the Governor's concerns in a revised bill for introduction this new legislative session. Stay tuned.

It is with great pleasure that we announce to the membership that SSAM has exceeded its goal of 300

members! As a result of this new wave of membership, your association now has 334 members. "We're thrilled to have met our goal," said SSAM President Chad Lundberg. "We're onto the next goal of 400 members!"

If you're not already a SSAM member, we encourage you to join the Self Storage Association of Michigan to take advantage of the many benefits available. SSAM lobbies the Michigan legislature on behalf of the industry concerning issues that are important to you and your business. Your SSAM membership allows you to take advantage of special discounted rates on website design and development, credit card processing, a free listing on the SSAM website, and much more! SSAM has a professional management team to help answer your questions, or to guide you to find the answers you need. For membership information, please call (888) 308-7726, or visit [www.selfstorage-michigan.org](http://www.selfstorage-michigan.org).

## Minnesota

### MINNESOTASSA.ORG

The Minnesota Self Storage Association Annual Meeting will take place at the Crowne Plaza Minneapolis on April 9. The meeting will include the following topics: self storage industry update and Minnesota legislative report; the digital and traditional marketing mix for your self storage business; and the top 10 things you need to know about the Minnesota lien law. Please see the MNSSA website for details about the meeting and to register today!

The MNSSA is looking for members to become active in the self storage community. Benefits include a subscription to *SSA Globe*, the Minnesota SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, membership rewards, publications and legal information. For more information contact Nichelle Nassif,

by email at [MNSSAexecdir@self-storage.org](mailto:MNSSAexecdir@self-storage.org).

## Mississippi

### MSSSOA.ORG

Interested in joining our association? Are you a self storage owner/operator or involved in the self storage industry? We are always accepting new members. Check out [msssoa.org](http://msssoa.org) for details, or email us at [msssoassn@gmail.com](mailto:msssoassn@gmail.com).

We have updated our lease agreement. Contact Executive Director Janice Porter at [msssoassn@gmail.com](mailto:msssoassn@gmail.com), or call 601-248-5422 for details and to purchase your copy of the lease agreement. We accept credit cards.

Thank you for your continued support.

## Missouri

### MSSOA.ORG

It is a whole new ballgame in Cardinal Nation!

That is our theme this year for the Missouri Trade Show. Meet us in St. Louis for the Annual Missouri Self Storage Trade Show in 2015. Yes, St. Louis, Missouri. Come experience Cardinal Nation and hot August weather and gather with your storage peers. The trade show will be held August 9-11 at the Hilton Ballpark St. Louis in downtown St. Louis. Not only do we have a new location, but also a new show schedule.

Our keynote speaker is Dr. Gina Cooper with Cooper Management Training and Consulting. She will also be the presenter for the Office Boot Camp and a presenter at the roundtables.

Vendors and sponsors, come promote your business! What a great opportunity. Janet can provide you all the details. You won't want to miss the new venue and new show schedule.

The Missouri association is also planning a spring membership meeting April 22 at the Ramada Plaza Spring-



field Hotel and Oasis Convention Center, 2546 North Glenstone, Springfield. The guest speaker is Stan Masters. Please refer to [www.mssoa.org](http://www.mssoa.org) for registration details and detailed schedule.

Also on the website, you can join MSSOA, renew membership, order model rental agreements (MRAs) and view membership lists of owners as well as vendors. Please “like” us on Facebook.

As always, if you have questions or concerns, contact Janet at the MSSOA office (573-480-0454) for more information.

## Nevada

**NVSSA.ORG**

We are now eagerly anticipating the ISS 2015 World Expo coming April 7–8 at the alluring and luxurious Paris Las Vegas in the heart of the world famous Strip. Come visit our booth and network with the board of directors. We will be on hand to discuss membership benefits and

address any questions that you may have about the organization. We invite all attendees and Nevada self storage owner/operators to join us for our free educational session on April 7. Everyone is welcome. This presentation—“Self Storage Technology: Are You Staying Relevant?”—will be presented by Matt Frederick of StorageAhead. Visit our website for member discount information. Don’t miss out!

As we head into a new season, here are a few helpful reminders that Nevada owner/operators have found useful in keeping their facilities operating at maximal efficiency. First and foremost, review your curb appeal from the perspective of a prospective tenant. Do the windows need washing? Simple fixes such as a coat of paint or well-maintained grounds can significantly impact the tenant’s impression of your facility. Spring is also the perfect time to inspect your location to ensure readiness for the upcoming rental season. Examine your gates and HVAC systems for any

issues that could arise during Nevada’s brutal summers. It may also be time to look into revenue management and scheduling rent increases. Don’t forget to consult your tax professional to make certain that you are in compliance well before April 15.

There are many benefits to being a member of NVSSA and there is no better time to join us. Our members enjoy the protection of lease agreements drafted by the attorney who developed current lien laws in Nevada. The lease agreements available only to members come in a variety of formats to suit your needs. We also offer logo and facility customization to fit your brand!

Call Valerie and see which option is right for you. Our new website offers owner/operators access to an array of vendors at their fingertips with our fabulous online directory. We also encourage you to login and update your profile to your liking. Visit us

*See Across, page 52*



**THIS IS A WHOLE NEW**

# BALL GAME

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[WWW.MSSOA.ORG](http://WWW.MSSOA.ORG)

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at [www.nvssa.org](http://www.nvssa.org)! Join our email list and stay up to date with current self storage happenings in Nevada. Like us on Facebook and stay current on social media. NVSSA membership is very reasonable and a great tool to your facility. We offer standard industry forms, educational sessions at no cost, legislative watch and free legal information.

NVSSA strives to develop programs and networking events to suit your needs. We also welcome members to further participate by joining a committee. Send us your questions and concerns, as we are happy to address them. Let us know what topics are of interest to you! Call Valerie at 702-952-2455 if you want to talk about how you can benefit by joining NVSSA. You may also submit your suggestions via email to: [Valerie@amnevada.com](mailto:Valerie@amnevada.com).

## New Jersey

[NJSSA.ORG](http://NJSSA.ORG)

The New Jersey Self Storage Association Annual Meeting takes place at the Crowne Plaza in Monroe on April 14. The meeting will include topics such as: self storage industry update and New Jersey legislative report, plus new owners and managers tracks. Please see [www.njssa.org](http://www.njssa.org) for details about meeting and to register today!

Do you have an interesting story about self storage that you'd like to share with other New Jersey operators? If so, please submit an article to the NJSSA's newsletter related to the self storage industry in New Jersey. Send it to [NJSSAexecdir@selfstorage.org](mailto:NJSSAexecdir@selfstorage.org). Your input is always appreciated.

## New Mexico

[NEWMEXICOSSA.ORG](http://NEWMEXICOSSA.ORG)

We are working hard on modernizing the New Mexico lien law. Please check [www.newmexicossa.org](http://www.newmexicossa.org) periodically for updates on the law.

The New Mexico Self Storage Association is now officially a charter association of the national SSA. Owners, operators and vendors who join NMSSA will begin to enjoy all the benefits, including quarterly newsletters with the latest industry information and trends, education, networking, *SSA Globe* magazine, access to healthcare, and much more. For more information on how to join NMSSA, please visit [www.newmex-icossa.org](http://www.newmex-icossa.org).

## North Carolina

[NCSSAONLINE.ORG](http://NCSSAONLINE.ORG)

Today is the day you can make a difference. As you are aware, NCSSA is the state trade association that supports and advocates for the interests of the storage industry in the state of North Carolina. We are writing today to ask you to contribute to the NCSSA Legislative Fund. The importance of our participation in the political process becomes evident each time we revisit the lien laws and fight off sales tax.

In 2013, NCSSA had several legislative successes.

Passage of House Bill 243, Self Storage Lien Modernization. NCSSA, with assistance from the national Self Storage Association, drafted HB243 and secured legislative sponsors, Representative Sarah Stevens and Senator Harry Brown, to introduce the bill. HB243 revisions included:

- Inclusion of the terms "watercraft" and "trailer" to accompany "motor vehicle" in the towing clause. This change allows self storage facilities to tow a watercraft, trailer and/or motor vehicle off their premises once the occupant has reached 60 days past due.
- Email lien notices were also added. This permits the owner to send the lien notice to a verified email address. Verified email addresses are those that the sender has verified as working. This can only be implemented if the renter has elected to be notified by email in the rental agreement.

- Late fees were also modified. The owner may impose a late fee that is the greater of \$15 or 15 percent of the monthly rent. The late fee may not be imposed until rent is five or more days late. The amount and when the late fee is imposed must be stated in the rental agreement. Only one late fee may be imposed for each late payment. A late fee cannot be imposed when rent is otherwise current and only the late fee is unpaid.
- The lien law was also changed in regards to online advertisements of lien sales. This change allows for the sale to be advertised in any commercially reasonable manner. The advertisement is deemed commercially reasonable if three independent bidders attend.

NCSSA also successfully amended HB998, Tax Reform, to remove a provision that would have imposed a sales tax on self storage leases, saving money for operators and consumers.

The successful 2013 legislative session saved members newspaper submission fees and also increases member income with the late fee modification.

Contributing to the NCSSA legislative fund is *vital* if we are to protect against harmful legislation limiting the ability of our industry to grow and even exist. There is strength in numbers and the legislative fund allows us to pool our resources and influence public policy.

In 2015, NCSSA and our lobbyists are preparing for even more battles. We ask you to consider contributing to the NCSSA legislative fund as part of your service to the storage industry. By participating in the NCSSA legislative fund, you will join hundreds of concerned members of the storage industry statewide in influencing the future of our industry. To donate, please contact the NCSSA at 919-900-4864 or [info@ncssaonline.org](mailto:info@ncssaonline.org).

If you are a self storage owner or operator in North Carolina and have not yet joined the NCSSA, we encourage you to do so. It is essen-

tial for operators to stay informed of the many changes and laws affecting, or that have the chance to affect, our industry. Membership in this organization can make a difference! Please email [info@ncssaonline.org](mailto:info@ncssaonline.org) or call 919-900-4864 for more information.

## North Dakota

**[NORTHDAKOTASSA.COM](http://NORTHDAKOTASSA.COM)**

NDSSA is a non-profit organization formed to discuss storage issues in all parts of North Dakota. Membership benefits include an associate membership in the SSA; annual conference each spring where members get together to discuss the state of storage in North Dakota (at the conference we cover many topics ranging from vendors discussing their product line, banks on financing, software manufacturers, realtors and police discussing legal problems/break-ins that have come up at different storage facilities); access to legal advice (once a year at the annual conference we have access to legal counsel; as a member you can ask any legal question and get legal answers at no charge); along with that a member will receive a copy of a legally approved lease agreement (put together by legal counsel and members); copy of all legal questions and answers put together by our legal counsel and a North Dakota lien manual (proper step-by-step process to serve a lien legally). All members are invited to attend our annual conference and bring a guest.

NDSSA is available to any owner/operator with a facility in North Dakota and any vendor by becoming a sponsor of the NDSSA.

Please go to our website to find out more information on becoming a new member of the NDSSA or becoming a vendor sponsor of our association and conference. Visit [northdakotassa.com](http://northdakotassa.com).

## Ohio

**[OHIOSSA.ORG](http://OHIOSSA.ORG)**

The Ohio Self Storage Association Annual Meeting is next month, taking place at the Embassy Suites in Columbus on May 19. The meeting will include a state of the industry update, an Ohio legislative update, a tenant insurance overview and more! Please visit [www.ohiossa.org](http://www.ohiossa.org) for the latest agenda and to register today!

We would like you to become a member of the Self Storage Association of Ohio! Membership in OHSSA is available to any owner/operator with a facility in Ohio or any vendor by paying the requisite dues. Please visit [www.ohiossa.org](http://www.ohiossa.org) to print out a membership application.

## Oklahoma

**[OKSSA.ORG](http://OKSSA.ORG)**

If you are not yet a member of the Oklahoma Self Storage Association, we invite you to check us out at [okssa.org](http://okssa.org).

Membership is available to any owner/operator with a facility in Oklahoma or any vendor by paying the requisite dues. For more information, please email us at [oklahomassa@gmail.com](mailto:oklahomassa@gmail.com) or call Jim Smith at 918-633-1572.

## Oregon

**[ORSSA.ORG](http://ORSSA.ORG)**

New date for the Oregon Self Storage Association Annual Meeting at the Salem Convention Center: Wednesday, May 6. With only a month left to register, save your seat at the meeting today! The meeting will include a state of the industry update, an Oregon legal update, Q&A with our SSA legal counsel and more! Please visit [www.orssa.org](http://www.orssa.org) for the latest agenda and to register today.

Have you done something to help others in your community? Do you get involved with helping local charities? Please send along your stories to [ORSSAexecdir@selfstorage.org](mailto:ORSSAexecdir@selfstorage.org) so we can share these in our newsletter!

## Pennsylvania

**[PASELFSTORAGE.ORG](http://PASELFSTORAGE.ORG)**

For information about PASSA, contact Kimberly Cossar at 717-441-6044 or [kimberlycossar@wannerassoc.com](mailto:kimberlycossar@wannerassoc.com).

## South Carolina

**[SCSELFSTORAGE.ORG](http://SCSELFSTORAGE.ORG)**

South Carolina has a new lien law and a new tenant insurance law. We did it! South Carolina self storage professionals have banded together with self storage professionals from all across the country and especially with our friends at the national SSA to get this law passed. Lien law reform has come to South Carolina.

Here are the highlights of changes that were passed into law in 2014:

- Changed the requirement of delivery by certified mail, return receipt required to First Class mail with certificate of mailing, certified mail, or electronic mail.
- Added a provision stating that if the lien is on a motor vehicle or watercraft, the facility owner has the ability to have a South Carolina-licensed towing company remove the property after sixty (60) days.
- Added a provision that if the facility owner determines that the property in the storage space has a sale value of less than \$300, the owner may dispose of said property after holding it for 60 days after default.
- Clarified that default begins seven days after rent is due.
- Removed the requirement of starting a contract on the first of each month, as many current facilities operate on anniversary dates.

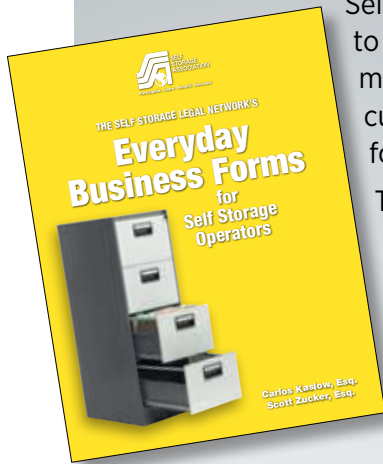
If you are interested in attending our meetings, getting up-to-date on these or our many other efforts, or if you have a way to help our industry through your participation, please email [Info@SCSelfStorage.org](mailto:Info@SCSelfStorage.org), call 803-814-4000, or visit our brand new and informative website at [SCSelfStorage.org](http://SCSelfStorage.org). Membership is easy and the benefits are great.

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THE SELF STORAGE LEGAL NETWORK'S

# Everyday Business Forms for Self Storage Operators



Self storage is the rental of non-residential real estate. Each tenant is required to execute a written rental agreement that typically states that it can only be modified in writing. While a good rental agreement will work well for most customers, you will have customers and situations that require that additional forms be used in conjunction with the rental agreement.

This manual provides addendums and forms to deal with business situations that frequently arise at self storage facilities. The forms provided are models that you will be able to modify to conform to your rental agreement and other documents.

We hope that having these forms will make serving your customers' needs easier and will allow site personnel to respond properly when requests are made.

Sold electronically (PDF & MS Word) | Members \$150 | Not-Yet Members \$200

## Self Storage Collections & Lien Sale Handbook



No self storage operator wants to conduct lien sales, but they are a necessary part of the rent collection process. Lien laws in 48 states and the District of Columbia grant to self storage facility operators the legal right to sell delinquent tenant stored property when rent is not paid. The lien laws provide, in reasonably clear language, the steps that storage operators must perform prior to conducting a lien sale. However, the state lien laws do not provide clear guidance on the nuts and bolts requirements of actually holding a distressed property lien sale or public auction. This manual provides some of the forms that every self storage operator should consider as part of the process in conducting a self storage lien sale. They can be used whether you conduct your own sales or retain an auctioneer to assist you.

This publication is sold electronically. | Members \$100 | Not-Yet Members \$150

Order your copy today!

[www.selfstorage.org](http://www.selfstorage.org) > Publications

(703) 575-8000

# It's here... THE 2013 SELF STORAGE DEMAND STUDY!



The primary purpose of this study is to tell us who uses self storage, how and why, and—most importantly—to **project future demand**.

It will do so by helping us to **understand the current incidence** of usage and how it is tied to area **demographic characteristics**.

It will provide us with another view on **what drives demand**, with insights as to how customers use self storage.

Our goal in undertaking this research project was to develop and organize the **self storage industry's data** and make it available to you.

Those who plan to succeed in this business will **use it** and **benefit from it**.

**Know your customer. Know your numbers.  
Get the data you need to operate...  
effectively and efficiently!**

**345 pages  
407 charts, tables and graphs**

**\$200 direct members  
\$250 affiliate members  
\$350 not-yet members**



**Purchase at  
[www.selfstorage.org](http://www.selfstorage.org)**

Save the dates: April 23, Aiken, 11am–3pm; July 23, Greenville, 11am–1pm; October 22, Columbia, time TBD. Details: [scselfstorage.org/events](http://scselfstorage.org/events)

Attendance is free and the food is great, but an RSVP is handy.

## Tennessee

[TNSSA.NET](http://TNSSA.NET)

Check out [tnssa.net](http://tnssa.net). We have recently rolled out changes to our website layout. Also, members are encouraged to login and take advantage of the premium content that is available. Of special note is the recently updated standard lease agreement provided by attorney Scott Zucker. If you have any questions about the content that is available, please contact us at [info@tnssa.net](mailto:info@tnssa.net).

## Utah

[SSAUTAH.ORG](http://SSAUTAH.ORG)

Do you have an interesting story about self storage that you'd like to share with other UT operators? If so, please submit an article to the UTSSA's newsletter. Send it to [UTSSAexecdir@selfstorage.org](mailto:UTSSAexecdir@selfstorage.org). Your input is always appreciated.

Looking for more information in the UTSSA? Our website, [www.ssautah.org](http://www.ssautah.org), provides Utah owner/operators and managers with the latest information on all the happenings with the Utah Self Storage Association.

## Vermont

[SSAVT.ORG](http://SSAVT.ORG)

Not yet a member of the VTSSA? We would like you to become a member. Benefits include a subscription to *SSA Globe*, the Vermont SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, membership rewards, publications and legal information.

Membership in VTSSA is available to any owner/operator with a facility in Vermont or any vendor by paying the requisite dues. Please visit [www.ssavt.org](http://www.ssavt.org) to print out a membership application.

## Virginia

[VIRGINIASSA.ORG](http://VIRGINIASSA.ORG)

Thank you to those who attended the Virginia SSA meeting at the Gaylord last month. Please be on the lookout for information on our next educational seminar on our website, [www.virginiassa.org](http://www.virginiassa.org). Details and information will be posted under the coming events page.

Not yet a member of the VASSA? You are missing out on the only official self storage association for the Commonwealth of Virginia. Membership in the Virginia Self Storage Association is available to any owner/operator with a facility in Virginia or any vendor by paying the requisite dues. Visit [www.virginiassa.org](http://www.virginiassa.org) to apply.

For more information on the Virginia Self Storage Association, please visit [www.virginiassa.org](http://www.virginiassa.org) or contact Nichelle Nassif at [VASSAexecdir@selfstorage.org](mailto:VASSAexecdir@selfstorage.org).

## Washington

[WA-SSA.ORG](http://WA-SSA.ORG)

You don't want to miss it! May 8 is the date for WA-SSA's 2015 Conference and Tradeshow, held at the Hilton Seattle Airport & Conference Center (17620 International Blvd, Seattle), the same venue used for the past five years. We want to make it easy for you!

For most of us the self storage market has greatly improved over the last year or two. In addition, there are many more people interested in getting into our industry, buying and building. With that in mind, our speakers and programs will cover topics like marketing, customer service and legal and financial issues. We also have a wonderful group of

helpful vendors with all the newest and best products on the market for self storage. Come and browse!

Our event is fun, educational and interesting. You get to network with other owners and operators, always a great source of information and help. And we include a gourmet lunch! Visit [www.wa-ssa.org](http://www.wa-ssa.org) for more information and to register.

WA-SSA also elected seven great new board members this year, giving us more versatility, experience and skills: David Azose, Patrick Gilroy, John Kearns, Gary Kelley, William McKay, Jeff Oldright, and Pat Sievers. Many of you are already familiar with our "newbies," but you'll likely get a chance to meet them at our May 8 conference. See you there!

## Wisconsin

[WISELSTORAGE.ORG](http://WISELSTORAGE.ORG)

Membership in the Wisconsin Self Storage Association includes listing your facility on the association website, an informative members-only section on the website, a discount on property insurance, a comprehensive lease designed for self storage in Wisconsin, and much more. Visit our website or contact our office at 262.786.3960 for more information about membership.

## Asia

[SELFSTORAGEASIA.ORG](http://SELFSTORAGEASIA.ORG)

美國迷你自存倉商會過往成功協助自存倉營運者在美國發展。亞洲迷你倉商會的目標是在亞洲達到相同效果!

現時在亞洲的迷你自存倉業和市場意識仍在發展階段,可說是冰山一角。現在就是把握迷你自存倉業高速增長,進入這行業的最佳時機!亞洲市場擁有超過9億多的龐大消費者群,可是營運中的自存倉只有少於二千間。由此可見,此行的仍有很大發展空間。

為此,亞洲迷你倉商會在2014年3月底成立,以協助迷你自存倉業在亞洲區內有良好而穩定的增長。



亞洲迷你倉商會為會員提供一系列服務。通過教育講座、市場營銷、市場研究、提高行業標準、倡議及商業社交網絡方面的重要機會協助會員發展。我們鼓勵會員積極參與和策劃各種活動及推廣方針。

亞洲迷你倉商會將首次在2015年5月於東京舉辦亞洲迷你倉展。我們希望大家踴躍參與，來發掘亞洲機遇。

如有 詢，請聯絡Luigi La Tona先生。  
電郵:luigilatona@selfstorageasia.org  
selfstorageasia.org.

The Self Storage Association in America has worked successfully to grow and partner with self storage industry providers in America and the Self Storage Association Asia aims to do much the same, but in Asia.

The presence of self storage and its awareness in Asia is at the tip of the iceberg. The time to enter the market and take advantage of the growth potential is now. With more than 900 million consumers and fewer than 2,000 facilities spanning a dozen countries cramped in dense and populated cities, there is a lot of business to be had and room for the industry to grow.

The Self Storage Association Asia (SSAA) was formed in March 2014 to support industry growth throughout the region. The SSAA supports the interests of our members who include current and potential facility owners, managers and suppliers, by way of education, information, advocacy, standardization, research, networking, marketing and events.

As a membership organization, we encourage these groups to proactively participate in order to grow their industry and business.

The SSAA will host its first expo in Tokyo, Japan, in May 2015. We encourage all to join in order to discover self storage opportunities by discovering Asia.

Reach me, Luigi La Tona, for more information: e-luigilatona@selfstorageasia.org; selfstorageasia.org.

## Australasia

[SELFSTORAGE.COM.AU](http://SELFSTORAGE.COM.AU)

To become a member of the Self Storage Association of Australasia, contact Rachel Muir at [rmuir@self-storage.com.au](mailto:rmuir@self-storage.com.au).

## Brazil

[ASBRASS.COM.BR](http://ASBRASS.COM.BR)

Atualmente o Brasil oferece aproximadamente 260.000 m2 de área locável, porém o crescimento da oferta tem sido irregular. A cidade de São Paulo com uma população aproximada de 12 milhões de pessoas, oferece em torno de 120.000 m2, enquanto o Rio de Janeiro, com população aproximada de 6,5 milhões, oferece por volta de 15.000 m2. Outras cidades com mais de 2 milhões de habitantes, como Salvador, Fortaleza e Curitiba, também apresentam significativo potencial de crescimento. Contato: [presidencia@asbrass.com.br](mailto:presidencia@asbrass.com.br)

Brazil offers close to 260,000 sq. meters of rentable space, but growth has been uneven. São Paulo city, with a population of about 12 million people, offers around 120,000 sq. meters, while Rio de Janeiro, with a population of about 6.5 million, offers around 15,000 sq. meters. Other big cities with more than two million people, such as Salvador, Fortaleza and Curitiba, also offer significant growth potential.

Contact: [presidencia@asbrass.com.br](mailto:presidencia@asbrass.com.br)

## Canada

[CSSA.CA](http://CSSA.CA)

For more information or to become a member, please contact us at 888-898-8538 or email [info@cssa.ca](mailto:info@cssa.ca).

## Federation of European SSAs

[FEDESSA.ORG](http://FEDESSA.ORG)

For more information or to become a member, contact Rennie Schafer at [rschafer@ssauk.com](mailto:rschafer@ssauk.com).

## Japan

### Japan Self Storage Association

[JAPANSSA.ORG](http://JAPANSSA.ORG)

詳細な情報や日本セルフストレージ協会のメンバーになるためには、[info@japanssa.org](mailto:info@japanssa.org)で克己渡辺までご連絡ください。

For more information or to become a member of the Japan Self Storage Association, please email Katsumi Watanabe at [info@japanssa.org](mailto:info@japanssa.org).

### Rental Storage Assoc. of Japan

詳細については、日本政府のレンタルストレージ協会のメンバーになるためには、[rsaji@trwinds.com](mailto:rsaji@trwinds.com)で達也佐治までご連絡ください。

For more information or to become a member of the Rental Storage Association of Japan, please email Tatsuya Saji at [rsaji@trwinds.com](mailto:rsaji@trwinds.com).

## Latin America

[LASSELFSTORAGE.ORG](http://LASSELFSTORAGE.ORG)

To become a member of the Latin America Self Storage Association, contact Nancy Torres at 770-880-4659 or [info@laselfstorage.org](mailto:info@laselfstorage.org).

## Mexico

[AMDAAC.COM.MX](http://AMDAAC.COM.MX)

La Asociación Mexicana de Auto Almacenaje, A.C. organizó un Taller en mayo, sobre las Leyes de Extinción de Dominio y de Protección de Datos. AMDAAC está en el proceso de tener un Estándar de Competencia para la Administración de inmuebles de Mini Bodegas para auto-almacenaje

Informes: [jtardan@amdaac.com.mx](mailto:jtardan@amdaac.com.mx). Visite: [amdaac.com.mx](http://amdaac.com.mx)

The Mexican Self Storage Association organized a workshop in May, on Dominion Extinction and data protection laws. AMDAAC is in the process of developing a standard of competence for mini storage property management for self storage.

Contact: [jtardan@amdaac.com.mx](mailto:jtardan@amdaac.com.mx). Visit: [amdaac.com.mx](http://amdaac.com.mx). ❖