

MEMBERSHIP MATTERS



NCSSA 2024
CONVENTION &
TRADE SHOW

It's All About You...

November 7-8
Ballantyne Charlotte Hotel
Charlotte, NC

ONSITE PROGRAM

NCSSA 2024 CONVENTION & TRADE SHOW

THANK YOU TO OUR PREMIER PARTNERS



THANK YOU TO OUR EVENT SPONSORS



THANK YOU TO OUR SPECIALTY SPONSORS

BREAK



BREAKFAST



BAG



LANYARD



PEN



RECEPTION



PRESIDENT'S MESSAGE

As President of the North Carolina Self Storage Association (NCSSA), I would like to express my gratitude to each of you for helping to make 2024 another great year for our organization. Your dedication, participation, and partnership have strengthened and expanded our community of self-storage professionals, setting a high bar for excellence in North Carolina's industry. A special thank you goes to our NCSSA Board of Directors, who continue to lead our association and provide value to our members.




This year, we were pleased to host a variety of events, culminating in this event—the 2024 Annual Convention. We have a robust series of engaging and informative sessions lined up. The program features an important legal and legislative update as well as sessions on operations, marketing and finance. Additionally, our keynote speaker, John Chang from Marcus & Millichap, will deliver an informative outlook on the economic trends shaping the future of the self storage industry.

Our events, and the convention in particular, would not be possible without the support of our sponsors and exhibitors. Their contributions and innovations continue to push our industry forward, and I encourage you all to explore the valuable resources, products, and services they offer by visiting them at the Convention Trade Show in the Ballantyne Ballroom.

We also want to take a moment to acknowledge our colleagues and friends currently suffering from the loss and damage caused by Hurricane Helene. Our thoughts are with all those impacted, and we stand ready to offer our support as the recovery process continues. We are currently raising funds to respond to the imminent needs of our North Carolina storage friends and family as they navigate the long road ahead toward stabilization and rebuilding their communities. Details for donating can be found in the QR code.

Looking ahead, I am excited about the future of both the NCSSA and the broader self storage industry here in North Carolina. As my term comes to an end, I'd like to recognize and announce our 2025 President, Lynn Sykes of Storage Asset Management. Lynn has an impressive track record of superior leadership and is sure to strengthen the impact of the association.

Once again, thank you for your support this year. It's been a true honor to serve you, and I look forward to seeing you at our events in 2025! 

Mindy Hart

NCSSA President 2023-2024 | Morningstar Properties

CONTENTS

President's Message.....	3
Hotel & Locations Map.....	4
Welcome to Charlotte	5
NCSSA Board of Directors & Committee Members.....	6
NCSSA Hall of Fame	8-9
Conference Schedule.....	10-15
Non-Solicitation Policy	16
Antitrust Policy.....	18
Exhibitor Information.....	20-28
Thank You Exhibitors.....	30

NCSSA HARDSHIP RELIEF FUND



DONATE OR APPLY TODAY

When times get hard... *Sometimes you might need a little help.*

NCSSA 2024 CONVENTION & TRADE SHOW

LOCATIONS & HOTEL MAP

Ballantyne Ballroom

TRADE SHOW
RECEPTION
GENERAL SESSION
KEYNOTE
LEGAL/LEGISLATIVE UPDATE
ROUNDTABLES

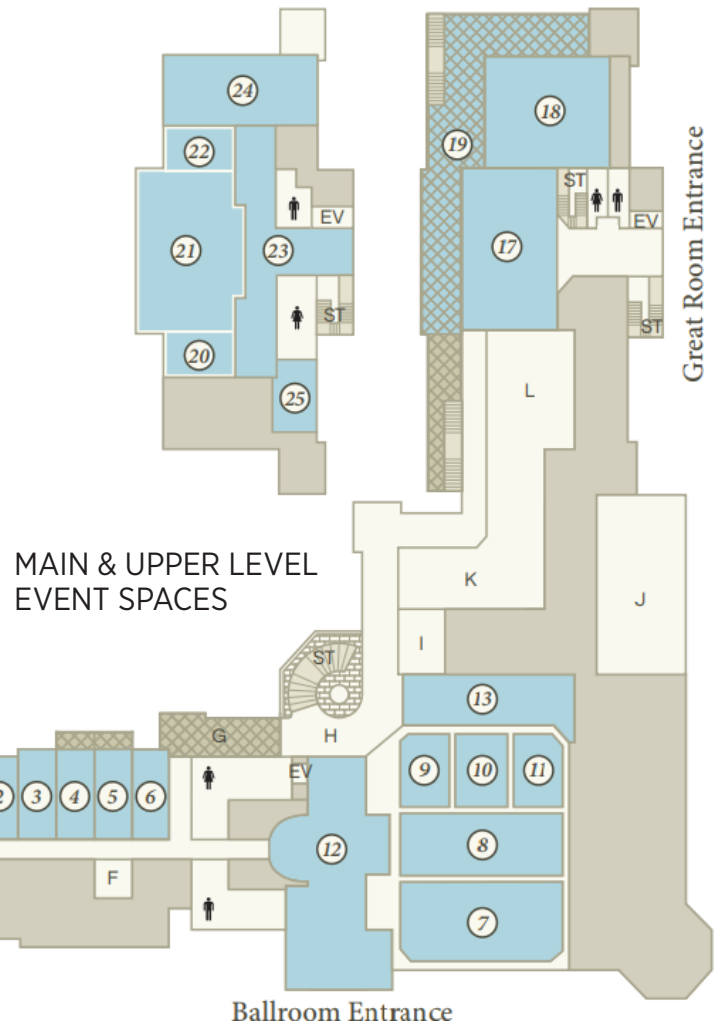
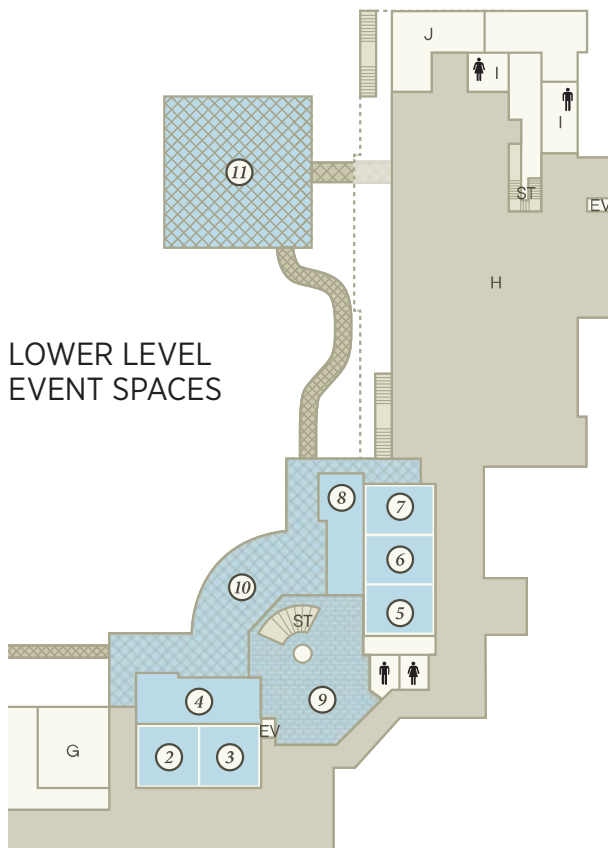
Ballantyne Foyer B

REGISTRATION
BREAKFAST

Fairway B, Overlook and Union Ballroom

CONCURRENT EDUCATIONAL SESSIONS

BALLANTYNE BALLROOM.....MAIN & UPPER LEVEL 7-11
BALLANTYNE FOYER B.....MAIN & UPPER LEVEL 12
FAIRWAY B.....MAIN & UPPER LEVEL 21
OVERLOOK.....MAIN & UPPER LEVEL 24
UNION BALLROOM.....LOWER LEVEL 5-7



WELCOME TO CHARLOTTE




On behalf of the Charlotte Regional Visitors Authority (CRVA), it is my pleasure to welcome you to Charlotte. Our city has quickly evolved into one of the fastest-growing in the country, and we're thrilled to host your gathering of industry leaders.

Your event is taking place in Ballantyne, a vibrant and ever-evolving "city within a city" that boasts unbeatable amenities. Ballantyne is known for attracting crowds to its live events, outdoor activities, and relaxing green spaces. Whether you're strolling along the greenways, dining at upscale restaurants, grabbing a quick bite at local favorites, or immersing yourself in the arts, Ballantyne offers a unique experience during your stay. Be sure to check out The Bowl, a newly developed area featuring exciting restaurants and gathering spaces—it's a must-see!

Charlotte offers a unique blend of big-city energy, diverse culinary options, and exciting entertainment, all wrapped in our signature Southern hospitality. While you're here, I also invite you to explore other areas of the Queen City, including our lively Uptown district and nearby attractions.

Be sure to visit charlottesgotalot.com and pick up a copy of the Charlotte Official City Guide to discover even more ways to enjoy the Queen City. From dining and shopping to arts and culture, Charlotte is ready to welcome you with open arms and unforgettable experiences.

We wish you a successful and memorable event and look forward to welcoming you back to the Queen City in the future! 

Steve Bagwell, CEO

Charlotte Regional Visitors Authority (CRVA)



NCSSA 2024 CONVENTION & TRADE SHOW

2024 NCSSA BOARD OF DIRECTORS

Mindy Hart
President
Morningstar Properties
Matthews, NC

Lynn Sykes
Vice President
Storage Asset Management
York, PA

Martha Heath
Treasurer
Wake Forest Mini Storage
Wake Forest, NC

Demarco Southerland
Secretary
Morningstar Properties
Charlotte, NC

Kevin Leebrick
Past President
My Storage Ops
Waxhaw, NC

Cynthia Ashby
Dynamic SS Solutions
Gainesville, GA

Tana Bryant
Copper Storage Solutions
Fayetteville, NC

Greg Cochran
Pisgah Mini Storage, LLC
Brevard, NC

Robert High
Robert High Development
Wilmington, NC

Mike MacManus
Southeast Self Storage Brokers, LLC
Norcross, GA

Will Massey
StorageMax Management, LLC
Raleigh, NC

Tripp McLean
McLean Self Storage
Belmont, NC

Tommy Nguyen
Storage Pug
Knoxville, TN

Hal Tanner
Midcoast Properties, Inc
Goldsboro, NC

MEET THE EDUCATION AND CONVENTION COMMITTEES

The NCSSA thanks our board members for their contributions with planning the 2024 convention. We hope you take new ideas back to your businesses to make them even more successful.

Convention Committee



Cynthia Ashby
Chair

Committee Members

Martha Heath **Tripp McLean**
Lynn Sykes

Education Committee



Lynn Sykes
Chair

Committee Members

Tana Bryant **Will Massey**
Tommy Nguyen **Hal Tanner**

STATE ASSOCIATION MANAGEMENT

Self Storage Association
State Association Management
1001 North Fairfax Street, Suite 505, Alexandria, VA 22314
703-575-8000 | NCSSAExecDir@selfstorage.org



METROLINA
BUILDERS

**YOU BRING THE VISION.
WE BRING THE EXPERTISE.**

50+
SINCE 1972 YEARS

Design-Build Self Storage Contractor

**5M SQUARE FEET BUILT
IN THE CAROLINAS**



Our **proven track record** and **commitment** to delivering quality projects on-time and under budget, coupled with our **50 years of experience** throughout the Carolinas makes us the premier option for **Self-Storage** construction projects.



**CALL US FOR A
COMPLIMENTARY FEASIBILITY
CONSULTATION**

**704.553.0834
METROLINABUILDERS.COM**



2024 Inductees

Each year NCSSA recognizes some of the North Carolina Self Storage owners / operators / vendors / organizations / managers that have gone above and beyond and helped shape our industry in North Carolina by nominating them for the NCSSA Hall of Fame. Nominees are pioneers, innovators, respected entrepreneurs, great leaders, or hard workers willing to help anyone to improve the self storage industry.


NCSSA is pleased to announce our newest Hall of Fame members.



Dale C. Eisenman

Midcoast Properties

NCSSA is pleased to recognize Dale C. Eisenman of the Midcoast Properties as an inductee into the NCSSA Hall Of Fame Class of 2024.

Dale is President and Broker in Charge of Midcoast Properties, Inc., and is a licensed real estate broker in Alabama, North Carolina, South Carolina, and Georgia. In addition to being a professional pilot early in his career, Dale has practiced law, owned and operated several small businesses and has been an active commercial real estate investor for over 20 years. He now specializes in the self storage industry both as a self storage investor and as a self storage broker. As a Certified Commercial Investment Member (CCIM), Dale brings a unique level of real world experience, knowledge and negotiation skills to each client relationship 

The Lindsey Family

Bill, Alan & John Lindsey

Lindsey Storage Group



NCSSA is pleased to recognize the Lindsey Family of the Lindsey Storage Group (LSSG) as inductees into the NCSSA Hall Of Fame Class of 2024. The family has been a huge supporter of the NCSSA and the self storage industry in North Carolina and South Carolina.

Bill Lindsey as the patriarch of the family served in the self storage industry for over 50 years serving numerous clients in brokerage (over \$50MM), development (over \$100MM) and management (as many as 27 sites in eight states at one time). Throughout his experiences and projects, Bill truly set himself apart from the rest of the industry. Bill has also served on numerous committees in the industry and is a former board member of the North Carolina Self Storage Association.

Alan Lindsey graduated from the College of Charleston with a degree in Business Administration and a concentration in Commercial Real Estate Development. His level of expertise in both fields is unmatched as he serves as a true asset to the LSSG Team and the development of the company through the direct oversight of facility operations, improvements and expansion.

John C. Lindsey graduated from the College of Charleston with a degree in Business Administration with a Commercial Real Estate Development Concentration. Licensed since 2008, his only focus has been self-storage as he has explored brokerage, consultation, development, and management over the past decade years while working on various projects throughout the world. John is a member of the North Carolina, South Carolina and National Self Storage Associations, as well as a former Board Member of the national Self Storage Association, the NCSSA, and Former President of the SSASC. [□](#)



Bill Lindsey



Alan Lindsey



John Lindsey

CONVENTION SCHEDULE (subject to change)

Thursday, November 7

9:30AM

REGISTRATION OPEN

Ballantyne B Foyer

PREMIER PARTNERS



EVENT SPONSORS



Bags sponsored by



Lanyards sponsored by



Pens sponsored by



9:30AM – 11:00AM

TRADE SHOW MOVE-IN

Ballantyne Ballroom

11:00AM – 1:00PM

TRADE SHOW OPEN

Ballantyne Ballroom

Lunch at 12:00pm

1:15PM – 2:00PM

CONCURRENT SESSIONS

CONCURRENT #1

Overlook Room

WHAT MAKES THEM CLICK RENT?

Tommy Nguyen, StoragePug

You've heard a lot about needing to drive traffic to your website through things like SEO, digital ads, blogs, or even social media to be successful. You've probably also heard a lot about automation, being unmanned, API's, and remote management. These things matter—they provide value to your business—when the people who land on your website make that almighty decision to use the website. How do you make sure your storage business is successful online? How do you make sure you're converting traffic into rentals. In this session, we'll cover:

- Features of a website that convert online traffic.
- How to establish trust with potential customers.
- Educating to help sell your product to potential customers.

CONCURRENT #2

Union Ballroom

BRIDGING THE GAP: SOLVING FIELD PAIN POINTS IN A REMOTE WORLD

Jackson Stevens, SpareBox Technologies

As more owners and operators move towards hub-and-spoke, remote, and virtual operations, unanticipated pain-points emerge. Email escalations get lost, a lack of visibility into the field surfaces, and customers' complaints seem to rise. All of this might encourage an owner to U-turn and retreat back to traditional store managers. Or, a new playbook appears to boost financial performance and enhance the customer experience. Learn about best practices in marrying field and remote customer operations, operational automation, leveraging technology, and fine-tuning your operation.

CONCURRENT #3

Fairway Ballroom B

NAVIGATING THE FINANCING MAZE: AVOIDING PITFALLS IN SELF STORAGE FACILITY FUNDING

Anna Taylor, Live Oak Bank

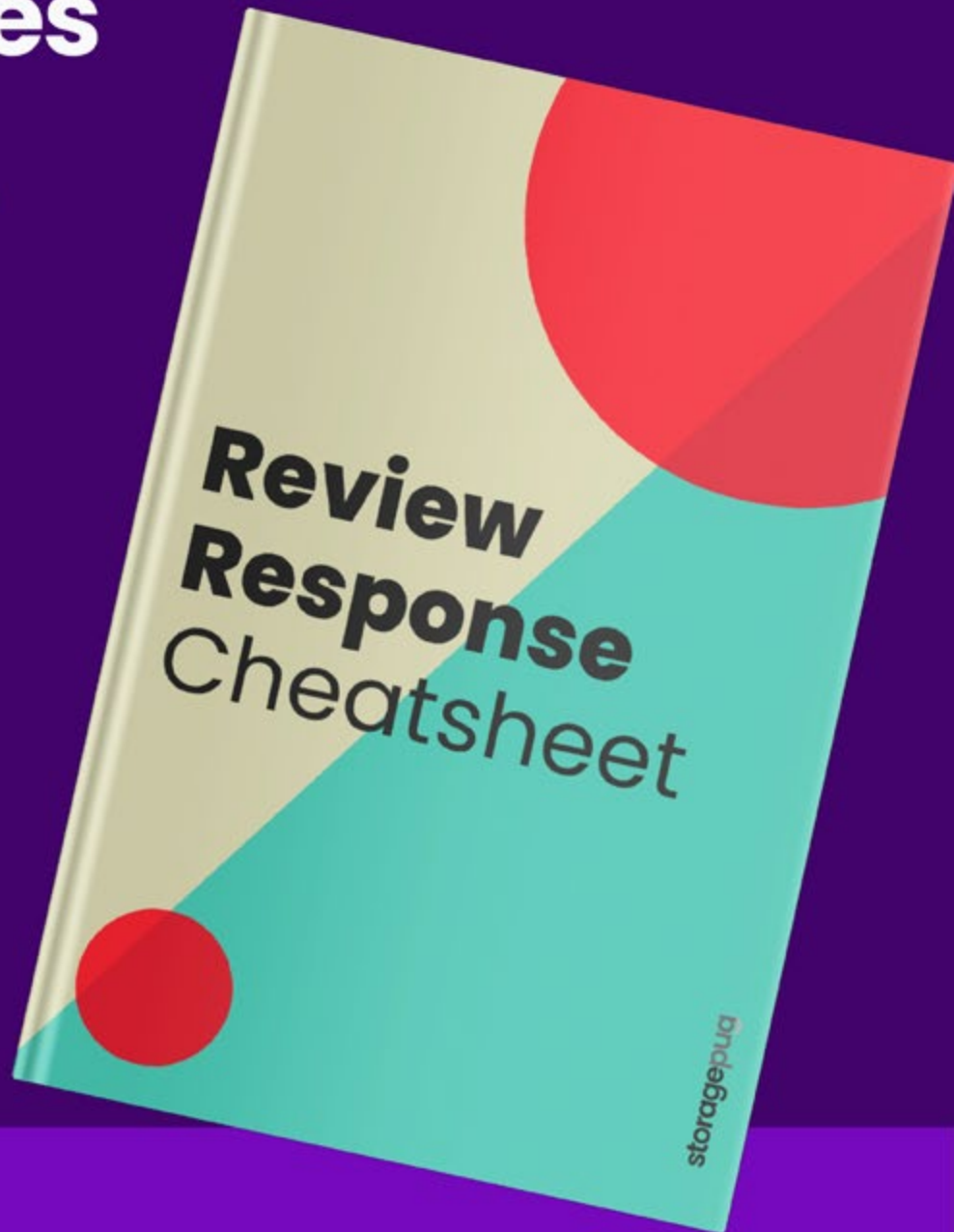
Securing financing for your self storage facility is a critical step in turning your vision into reality. However, navigating the complex landscape of financing options can be daunting, and making the wrong decisions can have costly consequences. In this informative presentation, we'll delve into the common mistakes to avoid when seeking financing for your self storage venture. From understanding different financing options to optimizing your financial strategy, attendees will gain valuable insights to help them make informed decisions and secure the funding needed to succeed in the self storage industry.

Free Google Review Response Templates

Reviews are incredibly important to your ranking on Google, and you should be responding to each one! Take the stress out of responding with these customizable templates.



Scan the code or visit storagepug.com/resources for your free copy.



Visit us at booth #47 on the show floor to say hello and grab a pair of Pug Socks!

storagepug

CONVENTION SCHEDULE (subject to change)

Thursday, November 7

2:00PM – 2:15PM

BREAK

Sponsored by



2:15PM – 3:00PM

CONCURRENT SESSIONS

CONCURRENT #1

Overlook Room

WINNING CUSTOMERS: MASTERING SALES IN SELF STORAGE MANAGEMENT

Lou Barnholdt, Universal Storage Group

Unlock the secrets to winning more customers and dominating the self storage sales game with this session. Learn how to attract potential customers to your site through effective marketing strategies and online presence. Discover the best practices for treating customers when they arrive, from creating a welcoming environment to understanding their needs. We'll delve into the critical questions to ask that reveal their pain points and how to position your facility as the ultimate solution. Effective follow-up is key to maintaining customer relationships, and we'll provide you with the techniques to stay engaged from the first call to long after they leave. As a store manager, your role is not just about managing operations but about being a supportive presence for your customers throughout their entire journey. Join us to master these sales techniques, build lasting customer relationships, and drive your facility's success. Your role is crucial, and we're here to help you excel in it.

CONCURRENT #2

Union Ballroom

THE INTERSECTION OF REVENUE MANAGEMENT & LEAD CONVERSION

Matt Engfer, Cubby Enterprises

This session will focus on how to optimize the renter journey for more conversions at higher rates across the web, phone, and in-person with a focus on e-commerce best practices and cutting edge revenue management practices.

CONCURRENT #3

Fairway Ballroom B

UNDERSTANDING YOUR DATA: HOW TO COLLECT, ANALYZE, AND MAKE YOUR DATA ACTIONABLE

Mason Levy, swivl • **Andrew Capranos**, 10 Federal

Melissa Stiles, Storage Asset Management • **Lynn Sykes**, Storage Asset Management

In today's fast-paced self storage industry, the ability to effectively harness and leverage data is crucial for driving business success. This presentation will delve into the journey of data from collection to actionable insights, showcasing how technology can empower your business to achieve continuous growth. Discussion points:

- Best practices for collecting and managing data within your day-to-day operations.
- Identifying key data sources and integrating them into your operations.
- Techniques for analyzing data to uncover trends and opportunities.
- Strategies to make data actionable and drive business efficiencies.
- Combining marketing and operational data to enhance the customer experience.
- Real-life examples of data-driven decision-making in self storage.

3:00PM – 3:15PM

BREAK

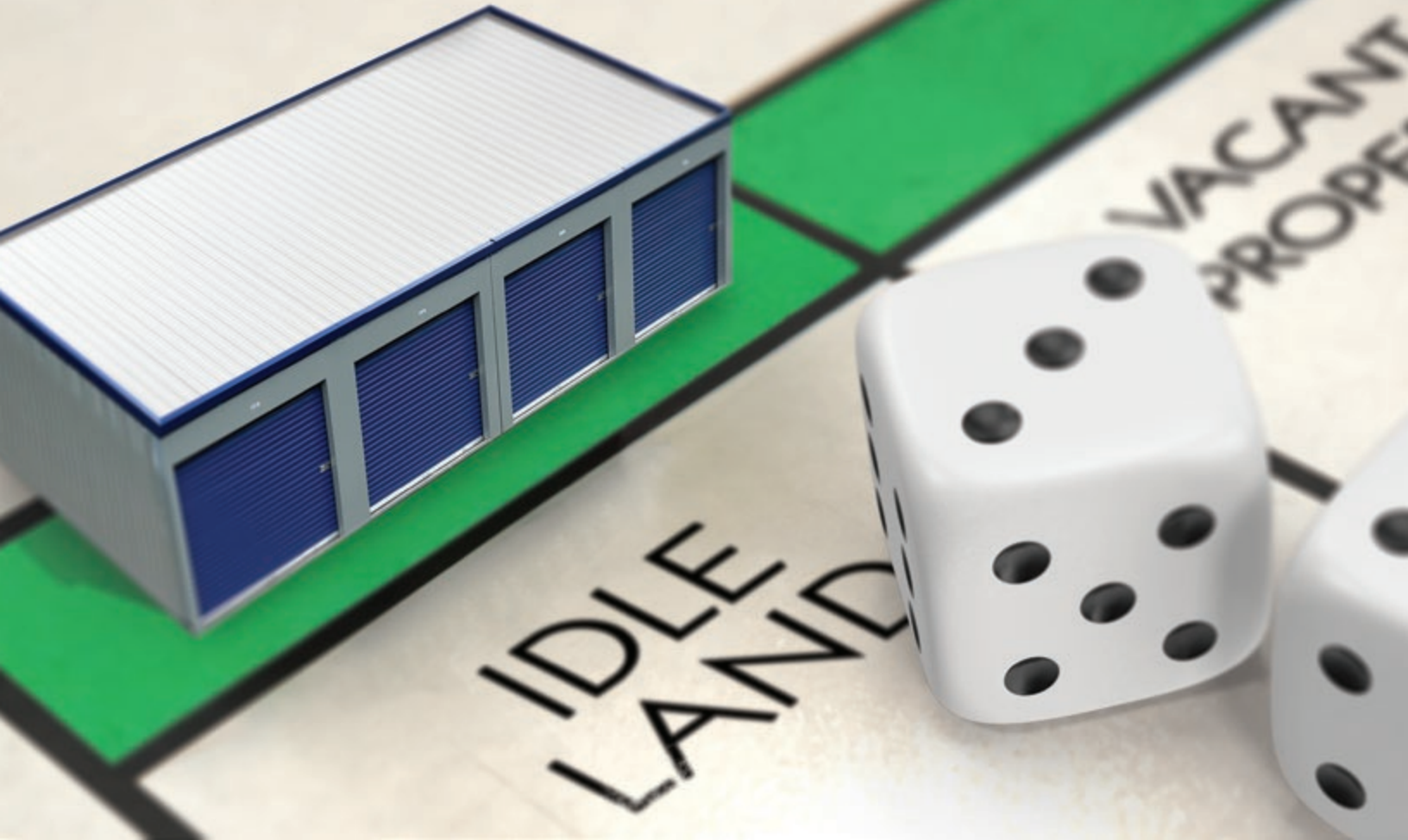
Sponsored by



Need help to renew your NCSSA Membership?

Email us NCSSAExecDir@selfstorage.org

WE ARE
NCSSA!



PASS 'GO' AND COLLECT YOUR CLASS A TYPE PORTABLE SOLUTION **TAX BREAKS.**

Relocatable MASS units can be classified as equipment, generally qualifying for the **Section 179A tax deduction** within the first year, **up to \$1.12M in savings**. Instead of financing with a construction loan, units can be leased to own, allowing for rapid revenue generation. These units integrate seamlessly with traditional storage buildings, enabling you to charge the same rates while minimizing out-of-pocket costs and achieving faster returns on your investment.

**GET MORE CASH OUT OF YOUR PROPERTY WITH MASS
—AND THAT ISN'T PLAY MONEY.**



CONVENTION SCHEDULE (subject to change)

Thursday, November 7

3:15PM – 4:00PM

CONCURRENT SESSIONS

CONCURRENT #1

Overlook Room

CRUSHING CUSTOMER OBJECTIONS IN SELF STORAGE

Stephanie Tharpe, A+ Management Group

In the current dynamic of AI, remote locations and the removal of real people at storage facility offices, the art of customer service may be getting tossed to the wayside. Self storage managers are frequently challenged by customer objections during the entire time of the rental term. In this session, you'll learn how to redirect challenges to price, insurance requirements, administrative fees and other sticking points to increase your customer conversion rate. We'll cover:

- What is old fashioned customer service?
- How to be confident in your product and services.
- How to compete against the facilities that have no one on site.
- How to overcome pushback on rate increases.
- How to be aggressive in generating positive reviews.

CONCURRENT #2

Union Ballroom

WEALTH STRATEGIES FOR SELF STORAGE OWNERS

Charlotte Burnett & Katherine Trainor, JP Morgan

The goal of the session is discuss wealth planning strategies for real estate professionals, specifically owners. Why is this important? The large creation of wealth overtime can often result in unexpected tax issues. In addition, many business owners spend so much time focusing on building the business and they don't think about their personal balance sheets or succession. This session is meant to serve as a starting point to think beyond the day to day business and how you can build a legacy. Topics covered include:

- Overview of estate and gift tax system.
- Payment of estate tax of Illiquid estates
- Governance.
- Making gifts to minimize estate tax liability.
- Sale of a self storage business.

CONCURRENT #3

Fairway Ballroom B

RV AND BOAT STORAGE: NAVIGATING CHALLENGES AND OPPORTUNITIES

Sydney Wilda, The Storage Manager

Vehicle storage facilities face several challenges, including the need for significant land and capital to accommodate large vehicles like RVs and boats. Navigating complex zoning laws and environmental regulations, which vary by region, can be difficult, especially since many municipalities classify these facilities as parking lots rather than storage spaces. Security is also a major concern due to the high value of stored vehicles, requiring advanced surveillance and gated access. Maintenance needs vary depending on the type of facility, from gravel lots to Class A buildings, leading to ongoing costs. The market is still evolving, and there is uncertainty about why some facilities outperform others in the same market. We'll discuss these challenges and opportunities of offering RV and Boat storage.

4:00PM – 6:00PM

TRADE SHOW WITH COCKTAILS

Ballantyne Ballroom

Reception sponsored by



6:00PM – 7:00PM

TRADE SHOW MOVE OUT

2025 NCSSA FEBRUARY SEMINAR

FEBRUARY 3-4, 2025

Village Hotel on Biltmore Estate | Asheville, NC

Friday, November 8

8:00AM

REGISTRATION OPEN

Ballantyne B Foyer

PREMIER PARTNERS



EVENT SPONSORS



Bags sponsored by



Lanyards sponsored by



Pens sponsored by



8:00AM - 9:00AM

BREAKFAST

Ballantyne B Foyer

Sponsored by



9:00AM - 10:15AM

WELCOME / HALL OF FAME / GENERAL SESSION

Ballantyne Ballroom

KEYNOTE SPEAKER: **John Chang**, Marcus & Millichap

Join John as he shares his outlook for the economy and its implications for self storage in his keynote address. He'll share factors that will shape our industry in the coming years, based on substantial market research for the sector, and share emerging trends in the self storage.



10:15AM - 10:30AM

BREAK

Sponsored by



10:30AM - 11:30AM

LEGAL/LEGISLATIVE SESSION

Ballantyne Ballroom

LEGAL/LEGISLATIVE UPDATE AND EMERGENCY PREPAREDNESS

Joe Doherty, Self Storage Association:

11:30AM - 11:45AM

BREAK

Sponsored by



11:45AM - 12:45PM

ROUNDTABLES

Ballantyne Ballroom

12:45PM

MEETING ADJOURNED

Scan the QR code and take the
2024 NCSSA Convention Survey.

Your comments help us plan our 2025 NCSSA events.

Share Your Thoughts
TAKE THE SURVEY




NON-SOLICITATION POLICY

Policy of SSA Managed States

While the NCSSA welcomes non-exhibiting vendors who have paid an admission fee to our trade show, all SSA managed states have a policy.

Non-exhibiting vendor companies may not solicit business via distribution of any materials, including but not exclusively, printed materials or handouts, on the NCSSA trade show floor. Also, non-exhibiting vendor companies may not conduct meetings and/or presentations within the trade show facility and surrounding premises owned by said facility during trade show hours.

Exhibiting vendors, NCSSA members, and staff who witness such activity are asked to gather printed materials and/or event invitations and provide them to NCSSA staff, showing that a direct violation of this policy is about to take place or has taken place.

Any violation of this policy will result in an invoice and charge equal to the fee for one exhibit table being submitted for payment by the offending member/organization. The offending individual or company shall be banned from any future NCSSA activities until said invoice is paid in full. Alternatively, NCSSA may charge the non-exhibiting vendor's credit card for the booth fee without providing any further notice to the non-exhibiting vendor. The non-exhibiting vendor consents to the credit card charge and agrees not to make a chargeback request related to such charge. 



YARDI breeze
PREMIER

Accounting Operations Leasing Marketing

Cash Flow
Positive

Stress Level
0

Tenants


Efficiency
100%

An intuitive & powerful way to manage
your facilities from anywhere

 Ready to make work a breeze?
Get a personalized demo today.

YardiBreeze.com

Optimize Your Investment with Expert Self-Storage Buildings

DESIGN | SUPPLY | BUILD

SINGLE-STORY

MULTI-STORY

PRE-ENGINEERED

CLIMATE CONTROLLED

BOAT & RV

BI-LEVEL

BUILDING CONVERSIONS

DOOR & HALLWAY SYSTEMS



**PROSTEEL
BUILDINGS**


Empowering Investors to Thrive
In the Self-Storage Industry

866.384.2119

NORTH CAROLINA SELF STORAGE ASSOCIATION ANTITRUST POLICY

Policy of SSA Managed States

It is the unqualified policy of the North Carolina Self Storage Association (NCSSA) to conduct its operations in strict compliance with the antitrust laws of the United States. The NCSSA antitrust policy prohibits any discussions which may constitute or imply an agreement or understanding concerning:

1. prices, discounts, or terms or conditions of sale;
2. profits or profit margins or cost data;
3. market shares, sales territories or markets;
4. allocation of customers or territories;
5. selection, rejection or termination of customers or suppliers;
6. restricting the territory or markets in which a company may resell products;
7. restricting the customers to whom a company may sell; or
8. any matter which is inconsistent with the proposition that each owner, operator, manufacturer, wholesaler and distributor must exercise its independent business judgment in pricing its services or products, dealing with its customers and suppliers and choosing markets in which it will conduct business. 

ARGUS
SELF STORAGE ADVISORS
EST. 1994

TRUST THE NATION'S MOST EXPERIENCED SELF-STORAGE BROKERS

NATIONAL REACH

The Industry's Most Extensive
Marketing Program for
Self-Storage

LOCAL EXPERTISE

Broker Affiliates Located in
Every Major Market
Nationwide

PROVEN RESULTS

Recent Sales of Over 100
Properties in 23 States



Jamey Cox

Percival Partners

704-995-9168

jcox@selfstorage.com

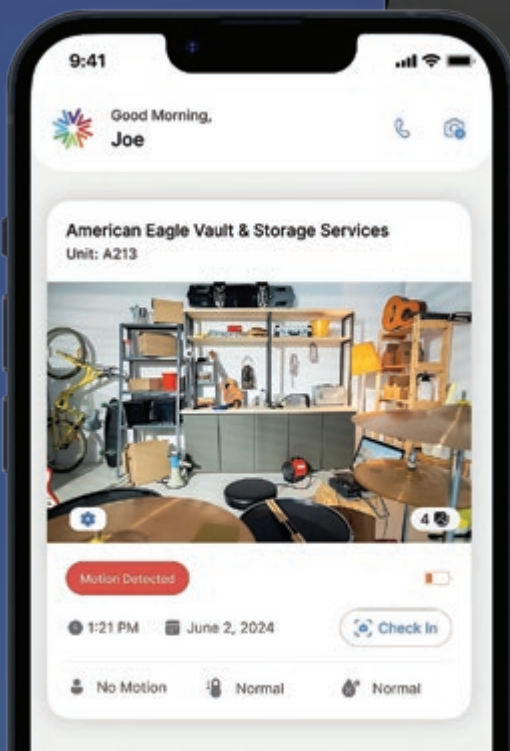


argus-selfstorage.com



Vantiva Peek™

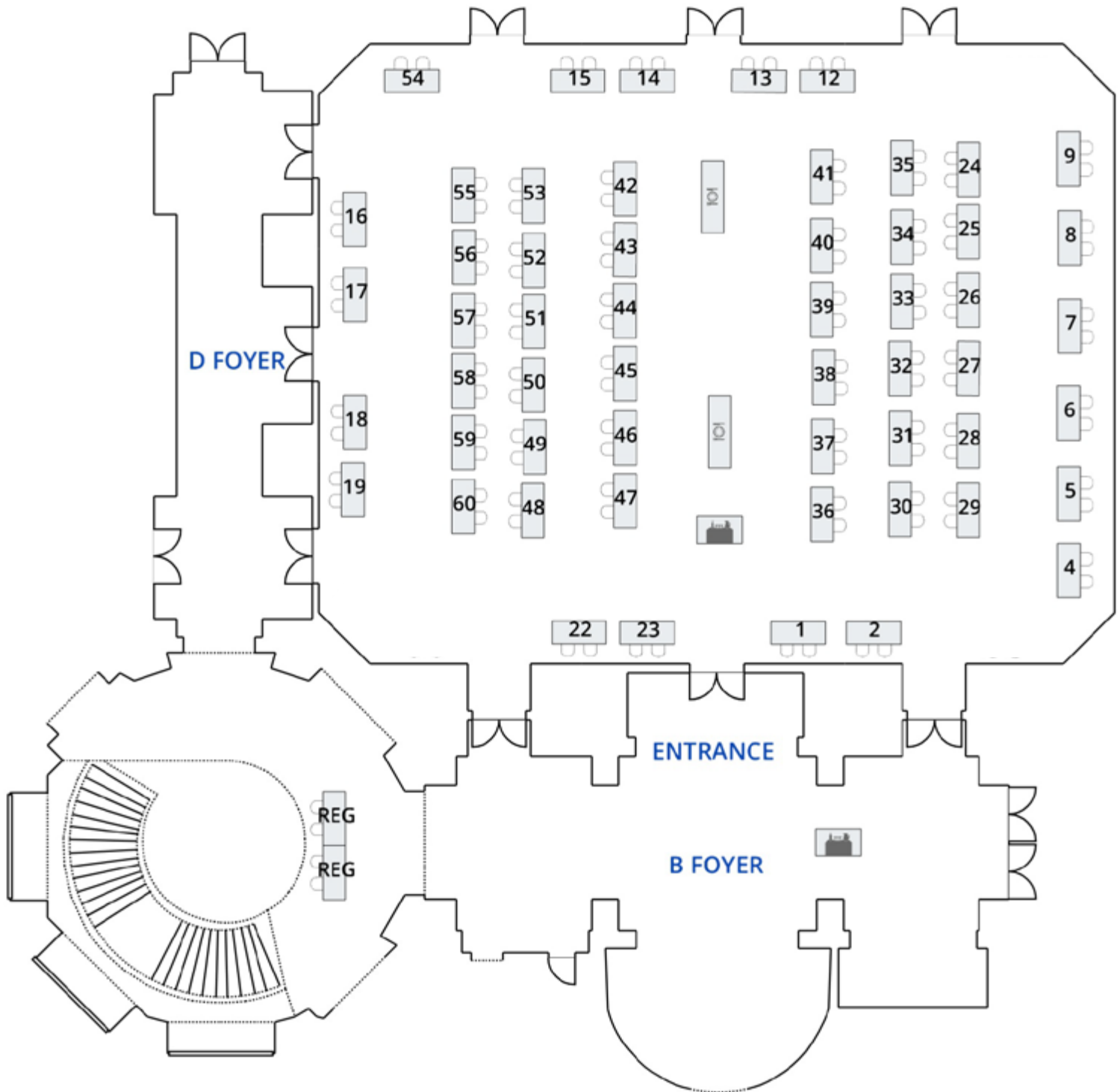
THE FULLY INTEGRATED CAMERA AND APP
FOR MAKING UNITS SMART



THE ONLY SMART UNIT SOLUTION
with integrated camera, motion,
temperature and humidity sensors
and night vision.



TRADE SHOW MAP



TRADE SHOW TABLE NUMBERS

6STORAGE SOFTWARE SOLUTIONS	50	PROGRESSIVE MATERIALS (PM SILICONE)	14
ABSOLUTE STORAGE MANAGEMENT.....	6	PROSTEEL BUILDINGS.....	46
ARGUS SELF STORAGE ADVISORS	43	PTI SECURITY SYSTEMS.....	39
BMSGRP SELF STORAGE CONSULTING	35	SAFELEASE	44
BOXWELL, LLC.....	18	SAFESTOR® TENANT INSURANCE.....	27
BUILTRITE STORAGE SYSTEMS.....	5	SAVVY STORAGE INSURANCE PROGRAM	53
CALLFINDER	7	SCM SPARTAN CONSTRUCTION	31
COMPASS BUILDING SYSTEMS.....	59	STEELBLUE.....	13
COPPER STORAGE MANAGEMENT	57	STORABLE.....	40
CUBESMART.....	51	STORAGE COMMANDER	30
DAVINCI LOCK.....	48	STORAGE FACILITY PAINTING SERVICES.....	49
DBCI.....	15	STORAGELY	23
ELEVATE STRUCTURES	32	STORAGEPUG	47
JANEGPT (KINNOVIS)	25	STORSUITE	42
JANUS INTERNATIONAL	37	SWIVL.....	19
JUNK SHOT OF CHARLOTTE NC	4	TENANT INC.	55
LIVE OAK BANK.....	52	THE SBOA (THE STORAGE BUSINESS OWNERS ALLIANCE)	29
LOCKERFOX	58	TRACHTE BUILDING SYSTEMS.....	26
MAKORABCO	33	TRAC-RITE	24
METROLINA BUILDERS, INC.....	36	UNIVERSAL STORAGE GROUP	60
MILLER BUILDINGS, INC.....	56	VANTIVA	45
OPENTECH ALLIANCE AND STORAGETREASURES.COM.....	34	XPS SOLUTIONS	28
PRACTICAL STORAGE LTD	17	YARDI	38

TRADE SHOW INFORMATION (subject to change)

6Storage Software Solutions

TABLE # 50

[6STORAGE.COM](https://6storage.com)

Michelle Otto | Events@6storage.com | 314.786.3309

6Storage offers affordable self storage solutions designed by operators for operators. With top-notch customer service, 6Storage is an all-in-one solution for all owners' operational needs. In addition to management software, 6Storage also offers a cloud-based access system called 6Security, builds websites that allow for online rentals and payments, provides SEO and marketing services, 6Storage Tenant Protection, and more.



Absolute Storage Management

TABLE # 6

[ABOUTASM.COM](https://aboutasm.com)

Absolute Storage Management | jasmin.jones@absolutemgmt.com | 678.779.1978

Absolute Storage Management, Inc. (ASM), founded in 2002, is a leading provider of self storage solutions in the United States. From our headquarters in Memphis, TN, our company specializes in third-party facility management for owners and operators of self storage properties. In addition, we have regional offices located in Nashville, Atlanta, Tampa and Charlotte.



Argus Self Storage Advisors

TABLE # 43

[ARGUS-SELFSTORAGE.COM](https://argus-selfstorage.com)

Jamey Cox | jcox@selfstorage.com | 704.995.9168

Argus Self Storage Advisors is the premier self storage brokerage and services firm in the country. The Argus team offers national reach with local expertise in your market. Our boots on the ground have been to your market no matter how large or small. In addition to Seller and Buyer services Argus has a third party management platform and has the ability to arrange debt and equity to meet your needs and help you make the right decision regarding your business



BMSGRP Self Storage Consulting

TABLE # 35

[BMSGRP.COM](https://bmsgrp.com)

BMSGRP Self Storage Consulting | info@bmsgrp.com | 866.279.5673

BMSGRP specializes in site specific market feasibility studies, consulting with every aspect of development, and assisting with existing site due diligence. With over 20+ years in the self storage business, and 15+ years working as an independent consultant, there is little BMSGRP cannot help you with. Think of us as your self storage encyclopedia.



Boxwell

TABLE # 18

[BOXWELL.CO](https://boxwell.co)

Frank Pendleton | frank@boxwell.co | 904.424.8147

Boxwell manufactures and installs relocatable self storage units, portable containers, roll up doors and hallway systems. We work with the customer to understand their needs and design a plan for them. We then manufacture your storage units in either 8x20 or 10x20 units, using multiple door configurations. We produce our storage solutions at Boxwell-owned facilities. This allows us to offer a wide range of products, customization, quality control, and shortened lead times.



BuiltRite Storage Systems

TABLE # 5

[BUILTRITESTORAGESYSTEMS.COM](https://builtritestoragesystems.com)

Kevin Neal | Kevin@BuiltRiteStorageSystems.com | 910.663.4056

At BuiltRite Storage Systems, we believe that strong relationships are the cornerstone of every successful self storage project. Our mission is to deliver outstanding products and build lasting relationships by exceeding customer expectations. We offer a full range of services: consulting, planning, engineering, and installation. Whether you need single or multi-story facilities, expansions, covered or canopied boat and RV storage, our experienced team is here to help.



CallFinder

TABLE # 7

[MYCALLFINDER.COM](https://mycallfinder.com)

Craig Lynch | clynch@mycallfinder.com | 800.639.1700

CallFinder provides speech analytics software to self storage companies to help them streamline their call review and QA processes. The solution empowers call centers to use data driven insights to coach their agents and improve CX. CallFinder is the only Speech Analytics specialist that offers ongoing guidance and support from an assigned Speech Analyst. For more information about CallFinder, visit mycallfinder.com.



Compass Building Systems

TABLE # 59

COMPASSBUILDING.COM

Jeff Morgan | jeff@compassbuilding.com | 678.618.7850

Compass Building Systems, with over 35 years of experience in providing and erecting pre-engineered metal buildings for storage facilities and over 1,500 projects on the East Coast. Let's have a conversation for all your single story, multi story, boat, RV, mezzanines and clear span upcoming projects or dreams.



Copper Storage Management

TABLE # 57

COPPERSTORAGEMANAGEMENT.COM

Tess Toth | tess@coppersm.com | 571.277.9299

Are you looking for a hassle free solution for day-to-day facility management? Copper Storage Management offers fully remote and hybrid 3rd-party management for self storage facilities nationwide. With over 50 years of experience, the Copper Storage Management team will handle your facility's operations, marketing, collections, auctions, and bookkeeping while growing revenue and increasing your asset value.



CubeSmart

TABLE # 51

CUBESMART.COM/SELF-STORAGE-MANAGEMENT

Guy Middlebrooks | grpManagementWebLeads@cubesmart.com | 800.663.5330

CubeSmart Management provides all-inclusive, professional self storage management services. Partner with us and benefit from extensive self storage operational experience and success that has been proven in more than 1460+ facilities nationwide. Whether you are an owner, a developer or investor in self storage facilities, we can help propel your business performance and maximize the value of your investment. Call us to learn more about how we can help you achieve your goals.



DaVinci Lock

TABLE # 48

DAVINCILOCK.COM

Maggie Bode | info@davincilock.com | 919.754.4484

The DaVinci Lock System is the ultimate automated and contactless lock removal system for tenants. Without Bluetooth, batteries, or WiFi, the DaVinci Lock System uses a standard combination lock with an encrypted serial code engraved on it as the unique identifier to be decrypted to retrieve lock combinations. Tenants can use DaVinci Lock as their everyday security, for vacant spaces, and for overlocking units. DaVinci Lock is Automated Access Unlocked.



DBCI

TABLE # 15

DBCI.COM

Richard Lillie | marketing@dbci.com | 800.542.0501

DBCI has remained a leading manufacturer and marketer of commercial-grade steel curtain roll-up doors and self storage doors, components and solutions. DBCI continues to provide our customers with the highest quality products and services in the industry. We know value is just as important as quality, so we design our doors and hallways to be economical, yet strong, efficient and durable. DBCI remains true to its commitments of partnership, innovation and the manufacturing of superior products.



Elevate Structures

TABLE # 32

ELEVATECS.COM

Elevate Structures | Cydney@elevatecs.com | 877.456.1602

Elevate Structures is a national leader in self storage design and construction. With a dedicated team of experts, Elevate specializes in designing, procuring, and installing metal building components for single-story, boat/RV, and multi-story storage facilities. They are the exclusive provider of the patented Alpha Framing System, which significantly reduces construction time for multi-story buildings and prevents concrete staining on partition panels. Visit elevatecs.com to learn more.



JaneGPT (Kinnovis)

TABLE # 25

KINNOVIS.COM

Joshua Webb | info@kinnovis.com | 707.633.3479

Meet JaneGPT, the cutting-edge AI chatbot designed specifically for the self storage industry. Available to all operators, JaneGPT transforms customer service by handling online inquiries, providing support and generating sales 24/7. This intelligent assistant recommends unit sizes, offers personalized quotes and guides new customers effortlessly through their move-in journey.



TRADE SHOW INFORMATION (subject to change)

Janus International

TABLE # 37

JANUSINTL.COM

Suzanne Reitz | marketing@janusintl.com | 770.562.2850

Janus International Group, Inc. is a leading global manufacturer and supplier of turn-key self storage, commercial and industrial building solutions, including roll-up and swing doors, hallway systems, re-locatable storage units and facility and door automation technologies. The Janus team operates out of several U.S. locations and seven locations internationally.



Junk Shot of Charlotte NC

TABLE # 4

JUNKSHOTAPP.COM/CHARLOTTE

Owen Pickard | owen.pickard@acceleratedwaste.com | 704.368.7550

We are a bulk junk removal brand with the biggest trucks and best pricing in the industry! We already work in the self storage space helping facilities clear abandoned units so that they can be leased. We are often able to provide same or next day service to those in the Charlotte area, and, after each completed project, send a "360 report" where we display before and after photos of the truck and the units that are now ready to lease!



Live Oak Bank

TABLE # 52

LIVEOAKBANK.COM/SELF-STORAGE

Bishesh Shrestha | bishesh.shrestha@liveoak.bank | 910.550.2300

From day one, our self storage loan team will work with you to get your money. You will work with a team with over 30 years of experience who is exclusively focused on your self storage loan. This team includes underwriters, closers, a construction relationship officer and a loan officer. From new construction to acquisitions, providing you with the highest level of service and dedication is our top priority.



LockerFox

TABLE # 58

LOCKERFOX.COM

Peter Allen | support@lockerfox.com | 704.251.0644

Lockerfox offers facilities a complete solution for managing online auctions. Our platform simplifies the auction posting process, from initial inventory and listing of units to bidding and final sale, while reaching a broader audience of buyers. Lockerfox integrates with many property management systems, featuring seamless data transfer and synchronization which reduces administrative burden. By leveraging our platform, facilities can maximize auction visibility, improve operational efficiency,



MakoRabco

TABLE # 33

MAKORABCO.COM

Donna Morgan-Esquibel | dmorgan@makorabco.com | 833.625.6463

MakoRabco is the nationally recognized leader in designing, supplying and installing self storage facilities. At MakoRabco we believe our success is attributed to one key element: our relationships with our customers. Whether you are a first-time builder or an established entity looking to expand your self storage portfolio, collaborating with MakoRabco gives you an edge at every stage, from conceptualization and design to sourcing and construction.



Metrolina Builders, Inc.

TABLE # 36

METROLINABUILDERS.COM

Andrew Foppe - Vice President Business Development | afoppe@metrolinabuilders.com

You Bring the Vision, We Bring the Expertise. Metrolina Builders, Inc. (MBI) is a third-generation, family-owned business providing traditional general contracting, construction management and turnkey design-build solutions for the self storage industry. Founded in 1972, MBI has produced a 52-year track record of successful projects and satisfied customers while gaining the reputation as a premier design-build firm in the markets that we serve.



Miller Buildings, Inc.

TABLE # 56

MILLERBLDGS.COM

Louis Gilmore | LouisGilmore@MillerBldgs.com | 215.233.9300

Steel Building manufacturer with over 45 years experience in the self storage industry. Specializing in the Mid-Atlantic region.



OpenTech Alliance and StorageTreasures.com

TABLE # 34

[OPENTECHALLIANCE.COM](https://opentechalliance.com)

Shari Klein | sales@opentechalliance.com | 602.324.8678

Over the past 20 years, OpenTech has built a robust property technology company with a portfolio of 10+ products to provide practical solutions to tenant and operator challenges. With innovations that reset industry standards, we strive to be the best choice in security and access control, full-service kiosks, online auctions (StorageTreasures.com), SmartLocks, and call center and remote manager solutions.



Practical Storage Ltd

TABLE # 17

[PRACTICALSTORAGE.COMTR](https://practicalstorage.com)

Levent Aytemiz | levent@practicalstorage.com.tr | 646.643.7319

Practical Storage is a leading flatpack storage container producer based in Turkey. Specializing in cost-effective, durable, and easy-to-assemble storage solutions, the company serves a wide range of industries, including construction, logistics, and retail. With a focus on innovation and customer satisfaction, Practical Storage Ltd offers versatile container options that are designed for efficiency in both urban and rural environments, meeting diverse storage needs across international markets.



Progressive Materials (PM Silicone)

TABLE # 14

[PMSILICONE.COM](https://pmsilicone.com)

Nate Roberts | Nate@PMSilicone.com | 704.620.9552

Our roof coatings are designed to restore, improve performance, and extend the life of your roof. This cost-effective solution can be quickly installed, provides a renewed warranty and watertight surface, and helps reduce energy costs.



ProSteel Buildings

TABLE # 46

[BUILDPROSTEEL.COM](https://buildprosteel.com)

Nate Nifong | info@buildprosteel.com | 866.384.2119

We are a supplier of self storage design build, products, and building materials. Our team has many years of experience designing and supplying metal buildings for this industry. ProSteel was founded with ethics and customer service as the main priority. We strive to ensure each construction project goes well with an outcome of completeness and satisfaction for our customers.



PTI Security Systems

TABLE # 39

[PTISECURITY.COM](https://ptisecurity.com)

Lindsay Nearing | sales@ptisecurity.com | 800.523.9504

With over 40 years of experience and 40,000 installations in more than 30 countries, PTI Security Systems (www.ptisecurity.com) is the most trusted name in self storage security known for our award winning, cloud based software and hardware with industry-leading customer support.



SafeLease

TABLE # 44

[SAFELEASE.COM](https://safelease.com)

Nate Kinet | info@safelease.com | 855.657.2338

SafeLease is a leading technology and risk management provider for 2,000 self storage facilities. Thousands of facilities use SafeLease to protect tenants, reduce operational inefficiency, and boost NOI. Core products include Tenant Protection, Tenant Insurance, and Reputation Management.



Safestor® Tenant Insurance

TABLE # 27

[SAFESTOR.COM](https://safestor.com)

Louis Coronado Jr. | safestor@ponderosainsurance.com | 866.303.3990

The new Safestor® Tenant Insurance policy through Ponderosa Insurance Agency is available in all 50 states, offering self storage operators tenants more coverage options to accompany the industry's best rates. Safestor, synonymous with quality service and low costs, now offers tenants flood coverage for just \$1 more per month on top of everything else the policy covers. Flood coverage protects tenants against damage to belongings from rising water (groundwater) up to full limits of coverage.



TRADE SHOW INFORMATION (subject to change)

Savvy Storage Insurance Program

TABLE # 53

SAVVYSTORAGEINSURANCE.COM

Debra Sculli | info@savvystorageinsurance.com | 800.784.1290

Get Savvy and get paid for the offer of Tenant Insurance, instead of the sale of Tenant Insurance. The Savvy Storage Insurance Program is a one-of-a-kind tenant insurance offering that enables storage facility owners the opportunity to increase ancillary revenues while enhancing the customer experience with the offer of storage insurance.



SCM Spartan Construction

TABLE # 31

SPARTANBUILT.COM

Aaron Saunders | aaron@spartanbuilt.com | 855.588.1326

SCM, based in Golden, Colorado, specializes in providing general contracting services. This company has a focus on self storage developments nationwide. We offer a full range of services, from design and entitlements to construction and project management, aiming to ensure transparency, safety, and quality across all phases.



SteelBlue

TABLE # 13

STEELBLUEBC.COM

Tony Domicolo | tony.domicolo@steelbluebc.com | 412.857.3496

SteelBlue Building Components is a roll-up door and hallway system manufacturer that offers revolutionary solutions to the self storage industry.



Storable

TABLE # 40

STORABLE.COM

Holly Fiorello | holly.fiorello@storable.com

Storable is the leading provider of integrated technology solutions, powering over 41,000 facilities in the self storage industry. Storable is committed to pushing the boundaries of innovation, offering the only end-to-end platform that includes management software, demand generation, remote management, insurance, customer relationship management, delinquency management and more.



Storage Commander

TABLE # 30

STORAGECOMMANDER.COM

Richard Witka | sales@storagecommander.com | 877.672.6257

Storage Commander is transforming the self storage industry with customized solutions tailored to your business needs. Whether overseeing one site or multiple locations, our innovative offerings aim to enhance revenue, productivity, and profitability. Our consultative support makes sure you use our advanced technology effectively. With experienced self storage professionals dedicated to your success, we are here to support you at every stage of your self storage journey.



Storage Facility Painting Services

TABLE # 49

STORAGEFACILITYPAINTINGSERVICES.COM

Mike Purvis | mike@storagefacilitypaintingservices.com | 302.21.82669

Storage Facility Painting Services specializes in rebranding through painting facilities and repainting older facilities. We have been specializing and focused solely on storage facilities for 8 years and complete more facilities than any other two companies combined in the nation. We currently work for over 80 owners nationally, from the smaller portfolios up to the larger portfolios! A plethora of references are available. Call us today 302-218-2669.



Storagely

TABLE # 23

STORAGELY.IO

Brian Leimone | brian@storagely.io | 844.908.2800

Upgrade your self storage website to increase online rentals with Storagely! Created by self storage experts and digital marketing pros, Storagely modernizes your online presence to drive higher occupancy. Our platform delivers a rentals-focused site that converts visitors into renters, optimizes your online presence for local search, provides actionable data-driven insights, and features an industry-leading rental system that outperforms the competition.



StoragePug

TABLE # 47

STORAGEPUG.COM

Tommy Nguyen | hello@storagepug.com | 865.240.0295

StoragePug makes websites that work for self storage operators. Attract more tenants and rent more units with made-for-storage websites, online tools, and data dashboards.



StorSuite

TABLE # 42

STORSUITE.COM

Jessica Johnson | jessicaj@storsuite.com | 878.677.8483

StorSuite empowers self storage owners with a comprehensive suite of services designed to optimize operations and drive self storage success. We offer lead-generating websites, digital marketing, tenant engagement tech, and tenant protection plans with Storage Shield. Our third-party management services ensure your facility runs efficiently. Whether you're looking to streamline operations or improve tenant satisfaction, StorSuite delivers practical solutions backed by industry expertise.



swivl

TABLE # 19

TRYSWIVL.COM

Rodolfo Ramirez | rodolfo@tryswivl.com | 512.222.7247

Introducing the only AI-powered customer engagement platform in self storage. swivl augments your team to understand what works and automatically tune property-level decisions every day to attract ready-to-lease customers. All across website, SMS, email, voice, QR codes, and other digital channels. swivl's AI Assistant averages an 80% resolution rate without human intervention, with more than 200,000 assisted reservations across 4,000 self storage locations.



Tenant Inc.

TABLE # 55

TENANTINC.COM

Joel Toney | joel.toney@tenantinc.com | 949.894.4500

Self Storage Software, Built By Self Storage People. A complete ecosystem to run your self storage business. Everything you need, from the fastest e-commerce websites in the industry to property management software that makes running your business easier.



Need day-to-day legal questions answered?



THE SSLN AFFILIATE PLAN



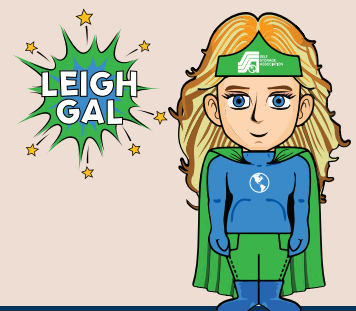
The Self Storage Legal Network Affiliate Plan is designed specifically for state affiliates and the smaller storage operator. This low-cost plan potentially saves facility owners hundreds of dollars in legal fees.

Get answers to questions like:

- Death of a tenant
- Lien sale of a military servicemember
- Towing of vehicles from property



SCAN AND SUBSCRIBE
TO THE SSLNA



The SSLN lawyers will thoroughly address your questions by email.

TRADE SHOW INFORMATION (subject to change)

The SBOA (The Storage Business Owners Alliance)

TABLE # 29

[THESBOA.COM](https://thesboa.com)

Iris Czygan | iris@thesboa.com | 248.254.9000

The SBOA is the premier online hub for connecting self storage professionals with industry-leading products and service providers, including the award-winning SBOA Tenant Insurance Program. The SBOA delivers industry education and networking, optimized operational efficiencies, and marketing strategies. SBOA Tenant Insurance, created by self storage operators, maximizes the use of a tenant insurance program and has been an essential part of top operators' business objectives for over 12 years.



Trachte Building Systems

TABLE # 26

[TRACHTE.COM](https://trachte.com)

Steve Hajewski | shajewski@trachte.com | 800.356.5824

Trachte Building Systems designs, manufactures & erects a full line of durable, pre-engineered, customized steel self storage systems. Offerings include single & multi-story buildings, door & hallway systems, interior partitions & corridors, portable storage units, & boat/RV storage solutions. Trachte's knowledgeable sales team is dedicated to helping owners make informed decisions. With over 120 years of manufacturing experience, Trachte is a 100% employee-owned company committed to excellence.



Trac-Rite

TABLE # 24

[TRACRITE.COM](https://tracrite.com)

Mark Lindgren | mlindgren@tracrite.com | 800.448.8979

Trac-Rite a 100% employee-owned company with over 40 years of experience, is North America's most trusted door manufacturer. We specialize in high-quality, 100% USA-made steel roll-up doors designed specifically for the self storage and boat/RV industry. Our commitment to excellence goes beyond doors- we also provide all necessary components for door and hallway/conversion projects. With our durability and unmatched customer service, Trac-Rite is your partner for superior self storage solutions.



Universal Storage Group

TABLE # 60

[UNIVERSALSTORAGEMANAGEMENT.COM](https://universalstoragemanagement.com)

Lou Barnholdt | lou@universalstoragegroup.com | 843.368.2491

Universal Storage Group provides award-winning full-service third-party management, operational consulting, comprehensive training programs, and self storage start-up or conversion services including facility design, feasibility studies, remote management, and brand development. USG was founded in 2013 with over 200 combined years of self storage industry experience and expertise. With Universal Storage Group, U Just Get More!



Vantiva

TABLE # 45

[VANTIVA.COM](https://vantiva.com)

Edson D'Souza | edson.dsouza@vantiva.com | 770.212.9009

Vantiva's Smart Spaces division delivers self storage connectivity, delivering scalable solutions that boost operations and profitability. Key innovations include the Vantiva Peek smart camera, which provides new revenue opportunities through in-unit monitoring with live alerts for motion and climate changes. The smart storage software platform creates new operational efficiencies and seamless control over security and maintenance from one interface.



XPS Solutions

TABLE # 28

[XPSUSA.COM](https://xpsusa.com)

Sherry Miller | smiller2@xpsusa.com | 972.865.4237

XPS Solutions offers two core services for the self storage industry: call center support (104 hours/week) and remote management services (54 hours/week). These services maximize revenue through 24/7 payment processing, rental management, delinquency follow-up, and live video agent support. With tools like the MyStorPal app and platform integration, XPS enhances tenant experiences, reduces operational costs, and drives business growth. At XPS, Experience Matters!



Yardi

TABLE # 38

[YARDI.COM/PRODUCTS/SELF-STORAGE-SUITE/](https://yardi.com/products/self-storage-suite/)

Jeff Bailey | Jeff.Bailey@Yardi.com | 800.866.1144

Get everything you need with intuitive and powerful storage management software. Make work a breeze with one platform for self storage marketing, facility management, accounting and market intelligence.



ORLANDO, FLORIDA

MARCH
12-14



2025

Spring Conference
& Trade Show

Rosen Shingle Creek



SELF
STORAGE
ASSOCIATION

Participate. Learn. Benefit. Succeed.

SERVING MEMBERS SINCE 1975

50
YEARS

NCSSA 2024 CONVENTION & TRADE SHOW

THANK YOU TO OUR EXHIBITORS





TIME TO RENEW YOUR

NCSSA MEMBERSHIP



LOG IN TO
RENEW NOW!



NCSSA 2025 RENEWALS DELIVERED TO YOUR INBOX

NO ENVELOPE, NO CHECK, NO STAMP...

1. Log onto NCSSAOnline.org with your primary contact's username and password.
2. Under the **Join** tab, scroll to the bottom of the page.
3. Under **Membership Renewal Click** on the appropriate link (Owner/Operator or Strategic Partner).
4. Complete/Update the form then click **Submit**.
5. Enter your payment information.

Need help with your log in, adding facilities...
Email NCSSAExecutiveDirector@selfstorage.org

All payments due
by **December 1, 2024.**



Become a **NCSSA Member!**

MEMBERSHIP BENEFITS

MARKETING TOOLS

Membership Listing Auction Postings

LEGISLATIVE MONITORING

ACCESS TO RESOURCES & INFORMATION

Website Q & A Board Standardized Lease Auction Checklist

EDUCATIONAL OPPORTUNITIES

Convention Seminars (February/May/August)

AFFILIATION WITH THE NATIONAL SELF STORAGE ASSOCIATION (SSA)

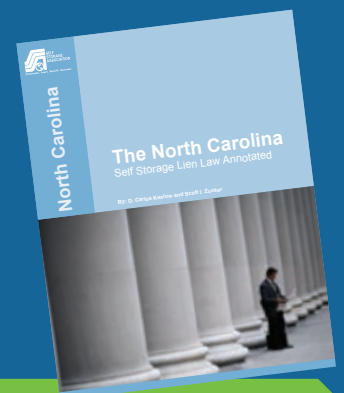
Access the Self Storage Legal Network (SSLN)

NETWORKING

SPECIAL CONFERENCE OFFER - Get 2024 FREE

Visit the Event Registration Desk to Join TODAY!

FREE NCSSA Lien Law Book, a \$60 value



Questions?

NCSSAExecDir@selfstorage.org

JOIN NOW: [NCSSAONLINE.ORG](https://ncssaonline.org)

