



Storage Commander

Are Your Customers About to Flee? Take the Quiz.

ASSESS YOUR SCORE

Score 1 to 5: You are in great shape. Keep doing what you are doing. It's better than most.

Score 6 to 12: Take a look at your operation and determine actions to take now to prevent future losses.

Score 15+: You have a big problem. But all is not lost. Making the right investment now can have significant pay-offs in the future. But if you ignore this problem, you risk emptying bays at a rate faster than you can keep them filled.

Storage Commander Can Help. Click the button or scan the QR code below and connect with a member of our team. We'll evaluate your processes and make recommendations to keep your customers happy and prevent churn.

[CLICK HERE TO LEARN MORE](#)



ACCOUNT ACTIVITY

- ☐ Missed most recent payment
- ☐ Payment made more than 7 days late
- ☐ Declined auto-payment or expired card on file

FACILITY USAGE

- ☐ No gate access for 30+ days
- ☐ Sudden drop in access frequency (compared to historical norm)
- ☐ Seen moving boxes or clearing out unit contents

CUSTOMER INTERACTION

- ☐ No response to recent outreach (email/text/call)
- ☐ Negative feedback submitted via review or support ticket
- ☐ Disengagement from promotions or customer surveys

PRICING & PROMOTIONS

- ☐ Introductory discount has expired
- ☐ Customer now paying full price or experienced recent rate increase
- ☐ Has not accepted or opened renewal/loyalty offers

DIGITAL BEHAVIOR (IF TRACKED)

- ☐ Accessed online account but didn't make a payment
- ☐ Viewed "move-out" or FAQ pages
- ☐ Has not logged into customer portal in 60+ days

EXTERNAL CLUES

- ☐ Competitor opened nearby recently
- ☐ Recent area rent increases or construction disruption
- ☐ Known tenant life event (e.g., moving, downsizing)