



Storage
Commander

Self-Storage Tenant Checklist

Effective tenant management and exceptional customer experience are critical to the success and growth of your self-storage business.

This checklist is designed to help you:

- Implement efficient tenant management systems
 - Enhance customer satisfaction and loyalty
 - Reduce operational challenges and tenant complaints
 - Foster a positive business reputation and increase occupancy rates
-

Online Rentals

By streamlining the online rental onboarding process, you can minimize confusion and stress. A well-thought-out tenant exit plan will leave all customers with positive feelings about your business and make them more likely to return or refer you to others.

Onboarding

- Utilize digital tools for signing contracts, online lease agreements, and e-signatures.
- Develop a step-by-step onboarding process for new tenants.
- Provide a welcome packet with all the necessary information.

Tenant Exit

- Develop a step-by-step move-out process for exiting tenants.
- Provide an exit packet with all the necessary information.
- Provide an easy way for exiting tenants to provide feedback and reviews.

Revenue Management

Prevent missed payments and maintain a steady cash flow for your business with efficient revenue management systems.

- Offer multiple payment options (online, auto-debit, etc.).
- Set up automated reminders for payment due dates.
- Establish a clear policy for late payments and grace periods.
- Automate discounts, rate increases, or changes in payment structures and utilize booking software to manage payments all in one place.

Work Orders

Ensure tenant satisfaction and protect your business by keeping the facility clean and well-maintained.

- Schedule regular maintenance checks for all units and common areas.
- Implement a regular cleaning schedule to ensure facilities are clean and well-maintained at all times.
- Find maintenance providers to partner with before maintenance issues arise
 - Pest control
 - Water damage
 - Structural maintenance
 - Cleaning professionals
- Develop a system for tenants to report any maintenance issues promptly.
- Implement processes to deal with maintenance issues promptly.

Gates and Access Control

Establish robust security protocols to protect tenants' belongings and instill confidence in your facility's safety.

- Install essential security features (cameras, alarms, lighting, signage).
- Schedule bi-yearly security tests and review security protocols. Make updates as necessary.
- Schedule regular automated communications with tenants about security measures to ensure their peace of mind.
- Install automated gate access control

Offering Additional Services

Meet diverse tenant needs and increase revenue opportunities by providing convenient and valuable services related to self-storage.

- Provide value-added services (packing supplies, moving assistance).
- Create loyalty programs or offer discounts for long-term tenants.
- Offer [tenant insurance](#) to reduce the burden on tenants and ensure proper coverage.

Reviewing Tenant Policies

Regularly update and communicate tenant policies to ensure clarity and avoid misunderstandings.

- Schedule a yearly tenant policy review to keep policies up-to-date with industry standards.
- Ensure all policies are clear, fair, and easily accessible.
- Automate a communication schedule for any policy changes.

Customer Service Excellence

Delivering outstanding customer service can differentiate your facility from competitors and foster tenant loyalty.

- Train staff on best practices for customer service.
- Maintain a responsive and helpful customer service team.
- Regularly evaluate customer service performance and make improvements.

Emergency Preparedness

Reassure tenants that their belongings will remain safe and protected during unexpected events.

- Develop an emergency response plan.
- Train staff and inform tenants about emergency procedures.
- Schedule regular emergency drills and updates.

Invest in a CRM

Utilize a robust customer relationship management (CRM) system to streamline tenant interactions and improve operational efficiency.

- Regularly update tenant profiles with contact information, rental history, and payment records.
- Automate regular communications.
- Automate billing and payment management.
- Schedule regular reviews of lease agreements and make any necessary updates.

**Learn more about
Storage Commander**

Visit us online at storagecommander.com