



Alabama

ALABAMASSA.ORG

As we enter the fall season for self storage, we see the demand for storage wane as school, football and holidays take center stage. But the fall also represents harvest, and while our doors may turn less often, the principle of sowing and reaping remains. There are a few good indicators to know if your business is sowing good seed.

One faithful indicator of the type of seed your business is sowing is the number of repeat customers you have. There is wisdom in staying abreast of the facts and researching this number. If your repeat customers are low, chances are you are sowing seed that leaves people lacking in desire. A high number of repeat customers speaks volumes to your business as a whole.

Another indicator of the type of seed you have sown is customers' response to mishaps outside of your control. Now, few customers would complain over a free month's rent, but what do you realize as the overall attitude of your clientele? If they are quick to give you grace and goodwill when faced with issues such as a broken door or gate or temperature irregularity, then you know you

have planted seeds of dignity, a seed of blessing to reap in a time of stress. If, however, the overall tone of your business is complaint and frustration, I would suggest the seed being sown into the clientele from the beginning has not been right.

Evaluating these gauges on your business can save one from a long, quiet winter ahead. By sowing good seed, your business will buck industry standards and traditional downshifts in growth.

Success is often in the little things. Seeds are the little things, which grow. What harvest are you reaping?

With the thoughts of sowing and reaping in our minds, it is also a good time of year to review your business policies and procedures. Are you conducting industry-suggested best practices? Maybe you should review your marketing strategy. Is it time to review your contract and other legal forms and update them with the latest trends in protecting your business and assets? The fall season is a great time to review all these and more as we begin to wind down our year.

Another way you can sow good seeds into your business is by taking time for you and your management team to attend our next event. Our annual fall luncheon will take place October 22 in Birmingham. The event will be held 10:30 a.m. – 1:30 p.m. at Vulcan Park in Museum. Visit www.alabamassa.org for information and registration. The cost is only \$35 for members and \$50 for nonmembers. We look forward to seeing you in a few weeks.

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.

Arizona

AZSELFSTORAGE.COM

It's still a little too hot to host the World Series in Arizona, but we do get to offer a great lineup of training every fall. Our education program this year kicks off Oct. 15–16 with our 2nd Annual Tri-State Self-Storage Conference. Once again, AZSA joins forces with the California and Nevada state associations to offer a great conference to self storage business owners, operators and vendors in the Upper Colorado Region of these three states. In fact, everyone is invited, regardless of where your business is located.

The Tri-State Self-Storage Conference is at the Golden Nugget Hotel & Casino in Laughlin, Nevada, and features a plethora of networking and training opportunities. The show was wildly successful last year and we anticipate an even greater event this year. Check it out at: www.azself-storage.org/events.

Next, AZSA brings Sue Haviland, one of the stars from the Tri-State show, to the Valley of the Sun for the

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Nevada
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New Jersey
New Mexico
North Carolina
North Dakota
Ohio
Oklahoma
Oregon
Pennsylvania
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Utah
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Japan SSA
Rental Storage Assoc. of Japan
Latin America SSA
Mexico SSA

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Phoenix educational workshop on Oct. 22. The workshop is 6:30–8:30 p.m. at the DoubleTree Suites Inn near the airport (320 N. 44th St. in Phoenix). Sue owns Haviland Storage Services and provides consulting, management and training for self storage professionals around the country. Her presentation, “Self-Storage Buying Behavior: What Your Customers Really Want,” will focus on how consumer buying habits apply to our industry, what drives someone to buy or not, how to attract customers, the secrets of superstar salespeople, and the importance of selling your facilities’ features and benefits.

We take Sue on the road with us for the Tucson educational workshop on Nov. 19, also 6:30–8:30 p.m. This workshop will be at the Arizona Riverpark Inn on 777 W. Cushing St. in Tucson.

As always, the chair of AZSA’s Legal and Legislative Committee, Richard Marmor, Esq., will help you overcome legal challenges in a session devoted to your questions at both workshops.

Workshops will also be held in other Arizona cities and we will offer a series of webinars as well.

AZSA’s 2016 trade show, the 18th Annual Arizona Self-Storage Conference, Trade Show & Golf Tournament, will be early this year! Instead of May, this three-day event will be April 11–13, 2016. We will again be at the Wild Horse Pass Hotel & Casino, and golf will be back at the Whirlwind Golf Club, co-located with the conference venue. AZSA’s annual show will feature leading educators and top national speakers, 60+ exhibits, and a Pro-Am golf event for the first time. Exhibit information will be available soon. Watch for details at www.azselfstorage.org.

For more information, contact AZSA Executive Director Anne Mari DeCoster at azsahq@gmail.com or 602-374-7184.

Arkansas

ARSSA.ORG

Interested in becoming a member of the Arkansas Self Storage Association? Contact the ASSA offices at 501-607-4775 for more information.

California

CALIFORNIASELFSTORAGE.ORG

The CSSA is teaming up with the California Employers Association to make good use of the CEA’s human resources offerings. CSSA members will now be able to benefit from a wide range of HR products, as well as personal help. For example, a human resources expert will be available to provide California HR information and support by phone from 8:00 a.m. to 5:00 p.m. CEA will also offer *HR Answers Now!*, an online labor law library with state and federal employment laws.

CSSA members will also have access to: (1) Job descriptions: an online wizard to develop and customize job descriptions; (2) Performance reviews: an online wizard to simplify and customize your performance reviews; (3) a CEA suite of services, including HR forms and fact sheets and an HR reference guide; (4) Newsletters: a monthly subscription to the *The California Employers Report* (www.employers.org); (5) CEA *Weekly Update*: an emailed weekly bulletin on current HR issues; and (6) CEA *Sample Employee Handbook* and annual updates.

“The human resource realm has changed dramatically over the last 10 years. We feel that we will help our CSSA members in a big way by adding this free access to the vast wealth of CEA information and services,” said Erin King, CSSA executive director. “We are constantly looking at ways to improve self storage in our state, and we hope this human resources addition will be used by all our members. It is *free*, after all!”

To become a member, contact Erin King at (909) 912-1962 or visit www.CaliforniaSelfStorage.org.

Colorado

COLORADOSSA.COM

Colorado SSA's annual membership meeting is on Friday, October 16, 7:30 a.m. – 12:00 p.m., and will take place at the Double Tree by Hilton, 3203 Quebec St., Denver, Grand Ballrooms II & III.

Be sure to check www.coloradossa.com for the schedule. Questions about Colorado SSA: contact Maggie at 303-350-0070.

Connecticut

CTSSA.ORG

The Connecticut Self Storage Association (CTSSA) co-hosted with the Massachusetts Self Storage Association (MASSA) the joint Northeast Storage EXPO (new name, same great event). The EXPO was held October 7–8 at Pequot Towers, Foxwoods, a highly acclaimed destination casino and resort. We thank everyone involved in making this

event a success. If you missed it this year, we hope you'll join us next October for our main event.

CTSSA members enjoy educational meetings and networking luncheons, free training webinars, quarterly newsletter, library of documents, website, and additional benefits 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, or call the office at 860.228.3624 and become a member immediately.

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 354146, Palm Coast, FL, 32135; 860.228.3624; 860.228.1337 fax; or email clong@ctssa.org.

Florida

FLORIDASSA.ORG

The Florida Self Storage Association (FSSA) is hosting its second major event of 2015 on November 5 at The Yacht Club, A Disney Resort, in Orlando. The Owners, Operators and Investors Summit features Dean Jernigan of Jernigan Capital and Ken Nitzberg of Devon Self Storage. A third featured speaker is being confirmed. This event includes networking time for the leaders of self storage facilities and self storage investors. Vendor sponsorships that include registration are available and are the *only option* for vendors who want to attend the Summit. Registration is open and details are available for both sponsors and attendees at www.FloridaSSA.org.

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2nd Annual

CONVENTION & EXPO

see us in Savannah!

CO-HOSTED BY:



**SOUTH CAROLINA
SELF STORAGE ASSOCIATION**

in Savannah, Georgia at the DeSoto Hilton

OCTOBER 14-16, 2015

- ✓ 40 leading industry vendors
- ✓ Keynote address by economist Stephen Slifer
- ✓ 3 educational sessions, covering legal, marketing and management topics
- ✓ Concurrent roundtable discussions
- ✓ Awards dinner for Facility and Manager of the Year
- ✓ Optional golf on Friday
- ✓ Charter bus transportation from Atlanta
- ✓ And More!

Visit www.GASSA.org to register or call the GASSA Office at 678-764-2006 for more information.

Every year, FSSA hosts six training webinars. The website is constantly being updated as dates and registration opens, so check often for the latest at 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. Check www.FloridaSSA.org for details.

A strong membership results in a more commanding presence with legislators. If you aren't a member, join today so your voice is heard. The FSSA membership application is online at 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 send email to clong@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 GASSA today!

GASSA launched a series of regional educational meetings this year in addition to its monthly meetings in Atlanta. We have had great success in participation so far in Rome, Savannah, Valdosta, Macon, Augusta and are getting to know more industry members and providing helpful market updates and education. We are looking forward to our last regional meeting in November in Gainesville.

We have also been working hard to prepare for the 2nd Annual GASSA Convention & Expo. It is right around the corner, October 14–16 in Savannah. The GASSA is partnering with the South Carolina Self Storage

Association for an outstanding time of networking and education for the industry. We would love to have you join us! Visit www.gassa.org for more information.

This past month at the SSA fall conference, GASSA President Anne Ballard presented at the Regional Supervisors Program with an outstanding turnout! Several other Georgia owners and operators attended the meeting in Vegas and found the networking and educational sessions extremely worthwhile and valuable for their operations.

GASSA monthly luncheons will take a break in October to allow our members to participate in our event in Savannah.

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 Samantha Kilgore, executive director, at gassa.org@gmail.com, phone 678-764-2006, or fax 706-883-8215.

Idaho

IDSSA.ORG

Hello, members of the Idaho Self Storage Association. It sure has been a busy couple of months for the association. As a brand new charter association of the national SSA, we have been working hard to get the ball rolling here in Idaho. Essential to the success of our industry in Idaho is making sure the right legislative environment exists. This year the IDSSA is looking into updating lien law provisions consistent with recent improvements in other states. We know how important every little change can be for your business, so we want to get started as soon as possible.

The IDSSA 2015 annual meeting will take place on October 22. Located at the Wyndham Garden Airport Hotel in Boise, this will be a fantastic opportunity for storage owners and operators in Idaho to network and discuss what is happening across



Join us for the Idaho Self Storage Association's

ANNUAL MEETING

October 22, 2015 | 10:00AM – 3:30PM

Wyndham Hotel, Boise Idaho

Education you don't want to miss...
**SSA Industry Update, Legal Review
and an Operational Session**

Information at

www.idssa.org

or call 703-575-8000 ext.122

the state. The meeting will have educational opportunities as well. Tom Obstarczyk will teach a special course outlining the details you need when renting spaces to active military personnel. To finish off the day, Self Storage Legal Network attorney Carlos Kaslow will host a legal review session. This is our first annual meeting, so we hope everyone will come and participate. Know anyone that might be interested? Invite them to join—the more the merrier! Please visit www.idssa.org for more information regarding the schedule as well as registration for the meeting.

In order for this charter association to grow and begin reaching its true potential, we need your support. By becoming a member of the IDSSA, you will receive benefits such as a subscription to *SSA Globe*, access to healthcare, data, research, webinars, updated information on tax reforms, and discounts on national SSA conferences and workshops. To become a member, please contact Nichelle Nassif at (703) 575 8000 ext. 122 or IDSSAExecDir@selfstorage.org.

Illinois

ILSELFSTORAGE.ORG

Join us for this year's IL-SSA fall summit in Bloomington on November 12 at the new Marriott Bloomington-Normal Hotel and Conference Center. Join us for a great networking opportunity, a legal session that will include what you need to know about the new Illinois lien law, and much more. Visit www.ilselfstorage.org for more information.

IL-SSA now has an Illinois standard rental agreement available. The cost is \$295 and is only available to IL-SSA members. Contact ILSSAExecDir@selfstorage.org for more information and to order your copy. If you're not yet a member of the IL-SSA, you can join at www.ilselfstorage.org. Benefits include an opportunity to order a standard rental agreement, 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

Greetings to all Indiana Self Storage Association members! With fall in full swing, we hope that you have been enjoying the weather and that your business is booming. Hopefully, we will not have to worry about the morning cold creeping in too soon so we can enjoy autumn a little bit longer.

We are proud to serve self storage operators and owners all over this great state. Over the past several years, the Indiana SSA has worked hard to serve as a voice for self storage owners and operators in Indiana. Vital to this goal is our continuing effort to modernize the Indiana lien law. Thanks to these efforts, changes including additional notification options during the default process as well as modified vehicle lien and value limitation provisions have served to greatly strengthen the self storage industry in the state.

As a reminder for everyone, our annual membership renewals for 2016 will arrive this month. Please check for them in the mail. Are you not yet a member of the INSSA? Not sure if joining is the best option for your business? It is time to take the next step. Benefits of membership include a subscription to *SSA Globe*, the Indiana SSA newsletter, member discounts of the national SSA related to data, legislative briefings, meetings, communications, other educational offerings, research, technology, publications and legal information. Please email Nichelle Nassif at INSSAExecDir@selfstorage.org or visit www.ssaindiana.org for more information.

Kansas

KSSOA.ORG

Planning is underway for our November 11 fall luncheon, which is booked at the Crestview Country Club again this year in Wichita. Please contact us with any requests or feedback.

The Kansas Self Storage Owners Association strives to provide value

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Join us for the Illinois Self Storage Association's

FALL SUMMIT

November 12, 2015 | 9:30AM - 3:30PM
Marriott Hotel & Conference Center
Bloomington - Normal, Illinois

Education you don't want to miss...
**SSA Industry Update, Legal Review
and an Operational Session**

Information at
www.ilselfstorage.org
or call 703-575-8000 ext. 122

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

For new members, please visit the website at www.KSSOA.org or call Shawn Herrick at 785.286.1110.

Our current contact information is KSSOA, 7321 NW Rochester Road, Topeka, Kansas 66617; 785.286.1110; www.kssoa.org.

Kentucky

KYSSA.ORG

Hello members! Everyone here at the Kentucky Self Storage Association hopes you are doing well and that business is booming. The self storage industry in Kentucky has had a great year so far. With only a quarter of it left, it is time to finish off the last little bit of 2015. As a quick reminder for our members, be sure to keep

an eye out in the mail for your 2016 membership renewal this month.

The Kentucky SSA takes great pride in serving our members across the state. Essential to the continued success of the self storage industry in our state is ensuring that our state lien law remains up to date. As a result of the hard work of both the KYSSA and the national SSA, changes have been enacted over the last several years streamlining the default process and providing a mechanism for the offering of tenant insurance. We have made great progress so far in saving operators and owners in self storage from unnecessary expenses, but our work is not finished yet. The Kentucky Self Storage Association will continue to represent your interests in Frankfort as we move forward.

Are you not a member of the Kentucky Self Storage Association? Well, the good news is that you can still become a member today. Membership in the Kentucky SSA is available to any owner/operator with a facility in Kentucky or any vendor by paying the requisite dues. Please

contact KYSSAExecDir@selfstorage.org with any questions or visit www.kyssa.org for an application.

Louisiana

SSALA.ORG

Your Louisiana Self Storage Association is very excited about the speaker lineup for Fall Expo 2015 on November 11 in Baton Rouge. National speakers Anne Ballard (The Hat Lady) and attorney Scott Zucker will headline our day-long event, presenting information on all things self storage. Owner/operators are always welcome, but many of the seminars are manager-oriented and will make a huge impact on your facility's bottom line! What better way is there to show your managers their worth to your company than continuing their education? Registration forms are available at www.ssala.org.

New board members will be sworn in next month, as well as SSALA's new president. We encourage all members to consider giving just a little of their time each month to serve on the board and help guide our association's growth. You may nominate an owner, a manager or yourself. Contact executive director Wanda Cox at 225-774-2177 for more information.

Maine

MAINESSA.COM

The Maine Self Storage Association would like to take this opportunity to thank our wonderful facility and vendor members for all of their input and intellectual contributions throughout the years. Without you, this association could not have grown into the storage juggernaut that it is. With one of the best lien laws in the country and several successful legislative battle outcomes, we feel our members are second to none.

As always, we welcome input from our members on any topics they



MDSSA

MARYLAND SELF STORAGE ASSOCIATION

Join us for the Maryland Self Storage Association's

ANNUAL MEETING

October 14, 2015 | Hilton BWI Airport, Linthicum Heights

Topics to include:

Operational Sessions

Legal Session with Q&A

...and more

Information at

www.ssamaryland.org

or call 703-575-8000 ext. 122

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2015 KSSOA Fall Luncheon

Wednesday, November 11, 2015

11:00 a.m. to 4:00 p.m.
Crestview Country Club
1000 N. 127th St. East
Wichita, Ks

Check the Kansas Self Storage Owners Association
website for more information

www.kssoa.org

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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. 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, or visit mainessa.com. We also encourage everyone to become a fan of MeSSA on Facebook.

Maryland

SSAMARYLAND.ORG

Greetings to all of our Maryland SSA members! We hope everyone is doing well as the self storage industry in this state continues to thrive. As October arrives, it is time to watch the leaves change as we get ready for that holiday near and dear to children everywhere: Halloween. Be sure to have the rakes ready for action. Once the leaves start falling your walkways

can become quite slippery when mixed with rain.

Members and future members of the MDSSA, don't forget to join us for our annual meeting coming up on October 14 at the Hilton BWI Airport Hotel in Linthicum Heights. This meeting will have educational sessions along with plenty of networking time for speaking with fellow self storage operators and owners. To start the day off, we will have introductions followed by a self storage industry update. Then we will host educational seminars designed to help you better understand your business and run your facility. Self Storage Legal Network attorney Carlos Kaslow will conduct a legal review session to finish off the day. The legal review session is a great opportunity for any person involved in the self storage industry in Maryland. With new lien laws that have gone into effect this year, every owner, operator and manager needs to understand what the changes mean for you and your business. For

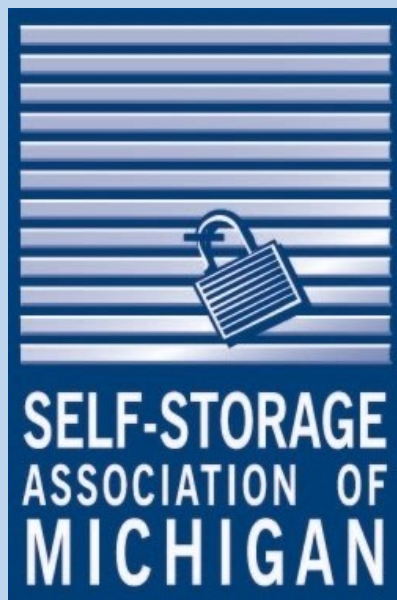
more information about the latest lien law updates, please visit www.ssamaryland.org.

As a reminder for our members, our annual membership renewal will be mailed out in October. Are you not a member of the MDSSA? You should become one today! 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, publications and legal information. Visit our website for an application today.

Massachusetts

MASELFSTORAGE.ORG

The Massachusetts Self Storage Association (MASSA) co-hosted with the Connecticut Self Storage Association (CTSSA) the joint Northeast Storage EXPO (new name, same great event). The EXPO was held October 7-8 at Pequot Towers, Foxwoods, a highly



Self-Storage Association of Michigan

2015 ANNUAL CONFERENCE

October 27 – 28, 2015


GREEKTOWN
CASINO-HOTEL

NEW Two Day Event Includes:

U-Haul Facility Tour, Networking Cocktail Reception,
and Conference

Featured Speakers:

M. Anne Ballard "Hat Lady" – Universal Storage Group
Sue Haviland – Self Storage 101
Jamie Lindau – Trachte

For information and registration www.selfstoragemichigan.com/member_news.aspx

acclaimed destination casino and resort. We thank everyone involved in making this event a success. If you missed it this year, we hope you'll join us next October.

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, or call the office at 617-600-4481 and we'll mail an application to you.

MASSA members enjoy educational meetings and networking, training webinars, quarterly newsletter, library of documents, website, and additional benefits 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, Palm Coast, FL 32135; 617-600-4481; 860-228-1337 fax; or email clong@maselfstorage.org.

Michigan

SELFSTORAGEMICHIGAN.ORG

This year's annual SSAM conference is sure to be crowd pleaser! You don't want to miss it. Meet us October 27-28 at Greektown Casino in Detroit. For the first time ever the conference will be a day and a half event, including a U-Haul facility tour and cocktail reception at Greektown on the evening of October 27. Some of our featured speakers for the full-day conference on October 28 include: M. Anne Ballard (The Hat Lady) from Universal Storage Group, Sue Haviland from Self Storage 101, and Jamie Lindau from Trachte. More details are available on the SSAM website, including registration, sponsorship and vendor information.

Please visit www.selfstoragemichigan.com/member_news.aspx.

If you're not already a 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 consumer website (www.selfstoragemichigan.org), 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.selfstoragemichigan.com/member_news.aspx.

Minnesota

MINNESOTASSA.ORG

Greetings self storage owners and operators in Minnesota. As we reach the final quarter of this year, all of us here at the Minnesota SSA would like to send out a warm welcome. The industry is doing well here in Minnesota and we trust that your business is, too. With Halloween approaching, your facilities will surely see their fair share of ghosts, goblins and the occasional skeleton or two pass through.

For those individuals out there who may not know, the Minnesota Self Storage Association is a charter organization of the national Self Storage Association. We are dedicated to serving the interests of those in the Minnesota self storage industry. At the moment, we are diligently working with the law firm of Lockridge, Grindal & Nauen to pursue your legislative interests in Saint Paul. Thanks to the hard work of the national Self Storage Association and our local MNSSA members, revisions were enacted, including additional notification options during the default process as well as

updates adjusting vehicle lien and value limitation provisions. Minnesota also become the first state to exempt the sale of tenant insurance from state licensing laws (the process of selling it is still regulated). While we wish to convey a big thank you to everyone for their efforts, our work is never over. The Minnesota SSA remains focused on ensuring that a positive legislative environment exists for those in our industry.

If you are a member of the Minnesota SSA, please keep an eye out for your 2016 membership renewal notice. All of our annual invoices will be arriving via mail this month. Not yet a member? Would you like access to our great membership benefits? Want to become more involved in your industry? The MNSSA is looking for active members in the self storage community. For membership information and benefits, please contact Nichelle Nassif via email at MNSSAExecDir@selfstorage.org, or call (703) 575-8000 ext. 122.

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 for details, or email msssoasn@gmail.com.

We have updated our lease agreement. Contact Executive Director Meagan Garden at msssoasn@gmail.com, or call (228) 365-8965 for details and to purchase your copy of the lease agreement. We accept credit cards. Thank you for your continued support.

Missouri

MSSOA.ORG

Visit www.mssoa.org today. You can join MSSOA, renew your membership, order model rental agreements (MRAs) and view membership lists

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of owners as well as vendors. Also, please like us on Facebook.

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

Nebraska

NEBRASKASELFSTORAGEOWNER-SASSOCIATION.COM.

The annual NSSOA spring meeting and trade show was held May 19, with guest speakers Mike Burnam, Stan Masters and Bill Hipsher. What a huge success the spring conference was! The fall conference will be held 8 a.m. – 4 p.m. on November 10 at Country Inn & Suites in Lincoln. See our website for the official fall conference invitation and get in on all the fun!

Don't stop there. Are you a member of the NSSOA? 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 and vendors. So, why wait any longer?

Become a member or vendor today and let us show you how to limit your liability and maximize your income. Check out our website for more information, or contact Bill Lange at (308) 338-9947.

Nevada

NVSSA.ORG

NVSSA would like to thank all attendees of the SSA fall conference for supporting our annual legislative fundraiser and education program! Both events were a great success and we are looking forward to meeting more of you at upcoming gatherings. Don't miss our next networking breakfast in Vegas on October 14—come and network with your peers!

NVSSA is proud to once again co-host the second Tri-State Conference with the CSSA and AZSA! It all takes place October 15–16 at the

Golden Nugget Laughlin among the rugged splendor of the Colorado River. This year's conference is loaded with top-notch speakers as well as a great lineup of vendors and opportunities galore for networking, seeing familiar faces and making new friends.

The keynote speaker is Marc Boorstein, principal of MJ Partners. Mr. Boorstein will present an analysis of the industry, from the larger public self storage companies all the way to private operators.

Don't miss exciting informative presentations by Connie Kadansky, Sue Haviland and Jeffrey Greenberger.

There also will be two fun-filled receptions, as well as opportunities to find out about the latest trends and products in the industry. NVSSA encourages all our members to attend the 2015 Tri-State Conference, so, "Meet us at the River!"

We greatly appreciate our sponsors: Chateau, SiteLink, Morgan Pavement, *Mini-Storage Messenger*, MiniCo, StorageTreasures.com, Open Tech Alliance, PTI Security Systems, Baja Construction Inc., U-Haul Self Storage, and Accent Building Restoration, Inc. for their generous support!

To register for NVSSA events, visit us at www.nvssa.org and check out the events page. Registration is as easy as a few clicks of the mouse!

We have 2016 networking breakfast sponsorships available in northern and southern Nevada, so reserve yours today! Call Valerie at 702-952-2455 with any questions or presentation suggestions. We are here for you!

New Hampshire

NHSSA.NET

Join the NHSSA for a legal seminar regarding the top ten legal mistakes made by self storage facilities, presented by attorney Jeffrey Greenberger (Katz, Greenberger & Norton LLP)—who will fly in from Cincinnati, Ohio, for this important educational event. The event will take place

1 p.m. – 4:30 p.m. on October 22 at The Yard Seafood and Steakhouse in Manchester, with a cocktail reception following. Don't miss it! The registration deadline is October 17. For more details, including pricing, visit www.nhssa.net, or call Liz Comeau at 603-609-8330.

Greenberger practices in the areas of commercial real estate and general business, with a particular concentration on representing self storage facility owners and operators, including consulting with them to design and implement legal procedures, policies and other operational issues in most states with a focus on litigation and liability reduction and/or avoidance.

In other news, plans are underway for the December holiday celebration and annual meeting. See www.nhssa.net for details. Elections will be held for open seats on the board of directors. Interested parties should contact Liz Comeau at 603-609-8330.

New Jersey

NJSSA.ORG

Hello members of the New Jersey Self Storage Association. As we reach the final quarter of 2015, we hope that you are doing well. It has been a busy year for the NJSSA. The storage industry in New Jersey is continuing to expand and we have been right there with it, fighting to make sure the best possible environment exists for your business growth. After all, the NJSSA is proud to help voice the interests of self storage operators and owners across the state. The greater and more active our membership, the more influence we have in ensuring a fair legislative environment for self storage. This translates to a brighter future for everyone down the road.

For all of our members out there, we would love to hear even more from you! Have you done something to help others in your community? Are you aware of issues concerning others in the New Jersey self storage community that you believe all operators need to better understand?

Please send along your stories to NJSSAexecdir@selfstorage.org so we can help enlighten your fellow self storage professionals.

Are you not yet a member of the New Jersey SSA? Membership is available to any owner/operator with a facility in New Jersey or any vendor by paying the requisite dues. Benefits include a subscription to *SSA Globe*, the New Jersey SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, publications and legal information. Please visit www.njssa.org for a membership application.

New Mexico

NEWMEXICOSSA.ORG

Hello to all of our New Mexico Self Storage Association members out there in the state! As we approach the final quarter of 2015, we hope business is booming along with the storage industry as a whole in New Mexico. It is hard to believe that we are already so far into the year. If the past months of 2015 are any indication for the rest of the year, it sure looks good for the industry here. Annual membership renewals will be arriving this month, so be sure to keep an eye on the mail for them.

Our 2015 annual meeting in Santa Fe last month was a great success. We wish to thank those who attended on September 24, including a special thanks to our exhibitors and sponsors. All of those in attendance really enjoyed themselves. The information offered during our collections and marketing seminar seemed to hit home for many of our attendees. At the end of the meeting, we had several individuals tell us how helpful Carlos Kaslow's legal review session was as well. With all the new legislation that has been enacted this year, we are glad he was able to come out and clarify some of the new lien laws. If you would like to see more information regarding the lien law

updates, please check out our website, www.newmexicossa.org.

We encourage you to become a part of this legislative improvement process by joining the New Mexico Self Storage Association. Owners, operators and vendors who join NMSSA will begin to enjoy all the great benefits of membership right away, including quarterly newsletters with the latest industry information and trends, education, networking, *SSA Globe* magazine, access to healthcare, and much more.

North Carolina

NCSSAONLINE.ORG

Save the date for the North Carolina Self Storage Association Annual Convention & Tradeshow, November 15-17 at the Omni Hotel in Charlotte. NCSSA is very excited to be moving to Charlotte for this event. We have outgrown the Holiday Inn Resort in Wrightsville Beach (by selling out our 2014 convention with 200 attendees) and we've listened to our survey results and chosen a venue in

Charlotte! Registration rates start at only \$199 per attendee!

Watch for future updates about 2016 NCSSA seminars and webinars!

Don't forget to join the NCSSA! One of the many benefits includes affiliation with the national Self Storage Association. Because of the affiliation, each NCSSA member receives an annual subscription to the *SSA Globe* magazine and free call-in attendance to SSA's new monthly Online University live webcasts.

Feel free to contact the NCSSA if you have any speaker ideas or topics for seminars or webinars. We love suggestions!

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 essential 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. Make your voice heard. Please email info@ncssaonline.org for more information.

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Join us for the New Mexico Self Storage Association's

ANNUAL MEETING

September 24, 2015 | 9:30AM - 3:30PM
La Fonda Hotel, Santa Fe New Mexico

Education you don't want to miss...

**SSA Industry Update, Legal Review
and an Operational Session**

Information at

www.newmexicossa.org

or call 703-575-8000 ext.122

North Dakota

NORTHDAKOTASSA.COM

NDSSA is available to any owner/operator with a facility in North Dakota and any vendor by becoming a sponsor of the NDSSA. Interested in joining? Thinking about sponsoring one of our events? Please visit www.northdakotassa.com for more information.

Ohio

OHIOSSA.ORG

Greetings and salutations to all of our members from the folks here at the Ohio Self Storage Association. Self storage in Ohio has had a great year so far, and we hope that the last few months of 2015 will be just as promising for your business. Make sure to keep your rakes handy and your walkways clear as the cool weather arrives. Once the leaves begin falling, pathways have the potential to become much more problematic if left untouched. October is also the time of year when we begin sending out membership renewals,

so members please keep an eye out for them in the mail.

The Ohio SSA is committed to helping our members, proudly promoting the interests of self storage operators and owners across Ohio. In accordance with this, the OHSSA works hard making sure that legislators in Columbus continue to host an economic environment that is friendly toward the self storage industry. Please remember we can only accomplish this goal through active support from all benefiting parties.

Interested in becoming a member of the Ohio Self Storage Association? Membership in OHSSA is available to any owner/operator with a facility in Ohio or any vendor by paying the requisite dues. Benefits include a subscription to *SSA Globe*, the Ohio SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, publications and legal information. Please visit www.ohiossa.org for a membership application.

Oklahoma

OKSSA.ORG

If you are not yet a member of the Oklahoma Self Storage Association, check us out at 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, or call Jim Smith at 918-633-1572.

Oregon

ORSSA.ORG

Greetings all self storage owners, operators and managers in Oregon. Can you believe we are in the final quarter of 2015 already? With the holiday season approaching and the weather changing, we hope that everyone out here is doing well. The weather may be getting colder, but it seems as though the storage industry is only heating up for this fall.

The Oregon Self Storage Association is proud to serve as the voice representing your interests and concerns throughout the state. We grow stronger every year, working to cut costs and expand revenue opportunities for your business. Please keep in mind that only through active participation from all potential benefactors of our efforts will the self storage industry in Oregon continue to thrive. This great state is as diverse as it is unique, and we want to make sure every facility owner/operator has a chance for their opinion to be heard.

As a quick reminder for all of our members, the Oregon SSA will send out our membership renewals for 2016 this month. Please keep an eye out for them in the mail, or call (703) 575-8000 ext. 122 if you have any questions. If you are not a member yet, then you should know our members are entitled to great benefits. These include a subscription to *SSA Globe*, the Oregon SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational



Join us for the Virginia Self Storage Association's

ANNUAL MEETING

October 15, 2015

Embassy Suites, Richmond

Topics to include:

Operational Sessions

Legal Session with Q&A

...and more

Information at

www.virginiassa.org

or call 703-575-8000 ext.122

webcasts, meetings, communications, other educational offerings, research, technology, publications and legal information. Visit www.orssa.org for more information and a membership application.

Pennsylvania

PASELFSTORAGE.ORG

Join PASSA on October 14 for a charity golf outing with friends, members, vendors and colleagues before we kick off our 2015 annual meeting. We will be golfing at Overlook Golf Course located in Lititz, just outside of Lancaster. Our golf outing will begin at 11:00 a.m. and will include lunch. It will be followed by our 2015 annual meeting opening reception 6:00 p.m. – 7:30 p.m. in the Courtyard at the Eden Resort.

Our annual meeting will be held October 15, 8:30 a.m. – 4:00 p.m. at the Eden Resort and will kick off with a keynote presentation from award-winning consumer psychologist Kit Yarrow. Kit will discuss her book, *Decoding the New Consumer Mind*. A decade of swift and stunning change has profoundly affected our psychology—and consequently how, when and why we shop and buy. In *Decoding the New Consumer Mind*, Yarrow illuminates the impact of three major socio-cultural shifts on the psychology of shoppers and describes four strategic adjustments that businesses need to make to succeed and connect with today's transformed consumer. Kit will take you on a tip-filled, guided tour of the radically revised minds and hearts of today's consumers.

Following Kit's presentation, there will be a 90-minute panel of self storage Internet experts working collaboratively to show you how to apply the tips Kit shares. This panel will include Sparefoot (what consumers want and online marketing); Phone-Smart & Storage Mart (one of the largest privately held operators); Automatit (mobile-friendly sites), OpenTech Alliance (online rentals, automation and level

of lead interaction) and Storage Asset Management (operator).

After lunch, we will be holding a live auction for charity—bring your checkbooks or cash! You never know what might be auctioned.

This event is for owners and managers as well as anyone who handles your live/online auctions. Everyone will benefit from Kit Yarrow's presentation, the self storage Internet experts' panel, the owners and managers tracks and the excellent roundtable sessions planned for the rest of the day. Our owners track will focus on financing with Neal Gussis, co-founder and principal at CCM Commercial Mortgage, who will address capital market trends and the current state of capital markets. The second track for owners will be on LED lighting and lighting technology with Matt DePrato from Storage Construction and Paul Rhoads from Achieve Energy Solutions LLC.

Our managers track will include The Platinum Rule—how people today want to be treated from a customer service perspective—with Robert Chiti, owner of OpenTech Alliance. The second track for managers will focus on collection practices.

Of course, we couldn't do all of this without our generous vendor members! If you are interested in golfing (sponsoring a foursome, etc.), exhibiting, securing and leading a roundtable for the annual meeting, or in making a donation for our live auction, please contact Kim at kimberlycossar@wannerasoc.com or by telephone at (717) 441-6044 ASAP, as commitments will be accepted on a first-come, first-served basis. We are already filling spots, so don't wait any longer! You won't want to miss this exciting event. For more information and to register, please go to www.paselfstorage.org.

South Carolina

SCSELFSTORAGE.ORG

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, call 803.814.4000, or visit our brand new and informative website at www.SCSelfStorage.org. Membership is easy and the benefits are great.

Save the date: October 22, Columbia, time TBD. Details: www.scsself-storage.org/events. Attendance is free and the food is great, but an RSVP is handy.

Tennessee

TNSSA.NET

Our 7th Annual Legal Seminar is this month! We are super excited to host our first ever two-day event. We have expanded this seminar by adding a networking reception, sponsored by Select Merchant Solutions, the evening before. Your seminar registration covers your attendance at the reception. We hope that you will make plans to attend both days. The networking reception will be held 7 p.m. – 9 p.m. on October 21; the seminar will be 9 a.m. – 5 p.m. on October 22 at the Embassy Suites in Murfreesboro.

We have a fantastic lineup of speakers again this year! Our keynote speaker will be Scott Zucker of the Self Storage Legal Network. Questions for Scott can be submitted ahead of time to info@tnssa.net. Additional speakers include Bob Copper of Self Storage 101, Michael Haugh of Absolute Storage Management and Todd Levy of StorSmart. Our event sponsors include Select Merchant Solutions, SafeStor Tenant Insurance, StorageTreasures.com, William Knight Insurance Agency, Rhino Shield, Global Roofing Company and Marcus & Millichap. Registration for this event is still open and a discount

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will be given for those who pay ahead. Register now at www.tnssa.net.

November Luncheon, November 17: Mark your calendar for our annual membership meeting! This is the final meeting of the year. Board member election results will be announced at this meeting. We have several openings on our board of directors for the 2016–17 term. If you would like to share your talents and help this great organization continue to grow, talk to a current board member, look for the nomination form online at www.tnssa.net, or email us at info@tnssa.net. We welcome your participation! Details for board applications can be found online.

Manager of the Year: Manager of the Year nominations may be made by any TNSSA member and *will be accepted until December 31*. Nominations must be completed on the registration form, which is available on the TNSSA website at www.tnssa.net. The award recipient will be chosen based on commitment to leadership, creativity, high occupancy rates, low delinquencies and overall business. Plan to attend the quarterly luncheon in February 2016 for the 2015 Manager of the Year Award presentation.

Newsletter: If you are interested in contributing articles to our newsletter, or if you would like to advertise, please contact Melissa Roberts at melissa2911@gmail.com.

For more information about the Tennessee Self Storage Association, please visit us at www.tnssa.net, or contact President Josh Lynn at joshl@storplace.com or info@tnssa.net.

Utah

SSAUTAH.ORG

Interested in becoming a member of the Utah Self Storage Association? Membership in the UTSSA is available to any owner/operator with a facility in Utah or any vendor by paying the requisite dues. As a member, you are entitled to great

benefits. For information about these benefits and membership, please contact Nichelle Nassif at nnassif@selfstorage.org or (703) 575 8000 ext. 122.

Vermont

SSAVT.ORG

Do you do business in Vermont? Are you involved in the self storage industry? If you said yes to these questions, then it is time for you to become a member of the Vermont Self Storage Association today. 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, 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 for a membership application.

Virginia

VIRGINIASSA.ORG

Hello to all of our Virginia Self Storage Association members. We hope everyone has been enjoying their fall so far. The temperature is dropping and your tenants are going through their storage units looking for those annual decorations that come out every Halloween. Surely by now you have encountered your fair share of fake skeletons coming out of each tenant's closet (well, storage unit, more precisely). October also means membership renewal time for the Virginia SSA, so members please look for them in the mail this month.

Great news for not only our members but all self storage facility operators and owners in Virginia: Our 2015 annual meeting will be held on October 15 at the Embassy Suites Hotel in Richmond. Why attend? The meeting will provide fantastic opportunities and insight to all. This

includes unique educational sessions, valuable networking time with your fellow self storage professionals, and a legal review session. Self Storage Association CEO Tim Dietz will provide a self storage industry update for everyone in attendance. The legal review, hosted by Carlos Kaslow of the SSA's Self Storage Legal Network, will be especially important this year, because our attorney will be going over the new updates to the Virginia lien law we helped push through earlier this summer. If you want to be up to date with the best understanding of the regulations governing your business, this meeting is a "must attend" event. For more information about lien law updates or the meeting, please visit www.virginiassa.org.

Thinking about joining the VASSA? Membership benefits include a subscription to *SSA Globe*, the Virginia SSA newsletter, member discounts of the national SSA related to data, legislative briefings, monthly educational webcasts, meetings, communications, other educational offerings, research, technology, publications and legal information. For more information on the Virginia Self Storage Association, please contact Nichelle Nassif at VASSAExecDir@selfstorage.org.

Washington

WA-SSA.ORG

Membership in the Washington Self Storage Association is a tremendous resource for self storage owner/operators in the state. If you aren't a member, go to www.wa-ssa.org and sign up. It's a great, low-cost investment for your business, with a substantial return.

Wisconsin

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

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Self Storage

Data and Market Intelligence



**NOW
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Succeeding in business means having reliable and trustworthy market intelligence. The Self Storage Association and Reis, Inc. have that market intelligence.

Reis, Inc., a leading provider of commercial real estate market information and analytical tools, and the SSA have introduced coverage of Self Storage properties in 50 major United States metropolitan markets and 279 submarkets. These market reports are made possible by the quarterly participation of SSA member facilities and three of the leading self storage real estate investment trusts (REITs)— over 10,000 self storage facilities.



This new data program provides investors, lenders, developers, industry analysts, and self storage facility

owners and operators, with the critical local market intelligence that they require in order to make superior asset- and portfolio-level decisions. To date, self storage professionals have not had access to current and comprehensive market information from a nationally-recognized provider.



Key Report Features:

- 50 Markets and 279 Submarkets. See a list of markets at www.selfstorage.org
- Climate Controlled vs Non-Climate Controlled
- Five main unit types: 5x5, 5x10, 10x10, 10x15, 10x20
- Rent & Vacancy Rate Comparisons
- Trends, Benchmarks and Forecasting
- PDF & Excel formats
- Full Map of Metro and/or Submarket



See a sample report at www.selfstorage.org

Three easy ways to participate:

1. Enter your data through our web portal.
Call (800) 366-7347 for your login and password
2. Participate over the phone by calling (800) 366-7347
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Bulk discount pricing available
call (703) 575-8000



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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

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.

For more information on joining the Self Storage Association of Asia, contact Executive Director Luigi La Tona: e-luigilatona@selfstorageasia.org; selfstorageasia.org.

Australasia

SELFSTORAGE.COM.AU

To become a member of the Self Storage Association of Australasia, contact Rachel Muir at rmuir@self-storage.com.au or visit www.self-storage.com.au.

Brazil

ASBRASS.COM.BR

The latest program modifications for the November 9–10 self storage trade show in São Paulo, Brazil, will greatly enhance the educational experience. Added speakers include a real estate professional from one of the world's leading brokerage houses whose responsibility will be appraising self storage transactions in Latin America. Attendees will learn first hand how the marketplace is valuing this segment. Another guest speaker will discuss how to best implement social media.

Other topics planned will include a panel of major real estate fund investors in the segment discussing their perspective on the state of the market for self storage. In addition, we plan to have speakers discussing construction, zoning and building department challenges and costs.

This year's event will provide amazing content and access to relevant industry information that both operators and interested investors are looking for.

ASBRASS, the Association of Brazilian Self Storage, in cooperation with Secovi-SP and Better Management Systems, LLC will be the sponsors again for this year's Latin American Self Storage Trade Show and Educational Expo, held again at the offices of Secovi.

The venue is also unique. Our host, Secovi-SP, acknowledged as one of the most dynamic and renowned employer syndicates in the country, represents the leading names in São Paulo state's real estate industry. Please visit www.ASBRASS.com.br for more details. All information plus registration for both vendor and attendees will be available online.

As an added feature for all attendees, all talks will be presented in Portuguese and Spanish, as well as English. This is an event that is truly for everyone—owners, operators, developers and investors alike.

Email braziltradeshow@gmail.com for more information.

Canada

CSSA.CA

For more information or to become a member, please contact us at 888-898-8538 or email info@cssa.ca.

Federation of European SSAs

FEDESSA.ORG

To join the Federation of European Self Storage Associations, contact Rennie Schafer at rschafer@ssauk.com.

Japan

Japan Self Storage Association

JAPANSSA.ORG

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

Rental Storage Assoc. of Japan

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

Latin America

LASELFSTORAGE.ORG

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

Mexico

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. Visit: www.amdaac.com.mx. ❖