

# Around self storage

## Storage Express Adds Two Facilities in Indiana



Storage Express has acquired the former D-V Storage in Anderson, Indiana. The 32,000 square foot facility is along I-69, located 30 miles northeast of Indianapolis. Storage Express has begun upgrading the property with improved lighting, security and access control features, along with an automated 24-hour rental center and other upgraded amenities common to their portfolio.

Last month, the company completed construction of a new facility in Southern Indiana, immediately adjacent to northbound I-65 at the Austin, Indiana, exit.

With these latest property openings, Storage Express President Jefferson Shreve noted that the company owns and operates 81 self storage properties across Indiana, Illinois, Kentucky, Tennessee and Ohio. The Indiana-headquartered company also acquired three locations in Ohio earlier this year. Shreve said his company is actively pursuing more acquisition and ground-up development opportunities, such as these two most recent additions.

## Dilweg Subsidiary Sells 13 Storage Facilities in NC, SC

North State Storage, a wholly-owned subsidiary of the Dilweg Companies, sold its entire self storage portfolio of 13 properties in North and South Carolina, effectively exiting the storage industry. Dilweg sold the portfolio to focus on the acquisition and enhancement of commercial office and retail properties.

Five of the facilities, four in North Carolina and one in South Carolina, were purchased by Flagship of Orlando, Florida. The five properties contain 2,479 climate controlled and standard units totaling almost 313,700 square feet. Dilweg acquired the properties over a 10-year span, selling them in late 2012 for more than \$17 million.

The remaining eight facilities were purchased affiliates of All Stor Storage, LLC, based in Hudson, Ohio. Together they contain 4,074 individual storage units totaling more than 515,200 square feet. Both climate controlled and

drive-up units are available at each facility. The eight properties currently enjoy an average occupancy over 88 percent.

All Stor Storage, LLC, also acquired the North State Storage banner and will continue to operate the facilities and serve customers with the same on-site team. The disposition of the 13-facility portfolio was completed on May 23.

“With the current high demand for self storage assets, the timing was ideal for us to sell our portfolio,” said Anthony Dilweg, CEO of the Dilweg Companies. “We were able to capitalize on a market trend, add value to the assets, and realize significant returns for our investors, which represented a win for all involved.”

## On the Move Introduces Innovative Food Truck



On The Move, which has been in the specialty truck leasing business for more than 20 years, has added an innovative food truck to their product line.

The food truck design is unique and provides the operator the ability to serve upwards of 1,000 people per day. A slide-out allows the servers to be at face level with their customers and provides more work space for the servers and cooks.

On The Move customizes the interior with the kitchen equipment needed to prepare and serve the restaurant's menu items. Additionally, it has a built-in generator, water holding tanks (both fresh and grey), as well as an optional soda dispenser and serving counter on the outside of the truck.

On The Move Food Trucks made its debut at the National Restaurant Association in May and had a surplus of positive reviews and orders. Although the food trucks were started to target a different market, company marketing director C.J. Steen said there could be some overlap.

“Many storage facilities work with food trucks to draw attention, so this could also be a great fit for the storage industry,” she said. “It’s a great way to get more exposure and draw in more customers.”

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## Storage Asset Management Awarded New Contracts

Storage Asset Management, Inc. (SAM) has been awarded four new self storage management contracts: ABCD Econo Self Storage in Brooksville, Florida; Chester Heights Self Storage in Glen Mills, Pennsylvania; Guardian Self Storage in Tuckahoe, New Jersey, and Valley Storage South Queen in Martinsburg, West Virginia.

ABCD Econo Self Storage is a 28,295 square foot, 180-unit single storage facility. Chester Heights Self Storage was built in 2009 and is 41,300 square feet with room to add 40,000 more. Guardian Self Storage is 37,495 square feet with 212 units and room to add another building. Valley Storage South Queen is 44,750 square feet with 390 units and several billboards.

“We are very excited to work in Glen Mills, Martinsburg, Tuckahoe and Brooksville, four dynamic cities on the East Coast,” said Alyssa Quill, vice president of SAM. “Our whole team looks forward to long relationships with the owners and using our proven strategies to increase the value of their assets.”

The store is managed by Storage Asset Management, which went through a rigorous 90-day training program to become a UPS Store Certified Primary Operator, a process that any franchisee is required to complete before opening a UPS store.

## Pogoda Signs New Management Contract

Pogoda Companies continues to build on its 26 years of management experience by signing a new contract with Secure Self Storage of Monroe, Michigan. As the store owner’s personal life became increasingly busy, he decided to approach Pogoda about their management services.

“The owner of Secure Self Storage has known us for many years, [because] we manage another property in Monroe and have had spectacular results,” said John George, vice president of operations for Pogoda Companies. “We understand the local market and that really appealed to him.”

The Monroe-based facility contains 412 units, is fully lit and gated, and offers climate-controlled storage as well as non-climate controlled storage. Although the store has been moderately successful since its 1997 establishment, Pogoda looks to utilize its full list of management services to increase revenue, occupancy and decrease expenses.

“We are a turnkey operation, meaning we take care of everything from daily operations to banking and property maintenance,” he said. “Under our management, the store owner can have more free time in his busy life and relax about his investment.”

## Trindle Self Storage/The UPS Store Aids Project Share



Trindle Self Storage/The UPS Store, owned by Steve Rose, held a grand opening community day charity event in June at its location in Carlisle, Pennsylvania, with all proceeds going to Project Share. The event raised \$1,690, along with about 100 cans of donated food and an additional \$400 worth of hot dogs, beverages, popcorn and ice cream.

The community-based event included free food and drinks, free games for kids, more than 45 local vendors and businesses, four storage unit auctions, a free three-hour Zumbathon and raffles. A local radio station broadcast live from the site and gave away prizes that included NASCAR tickets and pit passes.

## OpenTech Offers New Pay by Phone and Chat Services

OpenTech Alliance, Inc. announced the release of two new INSOMNIAC Live! services: XpressPay and Chat. The services are designed to help self storage owners increase revenue, prevent fraud and reduce operating costs. Both services are offered on a pay-as-you-use model and are supported by OpenTech’s team of professional storage counselors.

Live! Xpress Pay is a secure way to offer tenants a 24-hour alternative to paying over the phone with a manager. When customers calls the facility, they can be routed to the XpressPay service, and their account is immediately retrieved based on their caller ID.

Customers can use touchtone phones or—soon—speech to get the balance on their account and process a payment. Once the transaction is completed, a receipt is emailed to the customer automatically. If the customer needs personal assistance, an OpenTech storage counselor is available during call center hours.

Live! Chat puts a personal assistant in cyberspace to service prospects looking for self storage. OpenTech has empowered its storage counselors with a library full of facility information and the leading chat technology available to ensure each visitor gets the answers they need. ❖