

# SELF STORAGE SUPPLIER GUIDE 2026



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## YOUR GO-TO GUIDE FOR EXPERTS IN 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 valued partners and service members of the SSAA. Many have in-depth industry experience gained by working closely with self storage owners, operators and other suppliers for many years.

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

For those new to the industry, our self storage Project Journey on page four provides an overview of services you should consider at every stage of your self storage journey.

You will find the full SSAA trade directory published within this guide, along with links to industry suppliers in the online directory on the SSAA website and 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 principal and major partners, and all our 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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# SELF STORAGE PROJECT JOURNEY

Whether you're new to self storage, scaling your portfolio or looking to improve business performance and day-to-day operations, the *SSAA Supplier Guide* connects you with trusted industry experts at every stage of the project journey. From early planning and development through to fit-out, launch and ongoing optimisation, it is designed to help operators make informed decisions and build stronger, smarter businesses. Where is your business on the self storage journey?



## 1 TEST THE OPPORTUNITY

Take a step back and test the opportunity from every angle. Assess demand, catchment, competition, project type and likely returns before committing to a site or concept.

- P42 MANAGEMENT SERVICES
- P42 PROFESSIONAL SERVICES
- P48 REAL ESTATE & VALUERS

## 2 ASSESS THE SITE

Drill down on the detail and make sure the project stacks up. Review the site's constraints, access, services and conversion or future development potential. Consult the right people and start the approvals application process early so timelines don't blow-out.

- P20 DESIGN & CONSTRUCTION
- P36 INSURANCE SERVICES
- P42 PROFESSIONAL SERVICES



## 3 PLAN THE FACILITY

Map out how the facility will work on the ground and how customers will experience it. Consider all aspects of design - layout, unit mix, customer flow, loading, vertical transport, technology integration, achievable net lettable area, office and other spaces, as well as branding and sustainability measures that support smarter long-term performance.

- P9 ACCESS CONTROL & SECURITY
- P20 DESIGN & CONSTRUCTION
- P28 CONTAINERS
- P39 LIFTS & HOISTS
- P52 SOFTWARE SOLUTIONS



## 4 PROTECT THE ASSET

Build protection into the project from the outset. Consider the perimeter and internal security measures including fences, gates, CCTV, alarms, locks and the measures needed to safeguard the site, customers and business.

- P9 ACCESS CONTROL & SECURITY
- P14 ANCILLARY SERVICES
- P36 INSURANCE SERVICES



## 5 BUILD & FIT OUT

Bring the project to life with the right construction, fit-out and site-ready essentials. Partner with experts, consider the right project management style for your build and then get to coordinating construction, equipment, operational inclusions and all the physical elements needed to get the facility up and running.

- P14 ANCILLARY SERVICES
- P20 DESIGN & CONSTRUCTION
- P28 CONTAINERS
- P39 LIFTS & HOISTS

## SET UP OPERATIONS

Set the business up to run smoothly from day one. Put the right operational systems in place, including staffing models, software and automated work flows along with your website and marketing foundations. Consider ongoing operational and maintenance requirements to enhance and protect the asset.

- P32 DIGITAL SERVICES
- P42 MANAGEMENT SERVICES
- P52 SOFTWARE SOLUTIONS



## 7 LAUNCH & OPTIMISE

Take the facility to market! Focus on brand positioning, signage, customer acquisition, search visibility, promotions, pricing and ongoing optimisation to reach and retain customers.

- P32 DIGITAL SERVICES
- P42 MANAGEMENT SERVICES
- P52 SOFTWARE SOLUTIONS



## Smart access control in the digital evolution of self storage security

By Janus International Australia

**A**cross global self storage markets, smart entry is no longer just an operational decision. It has become a critical security and risk management consideration. As facilities grow larger, more automated and more remotely managed, traditional locks and keys are increasingly being replaced by smart locking technology that provides a more convenient and secure way to access and monitor individual lockers and units.

### The US market: leading the shift

The United States is the most mature self storage market in the world, with more than 60,000 facilities and intense competition among operators. In this environment, security performance and loss

prevention play a significant role in asset value and customer trust. US facilities enabled with industry leading smart locks on every door can save up to 25% on commercial insurance and receive 20-25% more revenue share from tenant insurance and property protection programs.

In fact, data provided by US based tenant insurance and property protection companies, has shown that facilities using Nokē Smart Entry have reduced theft related claims by as much as 95%. This reduction is attributed to features such as verified digital credentials tied to a unique phone number, time stamped access logs and the removal of shared entry codes, and shared padlock keys, which are common points of vulnerability.

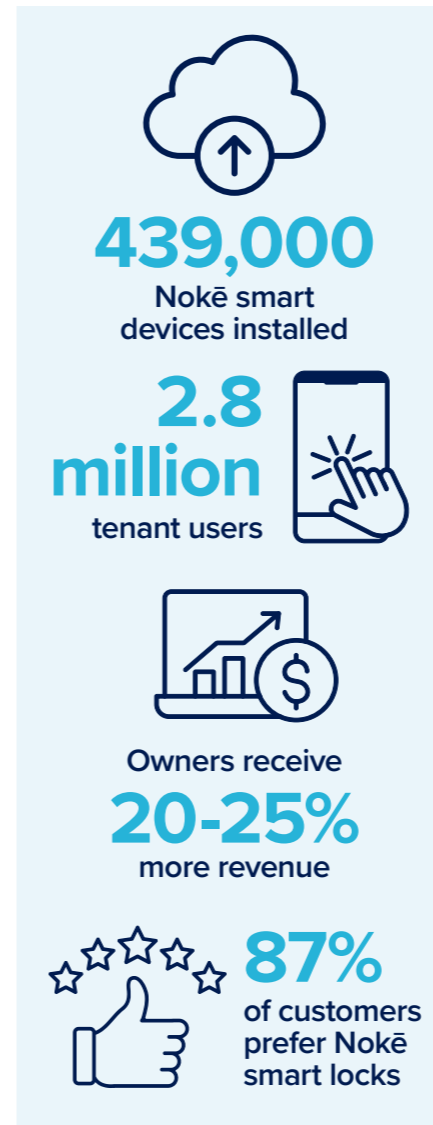
At scale, adoption continues to grow. As of November 2025, 439,000 Nokē smart devices have been installed, with over 2.8 million tenant users, largely across self storage portfolios in North America, Europe, and Australia. This level of deployment demonstrates that mobile-app based smart security is not an emerging technology, but a proven solution for operating successfully across both large and small operations.

Customer expectations are also accelerating the shift. US research indicates that 87% of self storage customers prefer units with Nokē smart locks and mobile access, valuing convenience alongside improved security.

### UK and Europe: automation meets risk reduction

In the UK and Europe, smart entry technology is closely tied to automation strategies. Operators are integrating digital access with online leasing, remote monitoring and unmanned site operations.

Janus Europe has many facilities transitioning to smart entry systems, enabling operators to reduce unauthorised access while gaining real-time visibility across their sites. These systems provide detailed audit



trails, helping identify access events quickly and reducing exposure to theft and vandalism.

### Australia and New Zealand: addressing a growing risk

In Australia and New Zealand, the conversation around smart access is increasingly driven by security data. The SSAA 2025 Industry Snapshot indicates that 41% of self storage facilities have experienced a break-in or attempt.

As facilities expand and operate with leaner on-site staffing models, traditional access control systems are proving less effective at managing this risk. Smart entry technology offers operators a proactive approach, reducing reliance on physical keys and enabling immediate credential management if issues arise.

### Local implementation: smart access in practice

Mobile-app based smart entry technology is already being adopted by a growing share of the Australian and New Zealand markets. In the SSAA 2025 Industry Snapshot, National Storage reportedly represents 17.8% of facilities in the market. National Storage have been among the major Nokē Smart Entry advocates in Australia and New Zealand and have integrated the system into their portfolio.

This level of adoption at scale reflects a wider industry trend toward mobile-access and smart security as core infrastructure rather than an optional enhancement.

Other operators are taking the model even further. Swift Storage has built its business model around remotely managed, unmanned facilities and has used Nokē Smart Entry exclusively to help them automate the move-in process. Customers lease online, receive instant digital credentials via text and a link to download the app and enter the facility and their locker via smartphone, enabling true 24/7 operation, while maintaining high security standards.

Beyond these examples, Nokē Smart Entry is now in use across several other operators, including

“US research indicates that 87% of self storage customers prefer units with Nokē smart locks and mobile access, valuing convenience alongside improved security.”

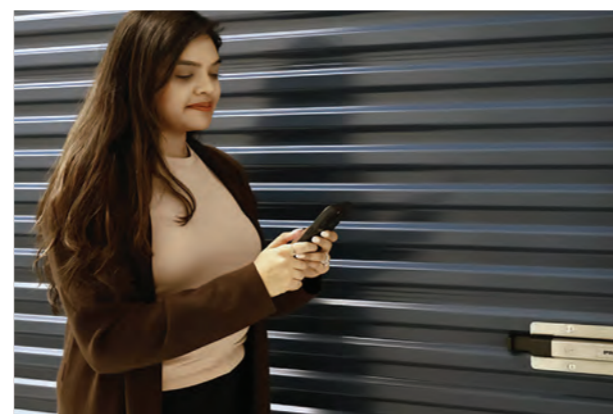
Roomia Self Storage, Storage King, LoxOn Storage, Fort Knox Storage, Coastwide Self Storage, U Store It and more! This diversity of operators, from large national groups to independent facilities, highlights the flexibility and scalability of the Nokē Smart Entry system across different operating models.

Together, these implementations demonstrate that the shift toward smart entry technology is already well underway in Australia and New Zealand, aligning the local market with global best practice seen in the US and Europe.

Reach out to our team to learn more and future-proof your facility. ●



## Redefining the tenant experience through security



“Ultimately the goal of cloud access control is to make the storage experience invisible and secure.

latches like ProEdge, eliminate the need for those old-fashioned locks by integrating the locking mechanism directly into the unit door. This real-time transparency is incredibly comforting for people storing sensitive family heirlooms or expensive business equipment.

### Your next steps

Ultimately the goal of cloud access control is to make the storage experience invisible and secure. By combining the power of StorLogix Cloud with the convenience of the StorID app and the strength of ProEdge, you are redefining what it means to keep things safe.

PTI has been the trusted name in self storage security and access control since 1979. Now backed by ASSA ABLOY, they combine over 40 years of experience with cutting-edge innovation. PTI provides Australian & New Zealand self storage operators with scalable, cloud-native solutions and dedicated local Australian support.

If you are ready to transition your facility into a modern, tenant-centric operation, the experts at PTI are available to guide the way. ●



Imagine arriving at your self storage unit after a long day of moving heavy furniture. Instead of searching through a cluttered glove box for a scrap of paper with a gate code or digging through a bag for a physical key, you simply approach the entrance and the gate opens for you.

The entire industry is moving away from the clunky and frustrating hardware of the past to embrace a digital future that prioritises the user experience above all else. This evolution ensures that the process of storing your belongings is as stress-free as possible from the moment you drive onto the property.

### The foundation of reliability

For a long time, storage facilities relied on local servers that could be prone to glitches or slow manual updates. By moving the brains of the security system to the cloud with StorLogix Cloud, everything happens in an instant. This constant reliability builds

a deep sense of trust between the facility and the customer because you know that the system will work exactly when you need it to, without any technical hurdles standing in your way.

### Moving beyond the PIN code

We live in a world where our smartphones act as our wallets and our maps, so it makes sense that they should also be our keys. Access Control apps like StorID, remove the need to remember complicated numerical sequences that are easily forgotten. This represents a level of convenience that once felt like science fiction, but is now a standard expectation for the modern consumer who values their time and ease of movement.

### Intelligent unit security

Security reaches its peak when you arrive at your individual space. Traditional padlocks are a common sight in storage but they are also a significant point of weakness. Smart

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AD-TECH Security is a professional security installation and service company that was established by Managing Director, Adrian Rostirolla in 1998.



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Alarmquip has continued to stay ahead of technology by taking a keen interest in new product developments and industry trends to ensure we can provide our customers with the information they require to make the relevant choices on their security.



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



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OpenTech Alliance is the global PropTech leader empowering self storage operators with smart, cloud-based technology solutions. Its INSOMNIAC® suite – including Kiosks, SmartLocks, CIA access control, SmartMotion unit sensors and OpenNet connectivity – enhances tenant convenience, boosts operational visibility and revenue, and future-proofs facilities across 13,000+ sites worldwide, enabling secure, scalable, and efficient self storage management.



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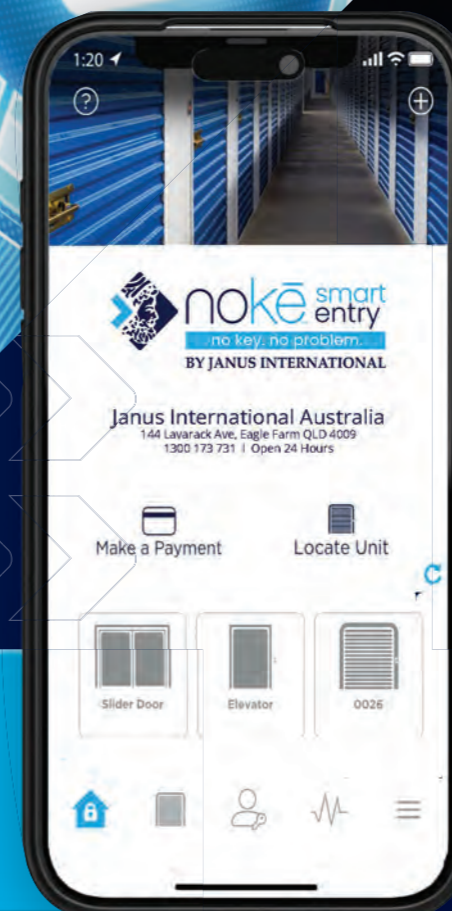
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6.5K RATINGS

4.9



## OpenTech's INSOMNIAC enables keyless, cloud-managed operations at StorHub Braeside

As operators across Australasia evaluate how automation can enhance both tenant experience and operational control, StorHub's newly opened Braeside facility in Victoria provides a practical example of a fully integrated, keyless environment in action.

In late 2025, StorHub became the first operator in the region to deploy the OpenTech Alliance INSOMNIAC SmartLock® electronic locking system. Installed on more than 350 units, the solution is part of a broader infrastructure strategy that includes INSOMNIAC CIA access control, the OpenNet wireless mesh network, and a white-labelled version of the Storage Genie tenant mobile app.

Rather than implementing electronic locks as a standalone upgrade, StorHub deployed a unified ecosystem from day one. Tenants access the facility and their units via smartphone or keypad, while staff manage site access, unit status, and activity reporting through a single cloud-based platform.

### Early usage signals: Tenant behaviour in a keyless facility

Although Braeside has only recently opened, early usage data offers insight into customer behaviour.

Over a 30-day period:

- Tenants accessed the property via the mobile app 257 times.
- At the unit door, Bluetooth unlock was used 28 times, with tenants otherwise choosing keypad entry.

These figures demonstrate strong adoption of mobile-based access at the gate, confirming that tenants are comfortable using smartphones as credentials. At the same time, continued keypad use at the unit door

highlights the importance of offering multiple access options. Flexibility reduces friction and accommodates different user preferences without compromising security.

For operators, this validates a hybrid model that is mobile-first while preserving alternative entry methods.

### Operational implications for owners

The operational impact is most visible behind the scenes. By integrating SmartLocks with CIA access control and the OpenNet network, Braeside benefits from:

- Real-time visibility into site and unit access events
- Automated credential activation at move-in
- Immediate access suspension for delinquent accounts
- Elimination of physical lock cutting and manual overlocking

In a new facility, these efficiencies scale quickly. Removing the need to manage physical keys, fobs, and padlocks reduces administrative burden and simplifies staff training. Automated access provisioning also supports lean or remote operating models, which are increasingly relevant as operators expand multi-site portfolios.

Infrastructure alignment was a deliberate component of the project. StorHub worked closely with regional build partners to ensure the facility was designed for seamless electronic lock integration from the outset. OpenTech's partnership with Storco supports this approach by enabling doors engineered specifically for SmartLock compatibility. The result is smoother installation, consistent quality, and reduced complexity for operators utilising both providers across Australia and New Zealand.

“The infrastructure decisions we make today will shape our operation for years to come. This partnership with OpenTech represents the next step in our strategy to modernise our operations and deliver the best possible experience to our customers. OpenTech's systems are reliable, secure, and scalable, allowing us to operate at maximum efficiency, outfit our facilities against competition and prepare for technology innovations to come.”

**SIMON DEGARIS**  
STORHUB AUSTRALIA CEO

### Customer experience as competitive differentiator

Customer feedback has aligned with StorHub's focus on simplicity and reliability. One recent review stated, “Great service, easy access, will be using them again.”

In competitive urban markets such as Braeside, seamless access is no longer a premium feature. It is an expectation.

### A blueprint for platform-ready facilities

For owners evaluating technology investments, Braeside offers a clear takeaway. Integrated, scalable access infrastructure can be implemented successfully from day one. Early adoption patterns show measurable tenant engagement, while the operator gains improved visibility and process automation.

As portfolios grow, facilities built around unified, cloud-based control systems are better positioned to scale efficiently and adapt to evolving tenant behaviour. ●



## YOUR TRUSTED SPECIALIST in self storage transactions



**MATT WALSH**  
Highway Frontage Real Estate

For over 20 years, Matt Walsh has been a proud Member of the SSAA, building a legacy as a trusted leader in the sale of self storage facilities. Through his expertise and dedication, he has earned a reputation for delivering tailored solutions for facility owners, utilising his long-term industry knowledge and trusted connections to ensure high returns.

As the driving force behind Highway Frontage, Matt is committed to ensuring every transaction reflects the best interests of his clients. His unwavering support of the industry is evident through his proud sponsorship of the SSAA Awards, celebrating Excellence In Conversion within the sector.

Whether you're buying, selling, or seeking expert advice, Matt Walsh and the team at Highway Frontage are here to guide you every step of the way.

Contact Matt Walsh today and discover why he is the name self storage owners trust.

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**R**ent a Space Self Storage is a well-respected and long-established self storage provider. They currently operate 17 facilities across NSW and the ACT and are known for running a friendly, community focused operation. Like every storage operator, they occasionally face the tough reality of customers who fall behind on payments.

No operator wants to enforce their rights under the storage agreement or dispose of someone's goods. It's always a last resort. By the time it gets to that point, the business has already worn the costs of unpaid rent, admin time, follow-ups, and the stress that goes with managing that process.

And then comes the big question: What do we do with the contents when the customer just does not pay?

### The old way: time-consuming and frustrating

For years, operators have relied on local auction houses, second-hand dealers, dump runs and skip bins,

or even worse, simply leaving the unit sitting there occupied and not generating income.

All these options take time, energy, and staff resources. In some cases, units sit untouched for months. The whole time tying up space and compounding losses. It's not ideal, and it's certainly not sustainable.

### A better way: iBidOnStorage.com.au

When Rent a Space Self Storage wanted a smarter solution, they turned to iBidOnStorage.com.au, Australia's leading online auction platform built specifically for the self storage industry.

The difference? It's simple, efficient, and designed around how storage operators actually work.

### Why it works

→ **Simple & seamless:** List the unit online. Leave the goods where they are. Once the auction finishes, the winning bidder collects everything directly from your facility. No moving,

no extra handling, no unnecessary headaches.

- **Competitive bidding:** The platform attracts buyers who are actively looking for storage units. That means real demand and competitive bidding. This allows the market to determine the true value.
- **You stay in control:** You choose the auction timings. You present the unit your way. You run the process on your terms.
- **Real financial recovery:** With over 2,500 locations and close to 55,000 auctions hosted nationwide, iBidOnStorage has helped recover more than \$16 million in bad debt. Instead of a defaulted unit being a complete loss, it becomes an opportunity to recover revenue and free up space for paying customers.

### Turning a frustration into a solution

For Rent a Space Self Storage, the platform has helped reduce stress around abandoned units, recover money that may otherwise have been written off, free up space faster and keep staff focused on running the business.

### Let's make it easier for you too

At iBidOnStorage we are not just about auctions. We understand the challenge that storage operators face and are constantly working to improve our processes to help you. It's about making a difficult situation easier to manage for storage operators.

If you're a self storage operator looking for a smarter way to deal with defaulted units, iBidOnStorage.com.au could make a real difference for you. ●



## Integrated security and commissioning at Wilson Storage West Footscray

**W**hen Wilson Self Storage built its West Footscray facility, the objective was clear: Deliver a fully integrated, corporate-standard security platform that aligns with Wilson's national operating framework, while future-proofing the site for long-term reliability.

Sentinel Storage Security was engaged to design, integrate and commission a complete access control and alarm management ecosystem. This was installed alongside a brand-new partitioning system and engineered to meet Wilson's strict security and compliance standards.

### The challenge

The project required coordination across multiple stakeholders, including the builder, the self storage unit provider, Wilson's internal operations team and Sentinel's installation teams. The facility demanded:

- Integrated access control and individual unit alarms
- CCTV compliant with Wilson Security standards
- Seamless integration into newly constructed partitions
- PA system for facility wide communication
- Operational resilience and minimal downtime
- Infrastructure built for long-term durability

### The solution

Sentinel delivered a fully integrated Encompass ecosystem, including:

- Sentinel Access Control as the operational backbone
- Defender Series keypads across all control points
- Individual unit door alarms embedded within the new partitioning system

“The integration and finish of the system exceeded our expectations. Sentinel worked collaboratively with all parties on site and ensured every detail met our corporate standards and resolved problems quickly. The commissioning process was thorough and professional. The time taken with our team during training gave us confidence in the system from day one.”

### WILSON SELF STORAGE WEST FOOTSCRAY

- Hanwha CCTV cameras installed to meet Wilson's national security framework and specifications
- PA & Duress for staff and customer communication
- Gate, relay and lift control integration
- A dedicated power recycle switch in the manager's office, enabling remote control and reset of access hardware without requiring on-site technical attendance

The power recycle functionality provides immediate operational recovery capability – significantly reducing downtime and avoiding unnecessary service call-outs.

From early design coordination through to commissioning, Sentinel worked closely with every stakeholder to ensure cable routing, partition alignment, device placement and system integration met both construction timelines and Wilson's internal standards.

### Commissioning and handover

The commissioning process focused on both system testing and operational readiness. Sentinel Operations Manager Alex Italiano spent time on-site with the Wilson team, ensuring training, system understanding and confidence prior to handover.

### The results

The completed facility now operates with:

- Real-time visibility of individual unit activity
- Integrated CCTV and access event auditing
- Rapid recovery capability through in-office power control
- Compliance with Wilson's corporate security framework
- Infrastructure designed for decades of reliable performance

### Built to last

Sentinel has been operating in the self storage industry for over 50 years, with more than 10,000 installations globally and hundreds of facilities supported across Australia and New Zealand.

Our keypads are engineered for longevity, with some Sentinel systems remaining operational for over 30 years. This durability, combined with lifecycle support and 24-hour assistance, ensures that facilities are not just secure at handover, but supported throughout the life of the asset.

This project demonstrates how intelligent design, stakeholder collaboration and disciplined commissioning create measurable operational resilience in modern self storage environments. ●





## Mid Murray Storage scales securely with secVision's cloud-managed automation

**M**id Murray Storage is a privately owned self storage operator based in regional South Australia.

What began as a single facility in Mannum has grown into a multi-site operation across Mid Murray Storage and Long Gully Self Storage in Mannum, Murray Bridge Storage in Murray Bridge, Northern Self Storage in Smithfield and Barossa Region Self Storage in Tanunda.

Each location operates with a focus on automation, convenience, and 24/7 access at selected locations.

When Director Jason O'Sullivan acquired the original site, his priority was to strengthen security while delivering a seamless, self-service experience. As the business grew, that objective evolved into a broader strategy – standardised security, automated access, and scalable expansion without increasing operational overheads.

### The challenge

Self storage facilities operate with extended hours, frequent tenant turnover, and minimal staff. Jason wanted a solution that would be reliable, proven, and operationally dependable, that could:

- Secure automated entrance gates across multiple sites

- Integrate directly with booking and billing software
- Eliminate on-site servers and reduce IT overheads
- Provide visibility and control across locations
- Deliver after-hours intruder detection
- Support after-hours customer incidents
- Scale efficiently as new facilities were added

### The solution

secVision Networks delivered a fully cloud-managed platform combining:

- secCloud access control
- secWatch virtual guard services
- Storman Cloud integration for automated booking and billing

This cloud-to-cloud integration removes the need for on-site servers or manual data handling. When a customer books a storage unit online through Storman, access permissions are automatically created in secCloud.

Each tenant receives a unique PIN, granting access for the duration of their booking. If an account falls into arrears, access is automatically suspended until payment is resolved. Access is revoked when the booking ends – without admin intervention.

### Installation & expansion

The original Mannum deployment used a proven remote rollout model, designed to minimise disruption while maintaining installation quality.

- Existing gate infrastructure was assessed remotely via site documentation and photos
- Equipment was pre-configured at secVision Networks' Sydney headquarters
- On-site installation was completed by a local Adelaide-based contractor
- The client received training on the secCloud portal and mobile application
- Assistance was provided with the integration of Storman Cloud and secCloud online.

This same approach was replicated across each new facility, ensuring consistent standards. Because the platform is cloud-managed, new sites were added through configuration rather than redesign, supporting rapid and cost-effective expansion.

### Outcome

Today, all sites operate under a unified security platform featuring automated gate access, real-time booking integration, virtual guard monitoring, audit trails, and centralised multi-site management.

What began as a single-site upgrade in 2021 has become a standardised, scalable security framework supporting continued expansion. secVision Networks has demonstrated the ability to deliver reliable, future-ready solutions for regional self storage operators.

Jason comments "Few regional storage facilities offer this level of integrated security and automation – delivering both operational efficiency and market differentiation. The combination of online booking with automated access control gives us full visibility and control over who is entering our facilities." ●



## END-TO-END SELF STORAGE SOLUTIONS



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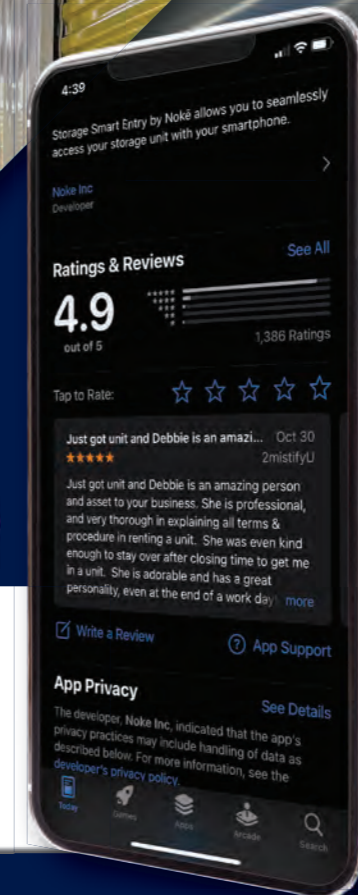
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Total Construction is Australia's leading contractor for the design, construction and fit out of self storage facilities. With over 30+ years experience and offices in Sydney, Melbourne and Brisbane, we've delivered over 200+ self storage projects worth well over \$500M – pioneering methodologies to produce feasible facilities, maximise net lettable area, speed to market and client profit.

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## Strong partnership wins against the weather

Even the most experienced developers can get caught unawares. Just ask Matt Wynn, "It rained for six whole months, it was ridiculous!" Matt's project in Somersby, on the NSW Central Coast, was his third and most ambitious: a multi-level storage building to service the region's rapidly expanding population. Already a seasoned commercial property developer, Matt saw that not only was the Central Coast ripe with new residents, but the existing storage was in short supply.

"For five k's you don't have a next-door neighbour facility. Outside that, it's all twenty-year-old facilities. I was born and bred on the Central Coast; I knew the demand was there because all the facilities are old and outdated," he explains.

"There's a lot of people coming up from Sydney. They sell a house in Sydney for good coin and come up to the Central Coast, buy something smaller, and end up with money in the bank."

In fact, the population diaspora from Sydney is expected to see the Central Coast's population grow by almost 27,000 by 2030. Evidence of the infill from Sydney and Newcastle is already visible in many of the population centres in the region's 29 towns.

Knowing there was a clear demand for more and newer self storage, Matt was confident enough to buy a block of land as soon as it came available – 11,000m<sup>2</sup> located just minutes from M1 Motorway. With architectural design from Brown Commercial Building and a storage layout from Storco in hand, Matt was ready to commence construction. Then the rain came.

"We had so much rain, our timeline got blown out massively," says Matt. "Just getting the building out of the ground, it rained for like six months."

It wasn't just rain that plagued the project either. Thirteen rate rises in eighteen months took an inevitable toll on the project – making construction delays even more acute.

"We had so many interest rate rises. We set our worst-case scenario at the time of funding and it ended up being twice that! No one's ever seen that; no one dreamt we were gonna get that many rate rises that quick."

In the end, the project's success came down to Matt and the construction teams being ready to move quickly.

As soon as there was a break in the weather, the team moved in, working long days to get the project back on track as quickly as possible. Matt worked closely with the teams, using his relationships with them to build and keep the momentum.

"We kept in close contact with Matt for the entire build," says Michael Smerdon, Storco's Senior Project Manager. "There's really not much you can do when you're held up by weather except get your prep done and be ready to go when it clears. The upside was that once we did get going the fit out went up quickly and ended up finishing ahead of the original fit out program."

The much-improved construction momentum offered welcome relief to Matt too.

"Once the install team and the materials got delivered on site – once they got the roof on and the boys could start building the external units and the internal fit out, it all just flowed."

In the end, the project ended up a little under eight weeks behind schedule – a pain for any standard project and almost a lifetime when you're staring down the barrel of that many rate rises. But the results speak for themselves: 634 units across three levels of storage, a 80 metre-long covered driveway bisecting the building, and the top storey constructed from lightweight building materials. This uppermost level ended up reducing the overall construction cost, as it required less concrete than would have been otherwise needed, as well requiring less construction time.

For Matt, none of it would have been possible without the relationships he had with his construction partners.

"I always end up back with Storco because of our relationship together and the install team, Sidcon Construction, always do an amazing job. When you're building a big building you need to have good communication between each trade to bring it all together. It just worked well and the end product's come up unreal."

And as for how you deal with pouring rain and unrelenting rate rises? Matt is philosophical.

"You've just got to suck it up and go for the ride," he laughs. "And get that OC as quick as you can to get off the construction finance." ●





## STORCAD's facility retrofit transforms heritage South Launceston site

**S**TORCAD was entrusted by Chapter & Co as head contractor to lead a multidisciplinary team in converting a sprawling 7,000 sqm sawtooth building into a modern Wilson Storage facility. This ambitious project required both technical expertise and a sensitive approach to preserving the unique architectural character that defines Launceston's rich history. The result is a facility that seamlessly blends contemporary functionality with historic charm, retaining key architectural elements while delivering a modern storage environment.

STORCAD's extensive experience in self storage facility retrofits was instrumental to the project's success. Careful planning and disciplined execution enabled completion three weeks ahead of schedule, delivering Wilson Storage an early return on investment and minimising business disruption.

Central to the project was STORCAD's director, Javier, whose hands-on leadership ensured strong alignment between design, construction and client priorities. Travelling weekly from NSW, Javier maintained close oversight of the project, ensuring timelines, quality standards and coordination remained on track. His regular site presence

enabled fast decision-making and proactive issue resolution, while fostering strong relationships with local trades and suppliers.

From the initial stages, Javier worked closely with the client to define priorities, particularly maximising rentable space. Employing advanced technologies such as a 3D laser scanning, the team provided precise technical and practical recommendations throughout the design phase. This enabled optimisation of the facility layout, including corridor reconfiguration and unit sizing adjustments, to maximise usable space, to meet Wilson Storage's operational needs.

Delivering the retrofit interstate required precise scheduling, coordination and rigorous quality control. STORCAD maintained strong communication with subcontractors and suppliers, ensuring accountability and collaborative problem-solving. This transparency and teamwork were key to smooth project delivery ahead of time. Engaging local trades and suppliers was also a key focus, supporting the regional economy while ensuring access to skilled, responsive contractors. This approach strengthened project delivery while contributing positively to the Launceston community.

Recognising that project success extends beyond handover, STORCAD implemented robust after-sales support measures. This included comprehensive handover documentation, maintenance schedules, and user guides for all installed systems, as well as a responsive defect resolution protocol to ensure ongoing client satisfaction. The early completion of the Wilson Storage Launceston retrofit highlighted the value of proactive involvement and attentive after-sales service, setting a benchmark for future projects.

Underlying STORCAD's success is a deep-seated belief that trust is the cornerstone of lasting relationships. Their reputation is founded on industry knowledge, continuous learning, and a commitment to integrity and transparency. STORCAD invests in people and builds bridges, striving to be a dependable partner for clients seeking clarity and direction in the self storage industry. By consistently acting in their clients' best interests, STORCAD has earned the trust that leads to long-term loyalty.

The Wilson Storage Launceston project reflects STORCAD's ability to deliver complex retrofit projects efficiently, while balancing technical performance, heritage sensitivity and client outcomes. By combining hands-on leadership, technical expertise and a genuinely collaborative approach. ●



## Regis Built delivers Public Self Storage Epping Stage 3 development

**I**n December 2023 Regis Built was awarded the design and construction contract for a new three-level building for Public Self Storage Epping. The \$10 million stage 3 extension was awarded to Regis Built under an ECI agreement, adding 7000 sqm of GFLA over three levels. The focus for the project was to deliver a modern building with fulfilment of a high-level security specification.



The facility is in the outer northern suburbs of Melbourne, which has been forecasted to experience exponential growth in the coming years. Regis Built is proud to have successfully completed another major project for Public Self Storage. Regis Built has been partnering with Public Self Storage across numerous projects over the last ten years. This partnership has seen Public Self Storage grow their portfolio across Melbourne.

### Contract with separable portions

An amended AS4300-1995 D&C contract was executed by both contractor and Principal. Within most Australian Standard contracts there is an option to deliver separate portions. This allows to separate sections of the works to their own timeframe and hand-over dates. Regis Built typically breaks these up over different levels or compartments. This soft opening allows for a staged handover of units, allowing the developer to start operating and leasing units.

### Design phase

Regis Built lead the team throughout the design phase and building permit procurement. These consultants included civil and structural engineers, building surveyors, fire engineers, hydraulic engineers and numerous others. The design challenge of the project was obtaining FRV consent and having the fire engineers provide an economical result.

### Construction phase

Regis Built began the project under a staged building permit which allows design to be completed, while the projects construction has begun. This allowed for six weeks of extensive rock excavation removal. While civil and concrete works were being completed, the remainder of the design work was completed and a "completion of works" permit was issued.

### Soft opening

A soft opening was completed in March 2025 enabling trading to commence before final completion in May 2025.

### Project team

Regis Built was proud to have its experienced design and management team engaged on this project, together with its network of engineers and suppliers. Managing Director Anthony Regis added "Regis Built are thrilled to have worked on a key project with such an experienced team and, to once again set the benchmark in delivering self storage projects across Australia." ●



## Angel Storage Lidcombe: A value-led approach to design and construction



In June 2025, Total Construction was awarded the design and construction contract for an expansive new six-storey Angel Storage facility in Lidcombe, New South Wales.

This project marks the second major collaboration between Total Construction and Angel Storage, following the successful completion of their first building in the area four years prior.

With over 30 years of experience in the self storage sector, Total Construction's depth of industry knowledge was instrumental in securing the \$27 million project. Through Early Contractor Involvement (ECI), the team added significant value during the design phase, optimising operational efficiency and mitigating potential construction risks.

### Value-led collaboration

Working in close collaboration with Angel Storage, Vertex Project Management and BJB Architects, Total Construction undertook a series of workshops to refine the design and construction approach.

A rigorous value engineering process optimised the design for enhanced usability and efficiency,

while maintaining the highest quality standards. This collaborative process also facilitated a fast-tracked approval of Section 4.55 with Cumberland Council, allowing construction to commence within just five weeks of the contract award.

By leveraging key elements of the existing structure, including concrete slabs, stormwater lines, sewerage infrastructure and high-voltage electrical supply, the team achieved cost and time savings during early works.

### Ensuring long-term sustainability and resilience

The project places strong emphasis on environmental responsibility, incorporating high-quality sediment control measures to reduce dust, contamination and noise throughout the construction process.

One of the project's key challenges is flood management. Given that the site is subject to a 1% Annual Exceedance Probability (AEP), a robust flood mitigation strategy has been implemented. The design includes dedicated flood storage capacity to manage potential flood events effectively, ensuring long-term resilience.

### Overcoming construction challenges in a dense urban environment

Located on busy Parramatta Road, constructing the large-scale facility in a high-traffic urban environment has presented unique challenges. Careful planning and strategic workflow management are essential to minimise disturbances to the surrounding community. To minimise disruption, materials handling and concrete pumping has occurred primarily within the site.

A key priority is maintaining seamless traffic flow for local businesses and residents. Total Construction has implemented a comprehensive Construction Traffic Management Plan, which includes designated delivery routes to efficiently manage increased vehicle movements in the area.

Construction is progressing on schedule. The safe installation of the tower crane in February this year marked a major milestone for the project, enhancing the efficiency of deliveries and materials handling, as well as the form, reo and pour sequences of the post-tensioned suspended slabs and the erection of all lift and stair cores.

The project is on track for completion in early 2027, with the main structure set to be completed by August 2026 and internal fit-out works scheduled for completion by October 2026. External works are due to be completed towards the end of this year, ready for handover in early 2027.

Total Construction is excited to deliver another industry-leading self storage facility, setting new benchmarks in quality, efficiency and environmental responsibility. ●



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## Class A hallway systems

**A**cross Australia, self storage is evolving. Customers increasingly expect facilities that feel secure, modern, and professionally built, especially in major metro areas and high-growth suburbs. As a result, more developers are investing in indoor, climate-controlled storage environments that support premium pricing, long-term durability, and a better customer experience.

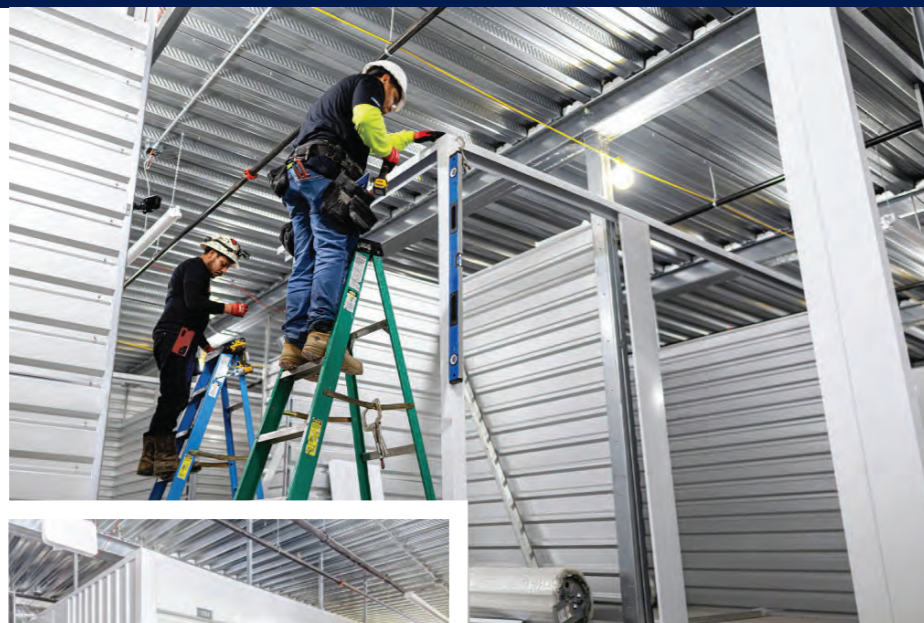
A critical component of any indoor facility is the hallway system.

A hallway system is the building's internal steel structure: the roll-up doors, partition walls, and corridors that convert an open building shell into secure, rentable units. It directly impacts unit count, layout efficiency, build speed, and the overall look and performance of the finished facility. Simply put, it is the system that turns floor space into revenue.

This case study follows the development of a new Class A indoor storage facility completed in Flowery Branch, Georgia (USA). While the location is international, the project reflects the same priorities and challenges Australian developers face: fast build schedules, efficient unit layouts, and a high-quality finished product that performs for years.

### The project

The project was developed on a commercial-zoned site of approximately three acres, located within an established industrial park alongside several warehouse complexes. Within a short drive of the facility were residential neighbourhoods, local businesses, a university campus, and major recreational destinations. This mix made the location well-positioned for strong storage uptake.



### Phase 1: Planning Design + Layout

Once the property was secured, the building was designed as a three-storey indoor facility totaling 120,000 square feet (approximately 11,150 m<sup>2</sup>). The interior hallway system layout was engineered to maximise revenue-generating area while maintaining clean access and professional presentation.

### The Final Plan:

- 910 rentable storage units
- 92,000 rentable square feet (approximately 8,550 m<sup>2</sup>)
- Nearly 80% of the building dedicated to income-producing space

This is a key performance benchmark for developers, as hallway system design is one of the most important levers for increasing net lettable area.

### Manufacturing & takeoff

Boxwell reviewed the architectural drawings and produced a detailed hallway system takeoff. This process catalogues every component required to build the system, down to individual parts and fasteners.

Because Boxwell manufactures its systems in-house, every component was cut to specification, inspected for quality, and packaged for efficient transport and installation.

### Phase II: Delivery + install

As the building's exterior neared completion, the hallway system was delivered on-site and installation began immediately. Over the next two months, Boxwell's installation team transformed the interior by installing the full system, including the 910 units, along with hallways, stairwells, bathrooms, maintenance space, and a leasing office.

The finished result was a clean, polished interior that was ready for final finishes and opening.

### COMPLETION

From land acquisition in May 2024 to leasing commencement in June 2025, the project moved from concept to operation in just 13 months. Following completion, the facility was handed to a professional management group to oversee marketing, customer service, payments, and day-to-day operations.

For Australian developers building premium indoor storage, this project shows what a fully custom hallway system can deliver. Faster installs, smarter layouts, and long-term performance. ●



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VerifiMe is an Australian digital identity verification platform helping businesses confirm who their customers are – quickly and securely. Purpose-built for industries where trust and security matter, VerifiMe offers real-time identity checks, automated record-keeping, and a customer-controlled shareable identity network, all hosted on Australian servers.



## Launching, filling and scaling self storage across four states

### How R6 Digital helped KeepSafe Storage expand from Perth to Queensland, Victoria and New South Wales

When KeepSafe Storage decided to grow beyond Western Australia, they needed more than a marketing agency. They needed a partner who could launch new facilities into unfamiliar markets and start filling units fast. That partner was R6 Digital.

R6 Digital has worked with KeepSafe and Director Shaun Bain since 2014. Over that time, the relationship has grown from a standard agency arrangement into something closer to an in-house digital team. R6 Digital handles everything from website builds and SEO to paid media, creative and local marketing strategy. When KeepSafe began planning its interstate expansion, R6 Digital already understood the business inside out.

#### A repeatable launch playbook

Each new facility, whether a ground-up build like Joondalup in

Perth or an acquisition like Redbank in Queensland, follows a proven launch process. R6 Digital developed this playbook over years of opening and marketing storage facilities, and it covers every digital touchpoint a new location needs to compete from day one.

Their comprehensive launch strategy reaches potential customers wherever they are. They covered everything from local search in Google and Google Maps (SEO and paid ads) to remarketing display campaigns across programmatic ad networks and social media. With advanced targeting techniques, the R6 Digital team were able to get in front of a highly qualified audience around each new location with effective and efficient campaigns.

Awareness campaigns are also important when entering a new market. For this, they ran audio campaigns across streaming platforms (like Spotify) alongside geo-targeted programmatic display campaigns to ensure the locals knew Keepsafe was coming!

Every location is different, so the R6 Digital team ensured there was tailored creative and ad copy, giving every facility a distinct but consistent presence in its local market.

“What makes this partnership work is consistency. R6 Digital does not treat each facility as a one-off project.”

#### Results that speak to speed

The playbook delivers. At Joondalup, organic search rankings for primary local terms reached top-three positions within weeks of the suburb pages going live, with organic sessions increasing by more than 120%. Enquiry-to-move-in conversion rates consistently exceeded 45%, with some facilities surpassing 50%. New locations were generating hundreds of enquiries within months of launch.

These results held up across state lines. When KeepSafe acquired its first Queensland facility at Redbank, the same approach was applied, and the site ramped to strong enquiry and move-in numbers within its first few months of operation. The Coburg North facility in Victoria, a brand-new build with zero existing brand awareness, followed the same process with an expanded awareness strategy, including digital display and audio advertising.

#### Twelve years and counting

What makes this partnership work is consistency. R6 Digital does not treat each facility as a one-off project. The playbook is proven, systematic and repeatable, but flexible enough to adapt to different markets and facility types. Whether KeepSafe is opening a new build in suburban Melbourne or taking over an existing operation in regional New South Wales, the launch framework stays the same.

For KeepSafe, that means every new facility has the search presence, campaign infrastructure and local visibility to start competing from day one. For R6 Digital, this is exactly what a long-term partnership should look like. ●



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## VerifiMe and Kennards Self Storage: Strengthening security and streamlining onboarding with digital identity verification

**S**ecurity is the foundation of every successful self storage operation. Customers trust that their belongings will be safe, and operators need confidence that they know who is accessing their facilities. As the industry evolves toward greater automation and self-service models, ensuring robust identity verification at the point of onboarding has become more important than ever.

Kennards Self Storage, one of Australasia's most established and respected storage brands with over 100 centres, recognised that modernising their customer verification process would strengthen security across their network while improving the move-in experience for customers.

### The challenge

With a large and growing network of centres – many offering 24/7 access – Kennards needed a reliable, scalable way to verify customer identities at sign-up. Traditional methods of sighting physical documents were time-consuming, inconsistent across sites, and difficult to manage at scale. As more customers opt for online or self-service sign-ups, Kennards needed a digital solution that could verify identities in real time without slowing down the onboarding process or adding complexity for frontline staff. They also wanted a robust record-keeping system to maintain a clear audit trail of verified customers, supporting both operational best practice and security protocols.

### The solution

Kennards partnered with VerifiMe, an Australian-built digital identity verification platform. VerifiMe's technology was integrated into Kennards' customer onboarding workflow, enabling real-time identity



checks at the point of sign-up – whether in-centre or remotely. Real-time Document Verification Service (DVS) checks against government-issued identity documents are completed in seconds, removing the need for manual document sighting entirely. A customer-controlled identity model allows storers to verify once and share their verified identity across multiple Kennards locations, reducing friction for customers transferring between centres. Verified identity records are stored securely on Australian servers, providing a clear and accessible audit trail for each customer.

### Outcomes and benefits

Since implementing VerifiMe, Kennards has been able to verify customer identities in minutes at the point of onboarding, significantly reducing move-in processing time. The digital verification process has replaced manual document checks, freeing up staff to focus on customer service rather than administrative tasks. The platform's automated record-keeping

“We have worked with the VerifiMe team to set up an ID verification process across stores in NSW, QLD and VIC. The software has been easy to implement in stores and the process for customers is quick and easy.”

**TONY VUONG**  
HEAD OF OPERATIONS  
KENNARDS SELF STORAGE

has also given centre managers a reliable, centralised view of verified customers across the network – strengthening security oversight without adding operational burden.

Customers have responded positively to the streamlined experience, particularly those signing up remotely. The ability to verify digitally rather than presenting physical documents in-centre aligns with the broader industry move toward contactless, technology-enabled self storage.

### A model for the industry

As self storage facilities increasingly adopt automation, remote management and 24/7 unmanned access models, knowing who your customers are has never been more critical. Digital identity verification provides operators with the confidence and security assurance that modern facilities demand – without compromising the customer experience. ●





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Our 2025 study revealed the top 10 risks ranked by respondents to the GRMS. Some of these risks maybe applicable to your business.

Arrange a discussion with your Aon broker to learn more and understand how these risks could affect your business. ●



**TOP 10 RISKS FOR BUSINESSES**

according to the Aon Global Risk Management Survey 2025

01	Cyber Risk: Turning Uncertainty into Opportunity	06	Commodity Price Risk and Material Scarcity
02	Business Interruption	07	Supply Chain or Distribution Failure
03	Economic Slowdown or Slow Recovery	08	Damage to Reputation or Brand
04	Navigating Regulatory and Legislative Change	09	Geopolitical Volatility: Preparing for the Unpredictable
05	Increasing Competition is Intensifying Risk	10	Cash Flow and Liquidity Risk

Source: 2025 Aon Risk Management Survey.



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## Elevating self storage with a 7-Hoist solution

**A**s a leading Australian manufacturer of highly specialised vertical transport solutions, Southwell Lifts & Hoists has built a reputation over 80 years for engineering excellence and reliability. Southwell understands that in the self storage sector, a lift is more than just equipment, it is a critical logistical artery. By designing, manufacturing, and supporting robust, custom-engineered hoists, Southwell provides the heavy lifting required to keep facilities moving forward.

This expertise was showcased during a large-scale self storage development in Far North Queensland.

### The project

Large-scale commercial storage facilities demand efficient, high-capacity vertical logistics.

When National Storage expanded their footprint in Smithfield, Cairns, the requirement was substantial. A vertical transport network capable of safely moving heavy goods and personnel across multiple buildings.

The project involved the manufacture and installation of seven Southwell Freestanding Goods Personnel Hoists across four separate buildings. This high-volume installation highlights our capacity to deliver major, multi-unit national projects, ensuring

consistent quality and performance regardless of the location.

### The challenge

Construction in Far North Queensland presents unique challenges, particularly regarding the weather. With heavy, unpredictable rainfall directly impacting the construction schedule, the project faced inevitable shifts in timelines.

For the builder, Keir QLD, keeping the project on the critical path was absolutely essential. The challenge for Southwell was not just manufacturing the equipment, but staying closely aligned with our customer to react swiftly. As construction windows opened between rain events, the Southwell team needed to be ready to deploy immediately to prevent bottlenecks in the build.

### The solution

Our solution lay in the innovative design of the Southwell Freestanding Goods Personnel Hoist. Unlike traditional lifts that require deep excavation and complex, time-consuming shaft construction, these units required a minimal pit depth of only 130mm and were supplied with their own complete steel framework enclosures.

The standout feature of this installation was the speed of

deployment. Combined with excellent site preparation by Keir QLD, our installation team utilised the “plug and play” nature of the freestanding design. Once positioned, these hoists were fully ready to operate within a single day. This rapid turnover was a game-changer for the client, allowing other trades to access upper levels sooner and significantly accelerating the overall fit-out process.

### Technical excellence

The seven hoists were tailored to the specific floor-to-floor heights of the facility, ranging from 3,200mm to 4,200mm. Each unit boasts a 1,500kg capacity, moving smoothly at approximately 130mm per second via a constant velocity telescopic hydraulic cylinder.

Designed for ease of use, durability, and strict compliance, the hoists feature:

- **Access:** Dual-level service (Ground to 1st Floor) equipped with automatic aluminium roller shutters.
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### SPECIFICATION HIGHLIGHTS

SPECIFICATION	DETAILS
Load & Speed	2500 kg at 1.0 m/s
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Clear Door Opening	1800W × 2200H mm
Door Type	4 panel centre opening with Infra-red safety device and 120 minute fire rating.
Motor	Gearless Traction Drive MRL (machine room option available)
Standard Finishes	All walls, ceiling, doors, and frames in Satin Stainless Steel with Zinc Plated Steel Checker Plate flooring for maximum durability.
Starts Per Hour	180

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At Progress Accounting, we're all about understanding and helping our clients and their businesses. We invest in and keenly understand the self storage industry. Our clients commonly utilise additional services including succession planning and business advisory.

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## Fresh financial insight unlocks savings for family-owned self storage operator

**A** medium-sized self storage facility with decades of successful family ownership recently undertook a comprehensive financial and operational review after many years with the same accountant.

The business had previously relied on a long-standing accounting relationship. And when that accountant sold the practice and stepped back, the owner recognised an opportunity to seek a fresh perspective. At the SSAA Convention, the owner attended a roundtable discussion led by Ewen Fletcher, Founder and Director of Progress Accounting, whose experience as both an accountant and self storage owner provided immediate credibility.

Following an initial conversation, the owner engaged Ewen to conduct a full review of the facility's financial position, systems and opportunities for improvement.

### A holistic business review

The process began with an on-site visit to understand the facility's operations and day-to-day realities, followed by a detailed examination of financial records, tax structures, bookkeeping processes and operating costs. The objective was not only to identify tax savings, but also to assess risk, improve reporting accuracy and provide a clearer strategic picture for decision-making.

### Tax structure and savings opportunities

Several areas were identified where the business could strengthen its tax position. As a family-owned operation, the wage structure was reassessed to better align income distribution with tax brackets and compliance requirements. Depreciation opportunities relating to capital works, fit-out items and a recent expansion were revisited to ensure



“Bringing in a specialist with both accounting expertise and direct industry experience provided clarity, uncovered risks and delivered measurable financial benefits.”

all eligible deductions were captured. The categorisation of repairs and maintenance was also reviewed, with inconsistencies corrected to improve compliance and reporting accuracy.

### Improving financial visibility

A key operational issue uncovered was the lack of integration between Storman and MYOB. This limited reporting reliability and made it difficult for the owner to access real-time financial insights. Integration is now underway, enabling more accurate reporting and more informed business decision-making.

### Benchmarking and cost comparison

Industry benchmarking formed an important part of the review. Operating expenditure was compared against similar facilities and broader sector data, providing context around cost structures and highlighting where efficiencies could be achieved. This gave the owner greater confidence in prioritising improvements and investment decisions.

### Loans, payroll and compliance

The review extended to financing and compliance settings. Payroll tax thresholds and structures were also reviewed to ensure the business remained compliant while operating efficiently.

### Small adjustments, significant impact

While none of the individual changes were dramatic on their own, the cumulative impact has been substantial. Across tax structuring, depreciation, bookkeeping improvements, benchmarking and financing adjustments, the facility is projected to save approximately \$100,000 per annum.

For the owner, the experience reinforced how easy it is to become absorbed in day-to-day operations and overlook broader financial opportunities. Bringing in a specialist with both accounting expertise and direct industry experience provided clarity, uncovered risks and delivered measurable financial benefits.

This experience highlights how small operational and financial refinements, applied strategically, can deliver meaningful long-term value for both the self storage business and its owners. ●



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## Redefining self storage management



### From first-time investor to optimised asset

Entering the self storage industry for the first time involves navigating operational systems, compliance requirements, rate strategy, and arrears management. For this project, a new investor was preparing to acquire a regional facility without prior sector experience and sought structured operational support before settlement.

Prior to acquisition, StorEdge Solutions assisted with operational guidance, identifying performance gaps, and developing a transition plan designed to protect revenue continuity and establish clear management frameworks from day one.

### Structured transition

Working alongside the vendor and their agent, a coordinated handover process was implemented to minimise disruption. Tenant communication remained consistent, and operational continuity was maintained through settlement.

By the time ownership transferred, the incoming owner had a clear understanding of the facility's operational baseline, including occupancy trends, rate positioning,

arrears exposure, and process gaps requiring attention.

Core operational frameworks were formalised across customer service standards, compliance procedures, safety protocols, and financial controls. Systems were reviewed and strengthened, and accountability measures were introduced to improve consistency.

Tenants retained the existing brand identity while experiencing improved communication processes and more consistent service delivery.

### Driving performance improvement

Following stabilisation, attention shifted to measurable operational improvement.

- Key initiatives included:
- Reviewing and realigning pricing settings to reflect current market conditions
  - Implementing rigorous arrears workflows to reduce aged debt
  - Strengthening enquiry management and follow-up procedures to improve conversion consistency
  - Introducing digital move-in capability to streamline customer onboarding

Within the first months of management, the facility recorded improved cashflow, stronger revenue discipline, and clearer tracking of occupancy and rate performance.

### Reporting and strategic oversight

A structured reporting framework was introduced, incorporating monthly operational summaries, financial reporting, occupancy analysis, and rate performance metrics. Strategic recommendations were provided to support informed decision-making around rate adjustments and occupancy management.

This reporting rhythm provided the owner with increased transparency and a clearer understanding of the asset's performance drivers.

### The outcome

Within a short period, the facility transitioned from a newly acquired regional site to a stabilised, professionally managed asset with:

- Standardised operational processes
- Improved arrears control
- Defined rate management strategy
- Transparent performance reporting

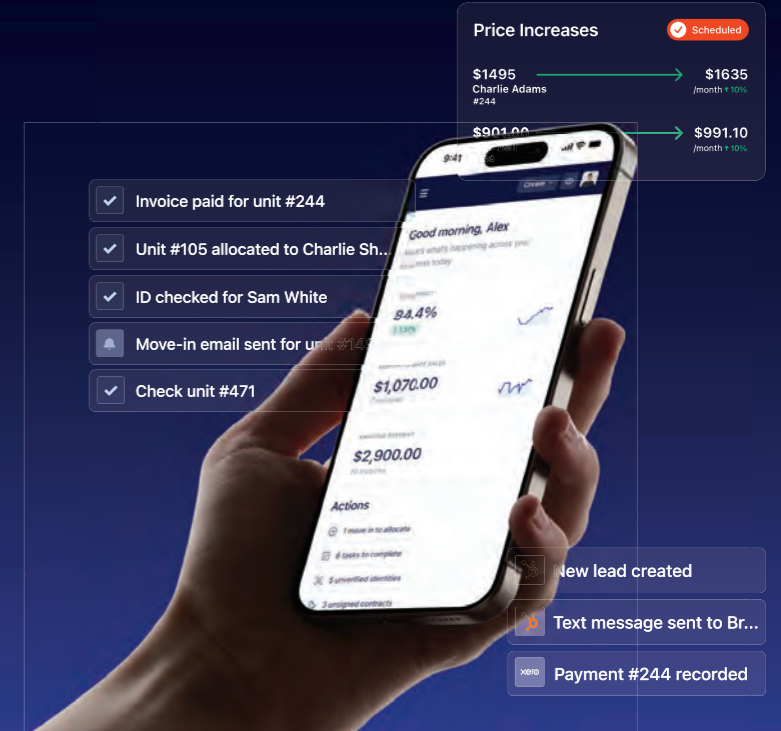
For the owner, this delivered greater operational clarity and confidence in managing the investment. For customers, it resulted in a more consistent and elevated service experience.

This case highlights how experienced specialist third-party management can support new entrants to the self storage industry through comprehensive transition planning, operational standardisation, and performance-focused oversight. ●



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Collins & Associates provides valuations, consultancy, transactional advice and catchment reviews from a detailed understanding of the self storage industry in markets throughout provincial and suburban Australasia for individual and portfolio self storage owners and operators, banks and financial institutions.



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## Strategic positioning of a self storage portfolio for the best sale result

**F**our Leaves is the leading self storage sales agency across Australia and New Zealand. Over the 2024 and 2025 calendar years, Four Leaves negotiated close to \$400 million worth of self storage assets – more than any other sales agency across Australia and New Zealand.

Understanding the market and reading the indicators quickly was key to the recent successful sale of a self storage portfolio. The campaign started as a portfolio listing – two operating self storage facilities, each with a secondary site; two business names; and one goal – a sale price of above \$21 million.

### The strategy

The initial strategy was to package the assets up as a single portfolio to appeal to a major buyer. The portfolio offered development upside in an undersupplied catchment, with the potential for fee rate optimisation.

### The challenge

Development costs were at an all-time high, and there were a number of inconsistent lease expiry dates holding up the future redevelopment of the land adjoining the primary facility. It became apparent that the expansion of the main facility would be challenging. This reduced the portfolio's appeal to major self storage operators that require scale.

### The pivot

Despite the huge potential available, the development upside was not realisable quickly enough to unlock the best price for the assets as a portfolio to a major buyer. We recognised and accepted this early in the campaign.

To reposition the assets and achieve the best result for the vendors, five clear steps were necessary:

1. Separating and independently marketing the assets to appeal to different segments of the market;
2. Co-listing with a local, well connected commercial real estate agent to expand the reach of non-storage assets within the portfolio to non-storage buyers;
3. Offering incentives to the tenants with the inconsistent lease terms to bring forward the date vacant possession of the redevelopment asset could be achieved;
4. Educating inexperienced, new storage investors on the opportunities available with the individual assets;
5. Maintaining momentum across four asset sales given the goal was to reach a combined target of above \$21 million, rather than the individual sale of each of the four assets.

### The outcome

The strategy evolved as the campaign unfolded. The vendors trusted the advice, feedback, and direction of Four Leaves and the co-agent, in guiding them to the end result.

“We appreciated Linda’s commitment to achieving the target price, by evolving the strategy, respecting our insights, and working with the co-agent to ensure that the sale was a success and that our desires were met and respected”

### VENDOR

Four assets; four separate buyers; and one great result which surpassed the target price.

At Four Leaves, we stay ahead of the curve in an ever-evolving self storage landscape. Our services are thoughtfully tailored to adapt to these shifts with expertise and experience. We provide a full suite of solutions across Australia and New Zealand, including sales agency, valuations, general & market advisory, and growth strategies – empowering our clients with the support and insights they need to make confident, informed decisions. Most importantly, we ensure that you get the best result, every time. ●



## Collins & Associates

### About Malcolm Collins

I have had ongoing experience valuing self storage facilities and providing Director-only consultancy advice to the industry for over 30 years, throughout all Australian States and Territories and New Zealand.

I formed Collins & Associates (C&A) to concentrate on the provision of experienced, independent self storage expertise on a national basis in 2012. Clients include the major national brands, corporate and local owners and institutions, overseas interests, national and state-based banks in locations as diverse as small, agent-operated stores in country towns and provincial centres to major inner city, CBD-fringe, suburban and peri-urban areas.

C&A also advises purchasers and vendors nationally in both on and off-market property transactions and we consult with clients to create, source and/or develop new properties and sites, and with people wishing to commence trading or adding to their existing facilities.

C&A undertakes property benchmarking and feasibility assessments, provides unique catchment studies in concert with operational and management experts, and general property research and valuations.

I have been a Service Member of the SSAA since 1993, I was the Southern Region representative for several years and I was the Supplier Representative on the Board and acted in part as Treasurer between 2012 and 2016. I have attended many regional information days and been part of SSAA and



Fedessa/SSAAsia Conference round-tables over the years talking about finance issues, property matters in general and self storage valuation practise in particular to new and established members.

In my view, all owners and operators should expect that informed, industry-aware valuers assess their property worth. I directly contributed to the Australian Property Institute production of a technical information paper addressing going concern self storage valuation practice, which is now standard across the industry.

I regularly discuss the industry with interested people and potential investors and developers and I continue to write articles for my website, the SSAA Insider and occasional pieces for the SSAAsia in-store magazine, Sentinel Storage Security, Storman and Storco newsletters and monthly blogs.

I am available to discuss self storage at any time with anyone interested in this proven and resilient industry, whether it be new entrants, long time owners, small or large operators, bankers or investors.

### Our work

We are currently working on catchment reviews in Melbourne, Sydney and Perth where clients have identified particular properties of interest. In each case we have

“I am available to discuss self storage at any time with anyone interested in this proven and resilient industry, whether it be new entrants, long time owners, small or large operators, bankers or investors.”

undertaken detailed physical inspections of the sites, their transport linkages and road networks, local population numbers, social infrastructure and residential developments.

Competitors are identified to build up pictures of current and potential supply, possible competitive scenarios and the likely future impacts on trade and sentiment. Plotting and reporting these relatable factors illustrate the patterns and spread of self storage servicing the relevant population numbers. Subject property trading capacities are estimated using publicly available resources and our own property and operational experience.

We base our advice on common sense formed from long-established, national specific industry experience and perspective.

Our reports provide reasoned scenarios and reference potential as-if-complete end values for clients to inform their decisions before committing to a course of action. Where we tell clients a development will not work they utilise the experience and our advice to be much better prepared for their next search. And we strongly urge them all to join the SSAA! ●



“We base our advice on common sense formed from long-established, national specific industry experience and perspective.”



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R6 Group (formerly Centreforce Technology Group) based in Queensland, have been providing self storage solutions to the self storage industry since the year 2000. Always the industry leader, we incorporate the latest innovations in self storage technology and digital marketing services.



### SITELINK

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support@sitelinksoftware.com.au

Level 15 / 201 Charlotte Street  
BRISBANE QLD 4000  
[www.sitelink.com.au](http://www.sitelink.com.au)

With over 17,000 facilities using Sitelink they are the world leaders in self storage facility management software. They have been voted "Best Storage Management Software" for 15 years in a row by "Inside Self Storage" – the leading publication for the Self Storage industry.



### STORA

+1 332 213 1714  
hello@stora.co

11 Newry Road  
BANBRIDGE NORTHERN IRELAND  
BT32 3HR  
[www.stora.co](http://www.stora.co)

Built for scale, Stora replaces legacy systems with one reliable platform that standardises how your business runs, whether you're operating a single site or managing a growing portfolio. Online bookings, automated billing, access control, and live performance data is all managed in one place.



### STOREGANISE

+61 7 3608 5351  
hello@storeganise.com

1503-06, Tower 1, EverGain Plaza,  
88 Container Port Road  
KWAI CHUNG NT  
[www.storeganise.com](http://www.storeganise.com)

Storeganise is a modern software solution powering self storage businesses of all sizes in more than 50 countries around the world.



### STORESYNC

1300 786 914  
sales@storesync.com.au

1 / 242a New Line Road  
DURAL NSW  
[www.storesync.com.au](http://www.storesync.com.au)

Streamline your self storage operations with Storesync, a 100% cloud-based management platform designed for single and multi-site facilities, including caravan and container storage. Effortlessly manage rentals, payments and customer interactions – all from one intuitive platform.

### TENANT INC

sales@tenantinc.com

Suite 320 / 5281 California Ave.  
IRVINE CA 92617

[www.tenantinc.com](http://www.tenantinc.com)

Tenant, Inc. is a technology company offering an all-in-one vertical SaaS platform purpose-built for self storage, providing facility management software, websites, marketing, payments, analytics, and more – everything operators need to run efficiently across point of sale, operations, and online rentals.

**Protect your business in a digital world**

**Cyber threats are evolving and self storage businesses are increasingly at risk.**

The SSAA Cyber Security & Information Management Guidelines provide practical, industry-specific guidance to help operators protect their systems, safeguard customer data and manage digital risks with confidence.

➤ Guidelines ➤ Checklists ➤ Interactive Assessment ➤ Webinars

**Self Storage Association of Australasia** Download the SSAA Cyber Security Resources from the SSAA Member Portal.

## When your biggest risks don't fit in a storage unit!

### Self storage never stands still.

New technologies. Changing consumer laws. Complex leasing arrangements. Security, compliance and liability issues that can escalate quickly.

Hunt & Hunt is proud to be the official lawyers to the Self Storage Association of Australasia, advising operators across Australia on the issues that matter most, from day-to-day operational questions to high-stakes disputes.

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## Storman's management solutions help Lock & Lead scale seamlessly

**L**ock & Lead Self Storage Management, led by Managing Director Trent Lewis, demonstrates how scalable growth and operational excellence go hand in hand. The company's partnership with Storman's cutting-edge, cloud-based management platform was central to this success. As Lock & Lead grew across multiple facilities, Storman's innovative solutions simplified operational complexity and fortified the company's future readiness.

### Consistent, customer-focused efficiency

Storman empowers Lock & Lead to deliver consistent management processes company-wide, while preserving the personalised service facility owners expect.

"Storman has supported Lock & Lead's growth by providing consistency across all facilities while still allowing for a personalised approach to customer service," said Trent. "This balance is important because our facility owners expect both professionalism and individual attention."

Storman's comprehensive reporting tools also provide Lock & Lead with transparency and real-time insights, strengthening client relationships and fostering trust as the business scales.

### Overcoming growth challenges with scalable technology

Scaling multiple sites presented Lock & Lead with operational challenges requiring a flexible, reliable system that integrates seamlessly and supports remote oversight.

"We needed a system that was scalable yet flexible, easy to integrate without disrupting healthy

workflows, and capable of providing remote operational control," Trent explained.

Storman met these requirements, ensuring minimal disruption and rapid integration.

### A future-ready solution built for scale

Storman's platform supports Lock & Lead's operations through several key capabilities:

#### Streamlined integration:

Collaborative onboarding established a standardised 'profile template', embedding Lock & Lead's proven operational procedures across all new facilities.

"Storman made the integration process straightforward by working with us to develop a standardised 'profile template', allowing us to implement the operational system we perfected," Trent commented.

#### Remote management:

The cloud-based, device-agnostic system enables remote management of move-ins, payments, access control, reporting, and customer communications.

"The gate integration has been particularly valuable – if a customer is behind on payments, access can be restricted automatically, and they receive a payment prompt when trying to enter," Trent notes.

Automation reduces manual interventions and reinforces Lock & Lead's operational standards.

#### Seamless website integration:

Storman's StoreNow platform streamlines customer bookings and payments online, enhancing service efficiency and satisfaction.

"The StoreNow page is easy to use and allows customers to book units without needing to contact us directly," Trent said. "The interface is visually appealing, with overwhelmingly positive customer feedback."

### Measurable operational improvements

Since adopting Storman, Lock & Lead has reported significant improvements, including:

- Reduced manual administration through standardised processes and integrated payment and access systems
- Improved operational oversight through remote management capabilities
- Elevated customer experience and engagement through enhanced self-service and communication
- Smooth onboarding to support scalable, steady growth

"Standardised processes, collaboration with Ezidebit, StoreNow and integrated access control have reduced most manual administration tasks and allowed us to manage multiple facilities more effectively," Trent said.

### Strategic partnership for ongoing innovation

Lock & Lead values Storman's ongoing collaboration and commitment to innovation, which continues to support the company's growth and operational model.

"Storman have been proactive in engaging us regularly to trial new systems and ongoing developments, enabling us to build a successful remote management model and maintain our high operational standards," Trent said.

This partnership ensures Lock & Lead remains well positioned to scale and adapt as the industry evolves.

Request a demo and discover how Storman's innovative self storage management solutions can drive your business growth. ●



## Bonnys Self Storage: Managing five sites remotely with Stora

**B**onnys Self Storage began as a single facility in London and has grown into a five-site operation serving customers across the UK, including one unstaffed location. By keeping the business lean and embracing automation early, owner James Bonny now manages every site remotely – even the Great Yarmouth branch, which is more than three hours from head office.

"Stora has been life-changing for the business and my personal life." – James Bonny, Owner

### The challenge: Legacy software stunting growth

Before moving to Stora, Bonnys relied on legacy self storage software that couldn't keep pace with the needs of a modern, multi-site business. It lacked the tools required to manage sites remotely and fell short on automation.

As the business expanded, James found himself spending more and more time on manual admin and travelling on-site to complete routine tasks. Key processes such as customer onboarding, payments, and rent increases were cumbersome and difficult to manage across multiple locations.

- The main pain points included:
- No central way to manage multiple sites remotely
  - Online sign-ups and real-time bookings were impossible
  - Staff chased payments and processed ID checks manually
  - Rent increases took too long to implement
  - Overdue accounts weren't locked out quickly, resulting in lost revenue

James had ambitious plans for growth, but without the right systems in place, the day-to-day workload made it difficult to move forward.



### The solution: A fully automated, remote-friendly operation

After implementing Stora, Bonnys transformed into an automation-first business. Customers can now complete the full rental journey online in minutes – choosing a unit, completing ID checks, signing the contract, and making their first payment on any device.

With Stora handling workflows in the background, the team no longer needs to manage repetitive admin tasks or rely on manual intervention to keep operations running smoothly.

A major improvement has been automated lockouts for overdue accounts. If a customer's payment fails, access to their unit is suspended automatically – and reinstated once payment is made.

"We don't even know about it – it just happens. Tenants are locked out automatically; we don't even have to think about it," says James.

Stora's revenue tools have also made a measurable difference. Dynamic pricing helps the business

respond to demand changes, while rent increases can be applied quickly, consistently and automatically, helping protect margins as the portfolio grows.

Each day, James starts by checking the Stora dashboard. "My dashboard shows the day's takings right at the top, which is great to see."

### The results: Six-figure growth with fewer overheads

Since switching to Stora, Bonnys has increased revenue by more than six figures per year, driven by smarter pricing and the ability to scale without adding significant overhead.

At the same time, payroll costs have been reduced by 50%, with automation replacing many of the manual tasks that previously required staff time.

What once required constant oversight is now managed remotely, proving that a lean, technology-driven model can deliver both profitability and peace of mind. ●



## R6 drives engagement and move-ins through Quattro's tenant app

**Q**uattro Property Storage set out to level-up its technology stack. Offering secure, flexible self storage solutions across Queensland, including container and unit storage with 24/7 CCTV and drive-up access, Quattro is focused on delivering affordable, month-to-month storage with a seamless customer experience.

To support this vision, Quattro partnered with The R6 Group (R6 Automate and R6 Digital) to implement a tailored technology ecosystem designed to strengthen tenant engagement and improve move-in performance.

The solution combined Sitelink for their facility management software, RapidStor for online bookings and a custom-branded tenant app powered by StorApp, aligned to support both customers and staff in day-to-day operations.

### The challenge

Before beginning the collaboration with the R6 Group, Quattro was operating on systems no longer fit for purpose in an environment where customers increasingly expect fast, digital and self-service experiences. The existing setup made it difficult for tenants to complete bookings online or easily manage their tenancy once moved in.

As a result, staff were required to assist with tasks that could otherwise be automated. The disconnect between management software and gate access systems also created unnecessary steps for the Quattro team adding friction to the customer experience.

The goal was clear: streamline the online move-in process, reduce manual workload for staff, and provide tenants with a more intuitive, connected experience. Central to this was integrating Quattro's systems into a single ecosystem



**“The goal was clear: streamline the online move-in process, reduce manual workload for staff, and provide tenants with a more intuitive, connected experience.”**

and giving tenants clearer information with access to manage their storage journey.

### The solution

The R6 Automate team worked closely with Quattro to implement a fully integrated technology solution that connected the customer journey end-to-end, ensuring online reservations, move-ins and ongoing account management flowed seamlessly between systems.

R6 Digital then built a new self storage focused website with conversion in mind, featuring clearer calls to action and a simplified path for customers to reserve or move-in online. RapidStor was then embedded directly into the site, removing friction from the booking process and improving overall user experience.

To support adoption of the new tenant app, the team assisted with customer communications explaining how to download the app and, more importantly, why it mattered. Staff were also supported through training and guidance to ensure they could confidently use and promote the technology. Consistent prompts were introduced at key touchpoints, such as automated reservation confirmations and move-in communications, with messaging focused on everyday tenant value rather than just technical features.

### The impact

Following implementation, Quattro experienced an increase in online move-ins and a noticeable reduction in manual handling for their staff.

The app adoption continues to grow as tenants have begun to see the practical benefits of account access, payment management and key information available from one central location. The shift has also allowed the Quattro team to focus more on customer service, site operations and business growth rather than getting tied down with system workarounds.

For operators, this collaboration highlights the importance of tenant engagement after the initial booking, where ongoing communication, self-service tools and convenience directly influence satisfaction and retention. When technology is aligned to how an operation actually runs, it becomes a driver of efficiency, growth and long-term customer value, not just another system to manage.

Quattro's collaboration with R6 Automate demonstrates what's possible when tenant-facing technology is implemented with clear operator goals in mind. ●



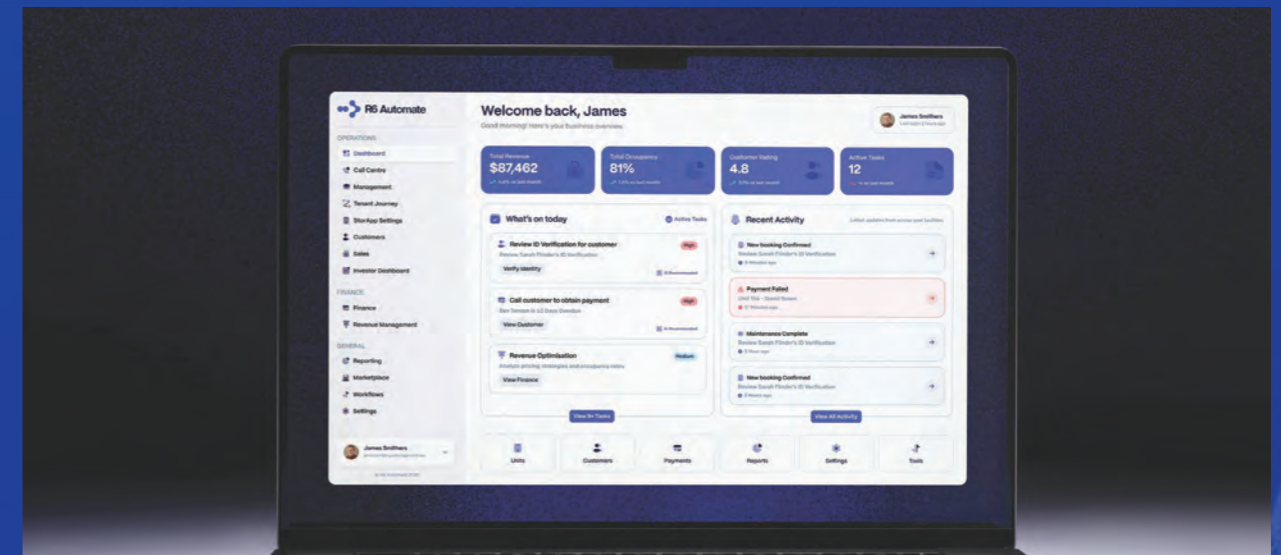
## How much time do you spend on...

- Manually updating tenant access
- Chasing overdue payments
- Answering the same customer questions
- Switching between disconnected systems
- Fixing booking issues
- Managing access requests after hours
- Onboarding new tenants

Helping customers who just want things to work

## Running a self storage operation can be complex. Using your technology stack shouldn't be.

R6 Automate works with self storage operators to implement and customise technology that supports staff, empowers tenants and scales with your operation.



## Supporting Smarter Self Storage Operations.

### Simplify Operations

Support your team with industry-leading facility management software, freeing staff from manual admin so they can focus on service and site operations.

### Connect Your Systems

Ensure bookings, tenant data and access work together, reducing friction across your day-to-day workflows.

### Empower Tenants

Provide convenient self-service tools throughout the tenancy, from access to payments and account management.



Grow with confidence that your technology will adapt as your operation evolves. Discover how R6 Automate can support your operation.

SSAA Service Member | Built specifically for self storage

## When compliance stops being a task

**A**t a regional caravan and container storage facility on the coast of New South Wales, screening had always been part of responsible management. But like many independent operators, it lived outside the agreement flow.

StorerCheck was completed separately. Sometimes before signing, sometimes after. During busy periods, it could be delayed or completed at the wrong stage. Not through neglect, but because compliance relied on memory, and memory is unreliable when you are answering calls, showing units and managing overdue accounts.

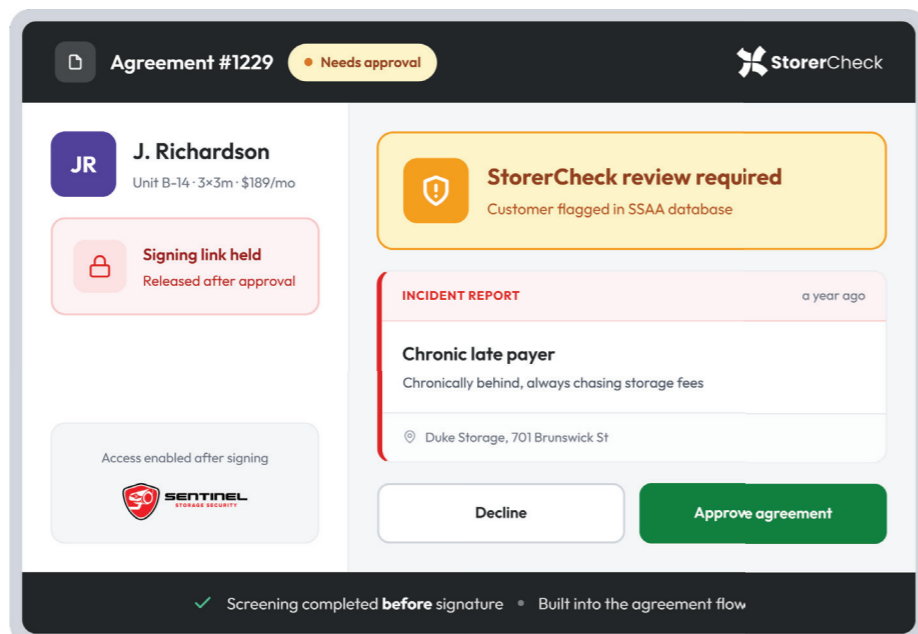
The result was inconsistency. Agreements screened after signing. Incidents submitted too early and later corrected. Extra administration. Reissued documents. Unnecessary follow-up.

Storesync approached this as a workflow problem, not a training problem.

StorerCheck was embedded directly into the agreement flow so screening happens automatically as part of the booking process. Every new agreement is checked. If the result is clear, the agreement moves straight to signing with no delay and no staff involvement. If a flag is raised, the agreement pauses in a “needs approval” stage until the review is complete. Nothing progresses to signature until it should.

From the customer’s perspective, the experience remains calm and neutral. Rather than a rejection message, they are prompted to contact the store to continue. This preserves dignity, protects the facility’s brand and ensures sensitive situations are handled directly by staff.

At move-out, incident reporting appears only when the account is genuinely closing. Reports are linked to the final invoice and



“Across SSAA member facilities using Storesync, every new agreement is screened before signature. Incident reports are submitted at the appropriate stage. Agreement reversals have reduced. Audit trails are clearer. Staff onboarding is simpler because there is no separate compliance process to teach.

submitted with accurate context. Early submissions and corrections are removed.

The impact at this storage facility was immediate. Clean agreements moved through without interruption. Flagged agreements surfaced only when attention was required. Staff no longer managed screening as a separate task. It became part of how agreements worked.

Across SSAA member facilities using Storesync, every new agreement is screened before signature. Incident reports are submitted at the appropriate stage. Agreement reversals have reduced. Audit trails are clearer. Staff onboarding is simpler because there is no separate compliance process to teach.

For independent operators and smaller teams, this shift matters most. Best practice no longer depends on remembering a step or double-checking a process. It is built into the flow. Cleaner reporting strengthens the shared StorerCheck database and improves confidence across the sector. When screening happens consistently and at the appropriate time, operators spend less time correcting errors and more time running their business.

Compliance does not need to feel like overhead. When it is designed into the workflow, it becomes part of how the business runs. ●



# Run your storage business without the busy work

Bookings, billing, payments and screening in one connected system. Your facility stays in sync without constant checking.

**All clear**  
Today's overview

Bookings	<b>4 move-ins</b>
Payments	<b>All received</b>
Access	<b>In sync</b>
Messages	<b>None waiting</b>

One glance. Nothing to chase.

**Today's activity** ● Live

✓	<b>Payment reconciled</b> J. Morrison · \$285.00	2m
→	<b>Access granted</b> Unit 24B · Sarah Chen	15m
📄	<b>Agreement signed</b> Unit 15A · James Cooper	1h

All handled automatically.

<p><b>Automatic</b></p> <p><b>Convert more enquiries</b> Branded online bookings and automatic follow-up. See every enquiry from first contact to move-in.</p>	<p><b>Auto-matched</b></p> <p><b>Get paid without chasing</b> Invoices sent automatically. Bank transfers matched to customers without you lifting a finger.</p>	<p><b>Built-in</b></p> <p><b>Reduce risk by default</b> StorerCheck completed before signing. ID verification and screening built into every agreement.</p>	<p><b>Cloud</b></p> <p><b>Run it from anywhere</b> Cloud-based access on any device. Your facility visible in real time, from anywhere.</p>
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**SSAA Awards for Excellence**

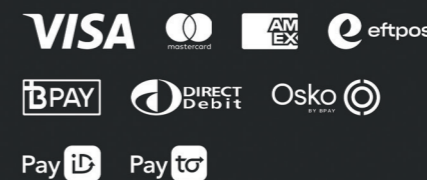
**2025 FINALIST**  
Excellence in Industry

Recognised for building screening into every agreement. 100% of customers at SSAA member facilities using Storesync are screened before signing.

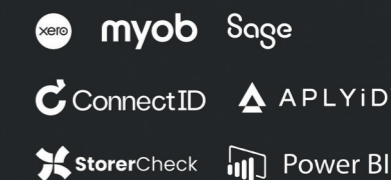
**ACCESS CONTROL**



**PAYMENTS**



**ACCOUNTING AND COMPLIANCE**



Australian payments · SSAA-aligned agreements · Local support · No lock-in



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