

SELF STORAGE SUPPLIER GUIDE

2023



Self Storage Association
of Australasia

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SELF STORAGE SUPPLIER GUIDE

Showcasing leading suppliers dedicated to the self storage industry.

The SSAA's annual *Self Storage Supplier Guide* features a range of suppliers across categories essential to success in the self storage industry.

The suppliers featured within are major partners and service members of the SSAA, many of whom have in-depth industry experience gained by working closely with self storage owners, operators and other suppliers for many years.

Our major partners have generously shared case studies that provide deeper insight into the practicalities of self storage design, development and operations.

You'll also find helpful checklists and information highlighting the benefits of using suppliers who have a strong understanding of the self storage industry.

The full trade directory of the SSAA has been published within the guide, plus you'll find links to industry suppliers in the online directory within your SSAA Member Portal.

We encourage you to utilise the *Self Storage Supplier Guide* year-round to source suppliers who are committed to serving our industry.

To our valued major partners and service members, we thank you for your ongoing support and look forward to helping you connect and engage with the growing self storage industry.

We wish you all every success in your self storage endeavours.

Makala Ffrench Castelli
Chief Executive Officer
Self Storage Association of Australasia

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MAJOR PARTNERS



STORLOGIX CLOUD

ACCESS CONTROL IN THE CLOUD

With the StorLogix Cloud Platform, self-storage owners and operators can feel connected to their entire portfolio no matter where life takes them.

StorLogix Cloud Platform combines 40-years of industry experience with the latest technology to create a comprehensive suite of access control products that helps self-storage businesses streamline their operations, minimise risk, and improve their bottom line. Features like remote accessibility, real-time notifications, and site activity reports give you the information you need to ensure a world-class operation even when you're on-the-go.

Storlogix Cloud has an API now written to your management software and interfaces directly with SiteLink & Storman for a smarter and smoother operation between your self storage management software and PTI's access control.

Ensure that your site is always secure while providing a world-class customer experience with PTI's cloud-based access control software and mobile apps.

Learn more by visiting ptistoragesecurity.com.au/storlogixcloud

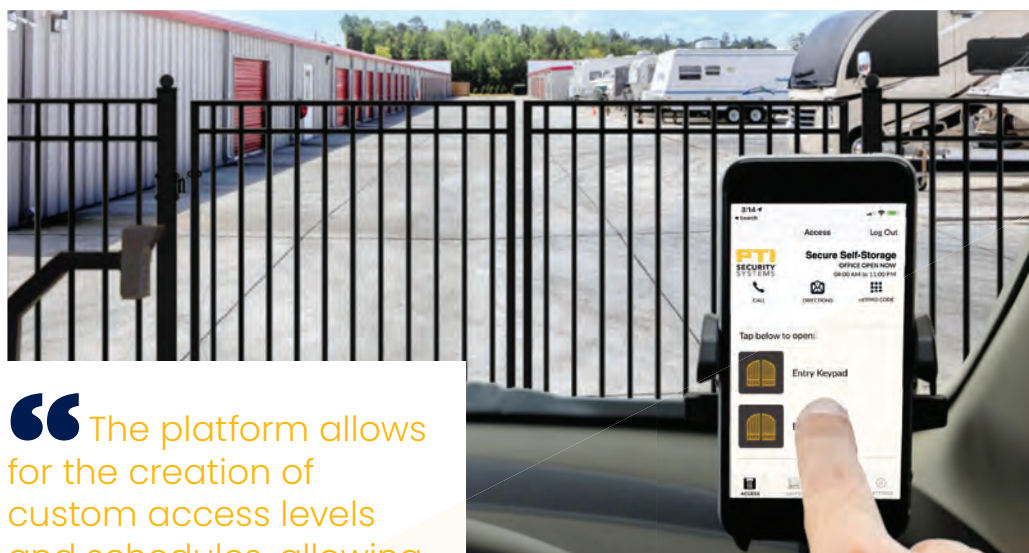
Enhancing self storage security with PTI's StorLogix Cloud Access Control System

In the world of self storage, security is a top priority for both facility owners and renters. With the rise of cloud-based technology, access control systems like PTI's StorLogix Cloud have gained in popularity among self storage facility owners.

StorLogix Cloud is a cloud-based access control system designed specifically for the self storage industry. It is a web-based platform that enables facility owners to manage access to their facility and individual units from anywhere with an internet connection. This means that managers and owners can monitor and oversee their facility's security even when they are not physically present on the site.

One of the standout features of StorLogix Cloud is its ease of use. The system is designed to be intuitive and user-friendly, making it easy for facility owners to set up and manage. The platform allows for the creation of custom access levels and schedules, allowing facility owners to grant specific levels of access to different users based on their needs. This means that facility owners can grant tenants access to their units while restricting access to other areas of the facility.

StorLogix Cloud also provides real-time monitoring and reporting capabilities, which can be incredibly useful for facility owners who want to



“The platform allows for the creation of custom access levels and schedules, allowing facility owners to grant specific levels of access to different users based on their needs.”

stay on top of their facility's security. The platform provides detailed activity logs, allowing owners to see who has accessed their facility and when. Additionally, the system can be configured to send notifications when specific events occur, such as when a door is left open for an extended period of time.

Another notable feature of StorLogix Cloud is its integration capabilities. The system can be

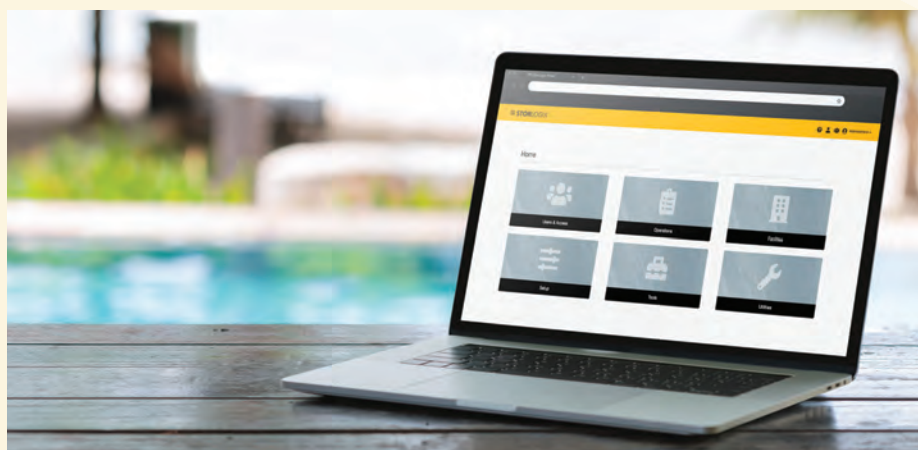
integrated directly with self storage management software providers Sitelink and Storman.

In June, there's anticipation for the new PTI Bluetooth padlock. This technology will suit a blend of customers wanting new and older access. PTI is delighted to announce that their new electronic roller-door and swing-door wireless technology is being trialled in America and will be available in Australia early 2024. The previously withdrawn retrofitted wireless door alarms have been reintroduced and are available now.

In conclusion, PTI's StorLogix Cloud access control system offers an effective solution for self storage facility owners who want to improve their facility's security. With its ease of use, real-time monitoring and reporting capabilities, and integration capabilities, StorLogix Cloud is a valuable tool for facility owners who want to stay on top of their facility's security. ●

PTI SECURITY SYSTEMS

If you're interested in Storlogix Cloud or any of PTI's other products and services, call the sales team at +61 3 9014 1444 or email sales@ptistoragesecurity.com.au



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We have been the main supplier and installer of PTI Security in NZ for the last 25 years and still are a preferred installer for the PTI product. We are also the new NZ Distributors & Installers of the Cloud Based Open Tech Alliance CIA Insomnic Access Control System.

How Rubik helped Hello Storage automate their move-ins with affordable padlocks



The port of Hamburg: In 2022 alone, 120 million tons of goods have passed through it. Harsh winds and rough seas don't make it Germany's Gold Coast. But there's something likable about the citizens of Hamburg: They are hard-working and straight to the point.

It makes sense that Hinnerk Braun launched Hello Storage in Hamburg first – a container self storage for the city of containers and commerce.

When designing his business, he automated as much as possible and replaced manual labor and paperwork with online booking, automated billing – and instant access with electronic locks. But here was the problem:

“Smart locks would have been a considerable investment. Of course, we wanted to ensure they work all the time,” says Hinnerk, “but I quickly realized how much trouble I'd be getting myself into. Power issues. Missing spare parts. Failing software. Solving one issue lead to another.”

“I had to remind myself of what I had set out to do: Build a simple real estate business. I wanted less work, not more. So at this point, I got it. I had thought padlocks were yesterday's tech. But as it turns out, they were all I needed to solve access.”

Hinnerk's solution was Rubik: Affordable mechanical combination padlocks with pre-programmed 4-digit codes and a unique QR code on every lock.

“Setup was real easy: I secured each unit with a Rubik lock, then scanned the QR code on the lock with the Rubik app. The app knew the unlock code for the lock and sent it back to my management software. That way, the unlock code was ready and waiting to be submitted to my next tenant.”

The self storage industry is automating. Online booking is a huge part, but it only shines with instant access to the booked unit. Smart locks can potentially present some challenges, such as requiring a significant financial investment and making it challenging to lock defaulting storers out, depending on software limitations.

Rubik eliminates these challenges, as Hinnerk found out: “I simply ordered a 10-pack to try out. The system was straightforward to use – and, honestly, it was also important to me that I could just as easily get rid of it if I didn't like it.”

One year later, Rubik is an important part of Hinnerk's business. “I love the business I've built. I'm amazed at how little work it involves,” says Hinnerk, “Rubik kept things simple.

“Hinnerk's solution was Rubik: Affordable mechanical combination padlocks with pre-programmed 4-digit codes and a unique QR code on every lock.”

And it's working! My site manager uses the app at home to tell when a unit needs locking. If it does, he goes on-site, locks the unit, scans the lock – and it's ready for the next tenant.”

Today, Hinnerk is working on his second site. Rubik will be on board again: “Rubik is a no-brainer – I love it! I can't think of a reason not to try it.” ●

Rubik

Try Rubik: With support from Melbourne, and integrations with management software like sitelink and Storman, Rubik is there for operators in Australia & New Zealand. Contact jason@rubikapp.com or visit rubikapp.com to order your locks today.

Sentinel Storage Security: Your one-stop security shop

Sentinel Storage Security is a leading provider of secure self storage solutions in Australia and New Zealand, with a strong focus on delivering their customers the highest level of security and peace of mind. With years of combined experience in the storage industry, the team at Sentinel Storage Security has developed a range of products and services that are designed to protect their customers' valuables and provide a safe and secure storage environment.

Access Control

Access control is a critical component of any self storage facility, and Sentinel Storage Security's solutions are among the best in the industry. They offer a range of access control options, including keypad entry systems and key fobs access. These systems ensure that only authorised individuals can access the facility and units, reducing the risk of theft and unauthorised access.

Unit Alarms

Sentinel Storage Security's unit alarms provide an additional layer of security to each storage unit, alerting staff and customers to any unauthorised access or tampering with the unit. The alarms are designed to be tamper-proof and are triggered by any unauthorised entry attempts, providing an effective deterrent against theft and vandalism.

CCTV

Sentinel Storage Security's CCTV systems utilise state-of-the-art technology to provide continuous surveillance of the facility. These cameras can be strategically placed throughout the site to provide full coverage of all areas. CCTV camera options also include motion sensors and facial recognition technology to detect and deter any suspicious activity.

Lighting Control

Sentinel Storage Security's lighting control system is designed to maximise visibility and deter criminal activity. The system automatically switches on lights in the event of any motion detected, ensuring that the entire facility is well-lit at all times. The lighting control system is also integrated with the CCTV system, providing enhanced visibility and monitoring of the site.

Lift Control

Sentinel Storage Security's lift control system ensures that only authorised individuals can access the storage units on each floor. The system is designed to prevent unauthorised access to other floors, reducing the risk of theft and vandalism.

“Sentinel Storage Security is committed to providing the highest level of security and peace of mind to its customers. Their range of products and services are the best in the industry.”

Office Alarms

Sentinel Storage Security's office alarms provide an added layer of security to the administrative areas of the facility, alerting staff to any unauthorised entry attempts. The alarms are designed to be tamper-proof and are triggered by any attempts to gain access to the office without authorisation.

Alarm Monitoring

Sentinel Storage Security's alarm monitoring system ensures that any alerts triggered by the access control, unit alarms, or office alarms are immediately detected

and responded to. The system is staffed by trained professionals who monitor the facility 24/7, providing an additional level of security and peace of mind to customers.

Gates and Gate Motors

Sentinel Storage Security's gates and gate motors are designed to prevent unauthorised access to the facility. The gates are made of durable materials and are equipped with state-of-the-art locking mechanisms, ensuring that only authorised individuals can enter the site. The gate motors are designed to be fast and efficient, allowing for quick and easy access for authorised individuals.

Electric Fencing

Sentinel Storage Security's electric fencing system provides an effective deterrent against theft and vandalism. The fencing is made of high-quality materials and is equipped with an electric current to prevent unauthorised access to the site. The system is also designed to be tamper-proof and is monitored by trained professionals to ensure that any attempts to breach the fence are immediately detected and responded to.

In summary, Sentinel Storage Security is committed to providing the highest level of security and peace of mind to its customers. Their range of products and services, including access control, unit alarms, CCTV, lighting control, lift control, office alarms, alarm monitoring, gates and gate motors, and electric fencing, are the best in the industry. ●



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Millennium Technology is a professional information technology, security installation & service company servicing New Zealand. Our skilled team specialise in self storage & apply their extensive industry knowledge when providing clients with flexible solutions to protect & manage their facilities.

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Security Electric Fencing: Upgrade your facilities now

Let Cobra Electric Fencing assist you to secure your self storage site. Stop thieves at your perimeter with a visual and physical deterrent and protect your reputation with security electric fencing.

By using an alarm monitored security electric fence you can be notified immediately of a perimeter breach enabling you to call the authorities or security guard. Even if your customers valuables are stored securely away in the facility, you should not give thieves the opportunity of penetrating the physical premises before you know you have a problem.

Theft is becoming a massive issue, with the outcomes being lost business, facility down-time, reports to authorities and insurance companies and the time taken to replace stolen possessions or undergo repairs or maintenance. Don't risk your reputation through word-of-mouth referrals that your facility is unsecure!

One installation facilitated by Cobra Electric Fencing put an immediate stop to over \$150,000 of losses and damage per year as thieves designated the site a "soft target" and returned multiple times to steal product.

One case study identified a double storey site of 6,700m², with a perimeter fencing distance of 400m. This facility holds 450 storage units.

The break-even period for the cost of securing the premises with security electric fencing is:

- **1 year-** \$194 per year/\$16 per month/\$3.70 per week (per storage unit)
- **2 years-** \$97 per year/\$8 per month/\$1.87 per week (per storage unit)
- **3 years-** \$64 per year/\$5.30 per month/\$1.23 per week (per storage unit)
- **4 years-** \$48 per year/\$4 per month/\$0.92 per week (per storage unit)
- **5 years-** \$39 per year/\$3.25 per month/\$0.75 per week (per storage unit)

Assumptions:

- Flat site
- Unobstructed installation of security electric fencing to all boundaries
- One Energiser
- Two gates (with electric fencing- suitable for installation)
- Conservative estimation of 80% capacity for self storage units (360)
- Existing site fence suitable for security electric fencing to be installed to Australian standards
- Lead time of 3-4 weeks from order
- Installation time of 2-3 weeks (security electric fencing only)



Cobra Electric Fencing can also supply automated gates and boundary fencing for your premises, if required and customers will still enter and exit your site using the same access procedures. This multi-layered approach to perimeter security is used in conjunction with your existing security measures but is designed to keep your assets safe by stopping theft at the fence line. This first and most important layer is a deterrent to thieves before they enter your premises. ●



Contact us now for a quotation for your specific site on 0413 901 007.

Versatility is key to protecting your self storage facility

Written by Baden Foster,
Gallagher Security.



The nature of self storage often means that facilities are located in densely populated areas, which is great for your customers but can pose a variety of security challenges for your site. There are the obvious concerns, like intrusion or vandalism, and then there are the less obvious – but equally important – challenges to consider when protecting not just your facility, but the people around it.

Environmental conditions, intrinsic safety, structural factors, and public health all require careful consideration when choosing a perimeter security solution. For example, electrified perimeter security could pose a fire risk near a petrol station, and deterrent security like razor wire or electricity could cause unwanted harm near schools.

Together with our network of Gallagher-certified install partners we can provide a range of perimeter detection solutions to ensure that your business is secured from threats no matter the environment.

Finding the right solution for your site

From section size to building materials and even surrounding vegetation, your facility faces obstacles that require more considerations when preparing your perimeter security solution.

For instance, chain link and wooden fences are both good options for a perimeter boundary, and while each have their own benefits, there are also vulnerabilities that can increase

your site's exposure to intrusion. Brick can be a sturdy, long-lasting, and aesthetic building material, but it can be difficult to affix perimeter hardware to the exterior. And while a perfectly square section is easy to protect, self storage facilities rarely fit that mould and can vary in shape, elevation, and substrate.

In other words, with so many varying obstacles, the best security solution is the one you can tailor to your self storage facility's specific needs. Gallagher perimeter security solutions are capable of being installed onto almost any boundary fence in almost any shape, including roof tops.

Versatility is the answer

Gallagher's perimeter security isn't just an electric fence – it's a suite of intelligent systems customisable to the environmental and structural challenges surrounding your self storage site. We work with you and our network of certified channel partners to ensure your perimeter security is installed to a high standard and fits your individual needs.

Some sites require an even more bespoke solution to overcome environmental and structural challenges. While Gallagher's electric pulse fences do not cause harm and are designed in compliance with international and local safety standards, they're not always practical for every location. In this case, the Gallagher perimeter product suite includes detection technology that continuously monitors wire tension,

fence structure, vibration, and movement to alert you of intrusion without tipping off the intruder.

Gallagher perimeter solutions also provide flexibility, allowing you to monitor and control different zones of your perimeter. Gallagher's "low feel" feature means you can provide a completely safe and secure environment for customers and staff when needed without compromising on perimeter effectiveness.

And with the ability to integrate with your access control, intruder alarm, and CCTV systems, Gallagher security solutions provide full site surveillance of activity around your facility that can be monitored or called upon as evidence if the need arises, giving you a robust defence that safeguards your site through multiple layers of protection.

The power of orange

Your customers trust you to keep their possessions safe, but with the added responsibility of keeping the people on your site safe, too, one-size-fits-all security solutions can fall short of meeting both needs. Regardless of the restrictions, requirements, or infrastructure of your site, there's an adaptable Gallagher perimeter solution that meets your needs and helps you protect what matters most. ●



PICHA-Perfect Signage

PICHA Projects provide turnkey signage solutions for large format, national branding and signage roll outs.

Considering every touch point of your storage facility; from illuminated roadside pylons and building frontage paint and branding, to wayfinding, decorative and informational installations – PICHA Projects can assist every step of the way using our inhouse design and manufacturing facilities.

Kennards' street facing branding, services and storage solutions are represented and communicated using PICHA's innovative approach to design, resulting in eye-catching and functional signage that makes locating, recognising & navigating the storage facility a seamless and visually stunning experience for customers.

Kennards Self Storage is a well-respected leader in the self storage industry, with over 90 years of experience providing storage solutions for customers throughout Australia and New Zealand. They understand the importance of clear and effective signage in their facilities, and they were looking for a partner who could help them take their signage to the next level.

Kennard's engaged PICHA Projects, a full-service signage design and manufacturer that specializes in creating innovative cost-effective signage solutions for businesses. The team at PICHA Projects has a deep understanding of the power of design to create memorable experiences for customers, and they were excited to bring their expertise to the self storage industry.

The collaboration between these two industry leaders resulted in a picture-perfect signage job that sets the standard for self storage facilities across Australia and New Zealand.

The design process began with a deep dive into the needs of Kennards' customers. The team at PICHA Projects spent time observing customer behaviour



“The collaboration between these two industry leaders resulted in a picture-perfect signage job that sets the standard for self storage facilities across Australia and New Zealand.

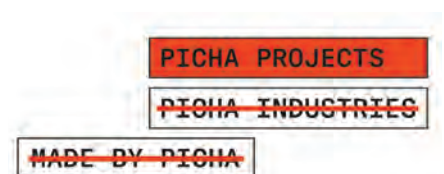
and understanding the pain points that customers experienced when navigating Kennards' facilities. They also considered the unique branding and aesthetic of Kennards Self Storage, ensuring that the new signage would be consistent with the company's overall look and feel.

Once the design was finalized, the team at PICHA Projects worked closely with Kennards Self Storage to select the right materials for the

signage. They considered factors such as durability, visibility, and cost, ultimately selecting materials that would provide a high-quality and long-lasting solution for Kennards' customers.

The installation process was carefully planned and executed to minimize disruption to the builder and ensure that the new signage was in place as quickly as possible.

Finished results speak for themselves with PICHA Projects' delivering of yet another striking site for Kennards Self Storage to add to their growing fleet of facilities. ●



Please feel free to reach out to one of our friendly staff members to get the assistance you need with your next signage or branding project.

Expanding Safe Store Papatoetoe, New Zealand

The brief

Safe Store operate three self storage facilities in New Zealand. Their facility in Papatoetoe consisted of eight ranch-style single level drive ups constructed in 1992 occupying an area of 17,500m². With the buildings approaching two decades old and facility occupancy hovering around 95%, the facility owner decided it was time to expand and refresh the look of the facility.

The original brief was to build over two of these ranch buildings, turning them into a single three-story building with the two new floors offering an additional 1,800m². The driveway that separated the original two buildings forming a covered tunnel through the middle of the new building. The project would add 375 new units in a variety of sizes to the facility.

A build-over was originally planned as the client felt it would allow expansion to occur while maintaining revenue from existing tenants.

Storco was engaged to provide a layout plan and to supply and install the storage fit out on the first

“The new building was a concrete and steel superstructure that incorporated two of the existing ranch buildings.

and second floors. Long-term Storco partner A-Line Construction was engaged to design and construct the build-over.

The build

The site at Papatoetoe is largely on flat, even ground. The existing 6m driveways provided easy access for product delivery and construction teams. A-Line Construction first developed the demolition, build-over, and tenant management plan to minimise interruptions to facility operations during the build.

The new building was a concrete and steel superstructure that incorporated two of the existing ranch buildings. Storco developed the layout plan for the first and second floors. The first floor had 151



units and a total net lettable area of 68.5%. The second floor had 144 units and a net lettable area of 68.5%. Each floor also offered a mix of unit sizes, including 6×3m, 4.5×3m, 1.5×1.5m and custom sizes to maximise the floor space use. Each unit had either a swing or roller door in Spring Green to match the client's existing branding. Timber buffer rail and rounded aluminium corners offered protection for the corridor walls, and Storco's Fullbright lighting track helped maximise the light being directed from the corridors into the units.

The building also featured a large window in the northwest corner of the building that spanned the first and second floors. The





client commissioned the window specifically to improve visibility from the nearby Southwestern Motorway.

Challenges

Construction was not without its challenges. The new fit out occurred during the height of COVID-19 restrictions. These restrictions severely hampered our installation teams' ability to travel, causing delays in construction not just for Papatoetoe, but numerous other sites. Fortunately these restrictions did not last very long and installation teams were soon able to travel across wider geographic distances while still observing best practices for limiting contact and infection. The tenant management plan

also had some complications. Storco, A-Line Construction, and the facility's management team worked closely to minimise disruption during the build, but despite this coordination tenants still required access during times when installation or construction crews were on-site. This added construction time until the existing tenants had been relocated to either elsewhere in the facility or to an alternative facility in Pakuranga.

At the end of construction, it also became apparent that the bright, modern look of the upper floors served to highlight how dated the ground floor was by comparison. At the same time, changes in fire regulations meant that the roofs of the ground floor units had to be removed. These two events prompted the client to gut the ground floor and re-do the entire fit out. As part of the new fit out, Storco installed new partition walls on the inside of the interior driveway. These walls were uncommonly tall – 3,700mm high – to reach the underside of the first floor above it.

Covid presented challenges around getting installation teams to work on fit out as borders opened up.

The results

Although not without its challenges, the build over did deliver the results the client needed. The bright, modern new facility suits the client's brand and tenants have responded positively to the new design. The brighter Spring Green doors in particular bring a fresh and contemporary aesthetic that matches the client's other facilities.

The wide internal tunnel on the ground floor also provides tenants with covered access for drive-up units, and the two-story north-western window is clearly visible from the nearby motorway, helping to promote the facility and provide easy wayfinding for tenants.

New units have been let up shortly after becoming available which is a great result and indicative of both local demand and the strength of the New Zealand self storage industry more broadly. The client also plans to expand further and link up future expansions to the new building. The self storage industry has also recognised the substantial work that's gone into the expansion, with Safe Store Papatoetoe winning the 2022 SSAA Award for Excellence in Best Facility Expansion. ●



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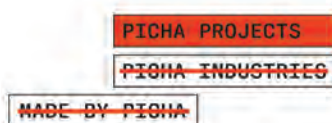
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StoreLocal Hendra: SSAA Facility of the Year 2022

SoreLocal is an Australian owned and operated company taking pride in setting the highest standards in storage, by solving countless storage problems for consumers through innovation. The StoreLocal Hendra facility, is a state-of-the-art multi-use site with co-working spaces, trade stores, and four levels of keyless storage, located just down the road from Brisbane Airport with 24-hour access.

Janus International Australia partnered with StoreLocal to supply high-quality, innovative self storage products and solutions for this brand-new facility. The site is fitted with the Nokē Smart Entry System, an award-winning access control solution developed specifically for the self storage sector. StoreLocal Hendra opted for the Nokē Volt, hard-wired Bluetooth electronic locks that allow tenants entry to a facility and storage units using a smartphone.

The units have electronic locks with a feature-rich Smart Storage Entry phone app and the Nokē cloud platform that integrates with StoreLocal's online booking system—enabling instant bookings via the website and move-ins utilising the app conveniently timed to the tenant. Site managers and the call centre can monitor the site remotely if required and assist with any enquiries by phone. Automated overlocking and releasing individual units is also possible, resulting in significant time savings.

"We're travelling lighter and lighter each day — so why not continue to simplify? Our Bluetooth system was put in place to do just that," described Mark Greig, StoreLocal's Chief Operating Officer.



“We're travelling lighter and lighter each day — so why not continue to simplify? Our Bluetooth system was put in place to do just that.”

In addition to its technological features, StoreLocal Hendra also reinvented the traditional storage facility look with its high-end exterior plus advanced CCTV cameras in key locations across the facility with clear views of the drive-through and loading areas.

According to Hans Pearson, StoreLocal CEO, "Self storage is now becoming accepted as an integral component of local communities and businesses. This is why we have designed and delivered a new generation of products to meet the growing sophistication of consumers."

Further, security notification options are available for owners, managers, and tenants. The Nokē system alarms a unit door immediately after it closes and provides direct notifications of increased heat and movement

within a unit to prevent unauthorised access. At StoreLocal Hendra, the technology offers four-layered security:

- Controlled access to the main drive-through roller shutters
- Controlled access to ground floor units secured by automatic sliding doors
- Controlled access with lift access to all floors with a mobile app
- Each unit is secured with the Nokē electronic door lock

Benjamin Parsad, Head of Nokē, Smart Entry & Facility Automation, Janus International Australia, commented: "We were thrilled to be involved in this incredibly exciting self storage project, supporting StoreLocal as they expand their portfolio across Australia. StoreLocal has always pushed the boundaries to achieve operational excellence by utilising the latest solutions."

StoreLocal Hendra is the group's flagship facility, welcoming its users to the future of self storage.

To find out more, please go to: www.storelocal.com.au ●



More about Janus International Australia and Nokē: www.janusintl.au



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Kennards Self Storage Cranbourne opens in Melbourne's growing South Eastern Region

Kennards Self Storage recently added Cranbourne to their already impressive self storage portfolio of more than 100 centres. The privately owned company now boasts over 700,000 square metres of rentable storage space across Australia and New Zealand.

In July 2022, Regis Built was awarded the Design and Construction contract for Kennards Self Storage at 940 Thompsons Road, Cranbourne West. The facility is located in the outer south-eastern suburbs of Melbourne which are forecast to experience exponential growth in the coming years. Regis Built is proud to have successfully completed another Kennards project, finishing with a smooth handover to the management team at Kennards.

Design Phase

Regis Built and Kennards Self Storage collaborated to lead the design team throughout the design phase and building permit procurement. These consultants included the architect, civil and structural engineers, building surveyors, fire engineers and numerous other consultants. Despite project management and design meetings having to move online due to the pandemic, the experienced team worked well together and produced high quality outcomes which set a strong foundation for the next phase of the project.

Design and Construction Phase

Regis Built began the project under a staged building permit which allows the balance of the design to be completed, while the projects construction has begun. While civil and concrete works were being completed, the remaining of the design work was completed and a "completion of works" permit was issued. This approach also allowed us to complete changes to the façade and make changes to the planning permit and obtain a secondary consent.



Final Construction Phase

The construction phase went smoothly, despite a Covid start to the project. Application to Telstra, NBN and the utilities are always a challenge, but nevertheless this was also successfully completed before the hand-over date.

Soft Opening

A soft opening of one of the buildings was completed in December 2022 which enabled trading to commence before final completion in March 2023.

The facility boasts over 650 self storage units, enterprise spaces, and a separate retail area. The facility has state-of-the-art security including alarmed units and CCTV, a dedicated customer service area and façade architectural products installed. Covered roadways offer all-weather loading between all three buildings whilst a separate retail area adds further value to the site via a third party tenant.

Project Team

Regis Built was proud to have its experienced design and management team engaged on



this project, together with its network of external civil, structural, fire, mechanical, electrical, and hydraulic engineers. MCHP Architects set new benchmarks in design, with a focus on unit construction and the retail area, which included input from MCHP's interior designer, architect, structural and services engineers.

Managing Director Anthony Regis added "Regis Built are thrilled to have worked with such an experienced team and Kennards Self Storage to once again set the benchmark in architectural design of a self storage facility. We are delighted with the results – the customer journey at a self storage facility has never looked so good!". ●



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StorageMart - Toronto, Ontario Canada

Better utilize parking space and vacant space on the existing self-storage property.



Client Need:

StorageMart had a need to generate sustainable higher revenue on previous low revenue generating parking and vacant space areas at their self-storage facility. They considered the cost of new construction, temporary storage buildings, ISO shipping containers, and a few other ways of providing higher revenue on their low revenue areas. All of these alternatives were either too costly, time prohibitive, aesthetically unattractive, or subject to building permits and zoning review.

Universal Storage Container Solution:

Universal Storage Containers® (USC) provided the solution for StorageMart's need to transform low revenue spaces into sustainable high revenue spaces. StorageMart liked how the USC Z-Box® self-storage containers were easy and fast to assemble, aesthetically attractive and so an initial order was placed. The USC Z-Boxes® were delivered in less than ten weeks, at less cost than new construction or other alternatives, and in two days the entire order of 12 units were assembled and ready to rent.

Client Testimonial

"My company has bought well over 250 units of the Z-Box® Portable Storage Units over the past 3 years. We have been able to utilize these units as if they were regular "stick built" storage units. In some markets we have been able to rent these units at a higher premium over units that are located in a building with hallways."

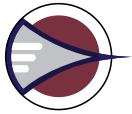
Tim Burnam, VP Development and Construction, StorageMart.

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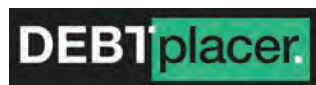
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7

things to consider when engaging a supplier

If you've done your homework and narrowed your options to a shortlist of one or two potential suppliers or service providers, the next step is committing to one or the other. This checklist will help with this decision.

Here are seven things to consider when engaging a supplier or service provider:

1 Ensure the brief is clear and well-documented

Select the provider who has taken the time to focus on the problem you're looking to solve and tailor a well-thought-out solution to help you achieve your goals.

2 Ensure their written proposal or scoping document explicitly meets the brief on all points.

To avoid disappointment, choose a service provider who shows insight into your business and challenges and provides a proposal that hits all the points in your brief.

3 Meet the team and ensure the person you're meeting will be responsible for the work.

Pick a service provider who is personally invested in your project and ready to support your company in the long run. If you've been dealing with the sales team in the initial stages, make sure you ask to meet your project lead or account manager so you can establish a relationship from day one.

4 Review and check contracts and terms and conditions carefully.

Trust is essential, and so is clarity of expectations. Review and check all contract documents carefully, ensuring that you're aware of your rights and responsibilities and those of the service provider. Don't be shy to ask questions about anything you're unclear about.

5 Get a written quote outlining all costs and payment schedules.

Don't start signing documents until you know all the costs and payment schedule requirements and are confident you can make them. It pays to be upfront about your budget and plan the project to fit rather than to overextend and deal with the stress down the track.

6 Ensure your provider has access to a resource network

Ensure that your provider has access to a robust network of resources and skilled personnel required to complete the project. Ask questions about who'll be on your team and whether they'll be local, employed directly or accessed from a contractor network.

7 Check the dates on the project proposal

Ensure there is a clear project management strategy, and the details are documented. The project proposal should include well-defined milestones and deadlines to be met, as you will also have deadlines to meet. This will ensure that the project remains on track and is completed on time.

Find your ideal suppliers and service providers in this handy 2023 Self Storage Supplier Guide lift-out or check out our Trade Directory via your SSAA Member Portal online. ●



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Platform L x W	1.5m x 1.5m	2.0m x 1.8m	2.4m x 1.8m	2.4m x 2.2m	2.4m x 2.4m	2.98m x 2.4m
Capacity	1500kg	1500kg	1500kg	1500kg	1500kg	1500kg
Enclosure Length	1720mm	2220mm	2620mm	2620mm	2620mm	3200mm
Enclosure Width	2165mm	2465mm	2465mm	2915mm	3065mm	3065mm
Pit Depth	125mm	125mm	125mm	125mm	125mm	125mm

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Modernising existing hoists – No problem!

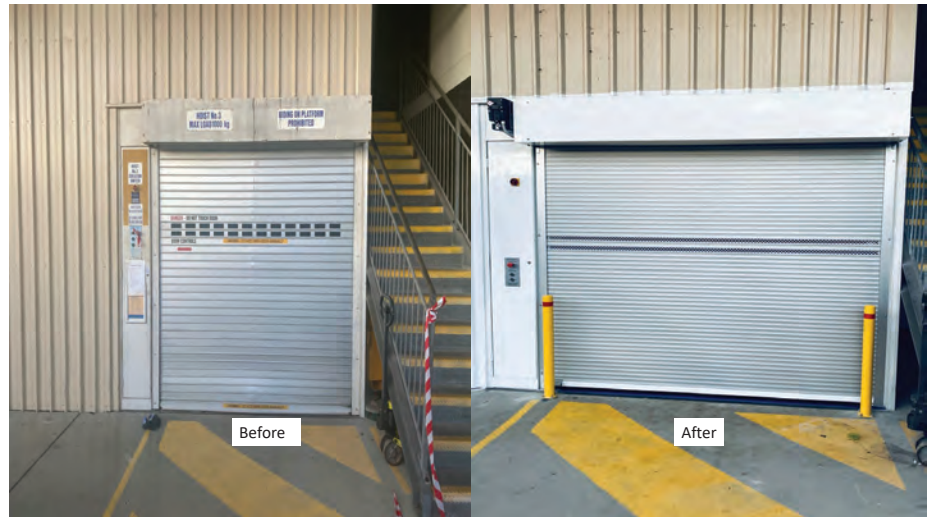
As an over 20-year-old facility, some elements of Storage King in Tweed Heads, New South Wales, needed upgrading and modernising, including the hoists.

Southwell Lifts and Hoists completed a conversion from “Goods Only” to “Goods Personnel” of the three hoists at the two-level facility.

Hamish McGregor, General Manager of Southwell Lifts and Hoists, said, “To modernise the hoists, we removed and replaced all components, excluding the existing internal structural items and installed the latest hoist technology.”

“At the same time, the whole interior needed a facelift with new walls, roof, control panels and LED lights, making them feel brand new. All the Storage King team onsite were fantastic and assisted greatly with the smooth installation.”

Hamish said, “With Southwell’s qualified team of installers and service technicians, we completed all three hoists in under two weeks and converted the hoists to person riding. This made the facility accessible for all needs and eliminated the use of the existing stairs. In addition, there was minimal downtime as everything in a Southwell hoist is made in our factory or locally sourced from Australian manufacturers.”



Robert Bavaro, the Group Property And Facilities Manager at Storage King, said, “With over 200 sites around Australia, we are always looking for ways to update our older facilities.”

“Southwell services Storage King locations around Australia, and they proposed modernising and upgrading some of our older hoists”.

Robert said, “The goal for Tweed Heads was to reset the life expectancy and reliability of the hoists and make the facility more accessible. With new storage facilities opening up locally, it was important to ensure our facility was up-to-date and competitive in this market. We also wanted to convert the hoists from goods only to goods personnel

allowing customers to ride in the hoists with their goods rather than using the stairs. This assists in enticing customers to take up the second-level units.” ●

HOW AND WHY

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Valuation Partners provides property valuation advice in major capitals and regional locations across Australia. Our advice is specifically tailored to non banks, banks and Credit Unions to reduce the risk at the lending decision point.

5 key questions to ask when selecting a service provider

There's a lot to consider when you're a self storage owner or operator – and there's always an endless list of things to do! Having reliable suppliers and service providers to help your business can make a world of difference. How do you know which of the myriad of suppliers and service providers out there will be an excellent fit for you and your business and help lighten the load? We've put together this handy list of questions to ask before onboarding a supplier or service provider to ensure you're both set up for success. Before choosing a service provider or supplier, be sure to ask these five key questions:

1 What industry experience do you have?

Every industry is unique and has its particular requirements and challenges. Choosing a supplier with previous experience in the self storage industry will go a long way to ensuring that the deliverables meet your requirements and there are no surprises along the way.

2 What will your approach be to the project?

Look for providers interested in your business and offer a tailored solution rather than those suggesting a one-size-fits-all solution. This will ensure that you get the right solution for your unique situation.

3 What similar projects have you undertaken?

Suppliers and service providers who have successfully completed similar projects will naturally be better equipped to handle your project and deliver a great result. Do your homework and follow up, if possible, with others involved in the project to find out how your intended provider performed.

4 What budget considerations should we know about?

Budget is often a key aspect when deciding between suppliers. Be open and upfront about the funds available for the project and ask your supplier to take the same approach so you can both be realistic about cost expectations. Ensure your provider is prepared to outline all costs (and highlight additional expenses that may occur along the way) and that they're comfortable working in accordance with your stipulated budget. If you're comparing quotes, ensure you're undertaking a like-for-like comparison. Once you've decided on a supplier, ensure the cost structure is documented before any work commences.

5 Do you have testimonials from previous clients?

Reliable suppliers and service providers will have reviews and testimonials from satisfied clients. Some of them may even be open to putting you in touch with previous clients so that you can discuss how they found the service.

Do your research too. Search for reviews online and read what people have said about the company, but read with a critical eye as they are not always accurate. Pay attention to those who gave three or four stars; these are usually the most balanced.

Looking through our Self Storage Supplier Guide lift-out is another excellent way to find vetted suppliers and service providers who specialise in providing exceptional service and high-quality products to the self storage industry. ●



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Storman Cloud Software empowers Cairns family to preserve their self storage legacy

Joe's Mini Warehouses has served the people of Cairns faithfully since the early 1980s when founder Joe Sorbello began storing cars and other belongings for locals heading off on holidays.

The Challenge

In 2012, the family engaged a real-estate agent to take care of operations, but when the facility became tired and vacancies began to rise, it was clear that something had to change.

"I just wanted to be able to run things in the best interests of the business," said Lee Morrison, who has taken over management of her father's company.

The Storman Cloud Software Solution

With Storman Cloud software, Lee and Evan can manage Joe's Mini Warehouses easily and effectively with complete oversight and transparency into how the business is tracking. All their key data and reporting are conveniently stored in one central platform and accessible from virtually anywhere.

"We can now be at home and still handle all our invoices and records. We've completely taken back the management side of things now," said Lee.

Impact

The family saves upwards of \$25,000 per year in management fees that were previously being paid to the real-estate agent.

By implementing Storman Cloud, they have also saved heaps of time that they can now spend on getting to know all their regular customers and finding ways to serve them even better. Through the free Storman Cloud online learning system, clients are introduced to the software's many time-saving features, such as Lee's favourite feature – bulk receipting.

"Instead of going into every individual agreement, I can do it all

at once," said Lee. "It saves me so much time and frees me up to move on with my day."

Plus, the family now has complete peace of mind, knowing that they can manage the business that is their father's legacy. ●

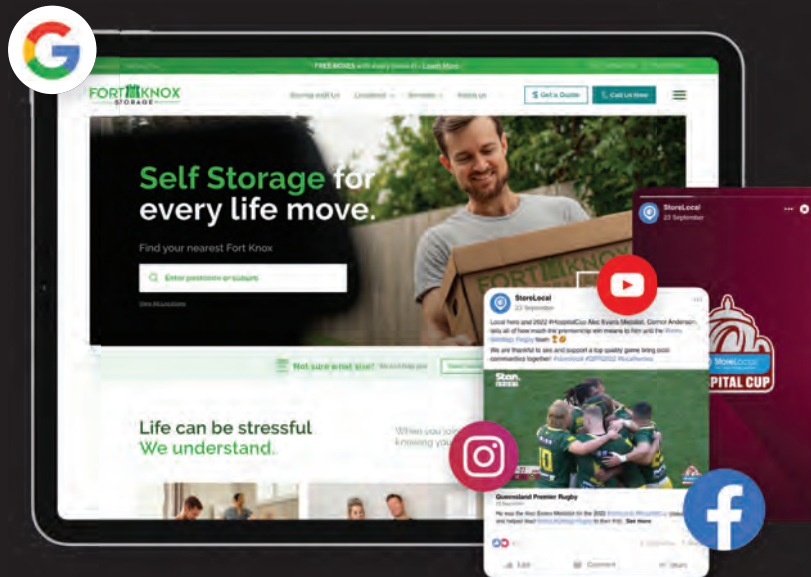


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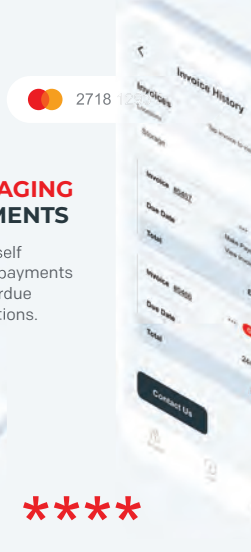
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R6 Digital supports Keepsafe's agile business

Keepsafe Storage, a self storage business based in Perth, has been working with R6 Digital for over eight years, and they have established a strong partnership that has helped drive the growth of the Keepsafe business. According to Shaun Bain, the Managing Director of KBH Group, which runs Keepsafe Storage, R6 Digital has been a great partner for the business due to their responsiveness, experience, knowledge, and efficiency.

In a fast-paced industry where agility and adaptability are key to success, R6 Digital has been instrumental in helping KBH Group stay ahead of the competition. According to Shaun, R6 Digital's ability to respond quickly to requests and provide prompt advice has been critical to enabling KBH Group to make informed decisions quickly.

The partnership between R6 Digital and KBH Group has deepened over the years, with R6 Digital providing a complete self storage solution that includes everything from website design and build, SEO, Google Ads, to Sitelink, the best-in-class storage management software that has streamlined Keepsafe's operations.

This level of partnership is made possible because of R6 Digital's deep industry knowledge, meaning we are on the same page when we talk about all things storage. They have over 20 years of experience working in storage and know the industry better than any other agency. This gives them the ability to see solutions to challenges and new opportunities that others would miss.

Since starting work with R6 Digital, KBH Group has increased from 670 units to managing in excess of 3,000 units across 5 facilities today. This growth has been supported by R6 through the delivery of:

- Best in class storage management software Sitelink, which was able to streamline the Keepsafe operations.
- Intuitive online booking experience leveraging the RapidStor app with a live integration with Sitelink.
- A beautiful, intuitive and effective website that is designed from the ground up to convert leads to move-ins.
- Extensive SEO optimisation to ensure Keepsafe corners the competition in organic search.
- Targeted Google Ads campaigns that generate cost effective leads that convert to move-ins.
- Insightful and actionable reporting to provide the insights the KBH team need to make the right decisions, quickly.

At the heart of the success of the R6 Digital and KBH Group partnership is a shared focus on quality work, agility, and results. As Shaun notes, "great teams deliver great results!", and both R6 Digital and KBH Group are clearly great teams. ●



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A-OK Self Storage scales their business with Sitelink

A-OK Self Storage is a company that prioritizes providing exceptional customer service to its tenants. When the COVID-19 pandemic hit, the company was determined to maintain these high standards and minimize any disruptions for their customers. In 2020, the A-OK team transitioned from another management software to Sitelink, a storage management system that provides remote operation capabilities and facilitates business growth.

One of the main reasons A-OK chose Sitelink was its incredible flexibility and ease of use. Business Manager Cathryn Sutton explains, "We were looking for a very flexible system that could be easily used no matter where the team was located. This was essential during the COVID-19 epidemic. Victoria experienced more lockdowns than any other region and our team could not be on site. As a result, the ability to remotely manage the four A-OK self storage facilities across the Mornington Peninsula

was a priority for A-OK, and Sitelink made this possible."

Sitelink also offers advanced data tracking, which monitors all activities and updates all systems in real-time. Plus, the data is available across fixed and mobile platforms, so team members can stay informed and follow the latest activities from virtually anywhere.

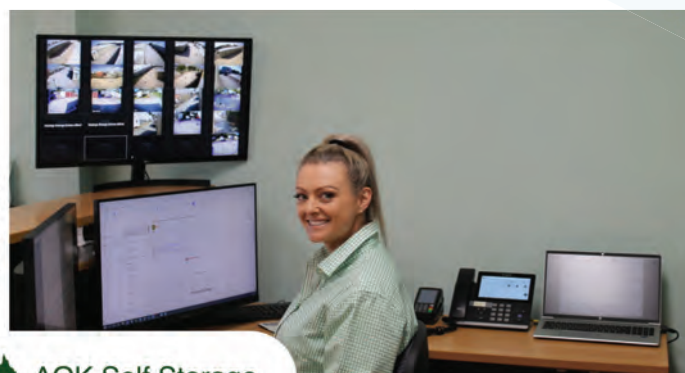
In addition to its technical capabilities, A-OK also found Sitelink to be a great business to work with. Sutton remarks, "We have been growing at a fast rate, building new sites across the peninsula, and Sitelink is one of the businesses who have facilitated this growth." The company was impressed by the innovation and can-do attitude of the Sitelink team.

A-OK also appreciated the excellent training and support provided by Sitelink. Sutton says, "We found the training and support provided by Sitelink to be excellent. Nothing was ever too much trouble and we felt we could access

“Sitelink has proven to be an invaluable tool for A-OK Self Storage. It has allowed the company to maintain exceptional service levels and expand the business during challenging times.

assistance quickly to solve any issues. This was so important as our business is growing so fast, we just don't have time to wait."

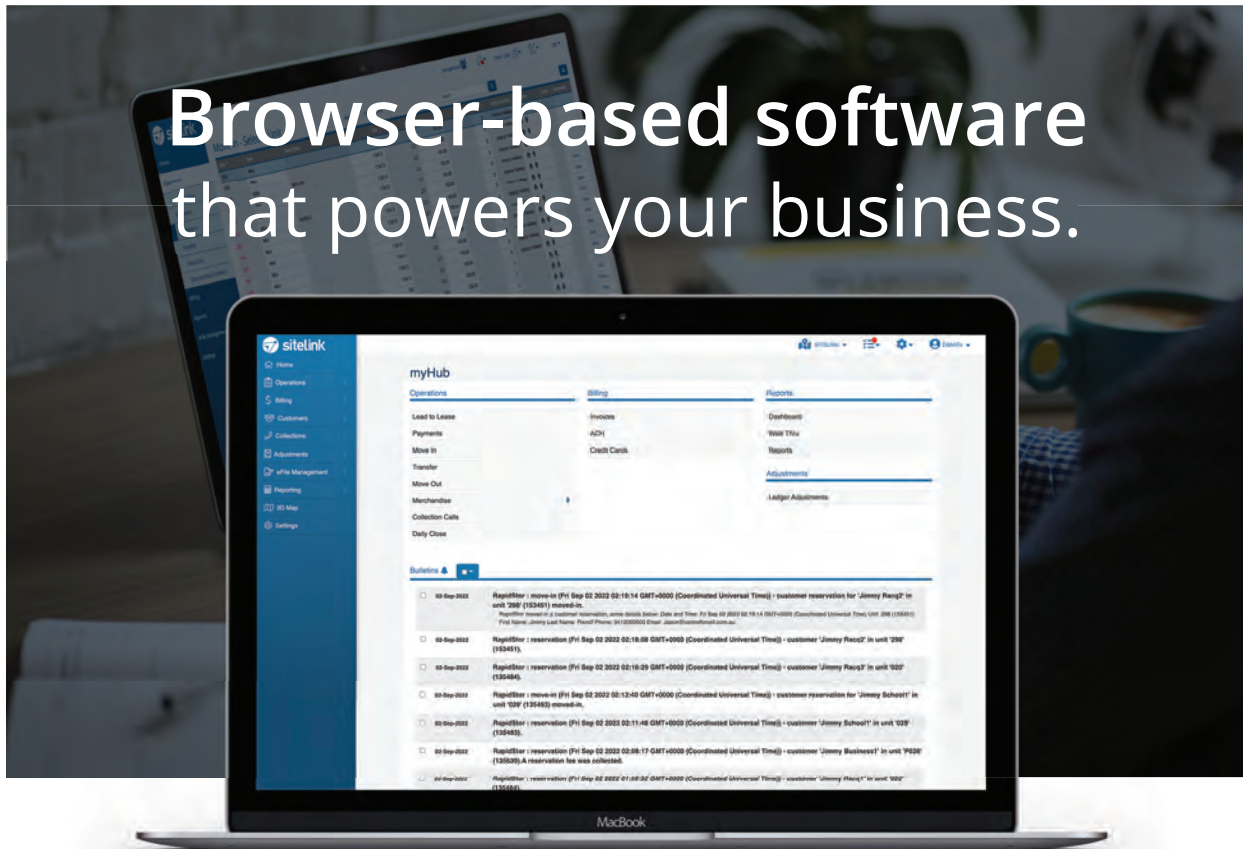
Overall, Sitelink has proven to be an invaluable tool for A-OK Self Storage. It has allowed the company to maintain exceptional service levels and expand the business during challenging times. The company looks forward to seeing what new features Sitelink will offer in the future to make business processes even easier to manage. ●



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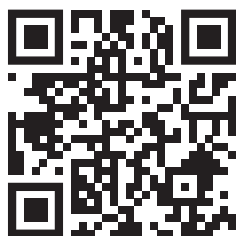
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