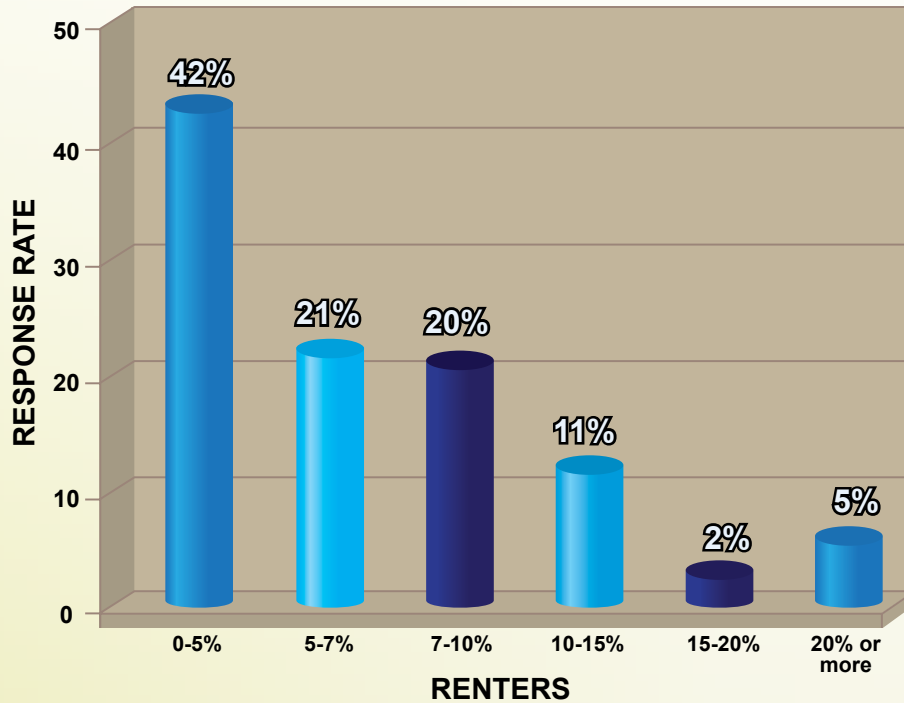


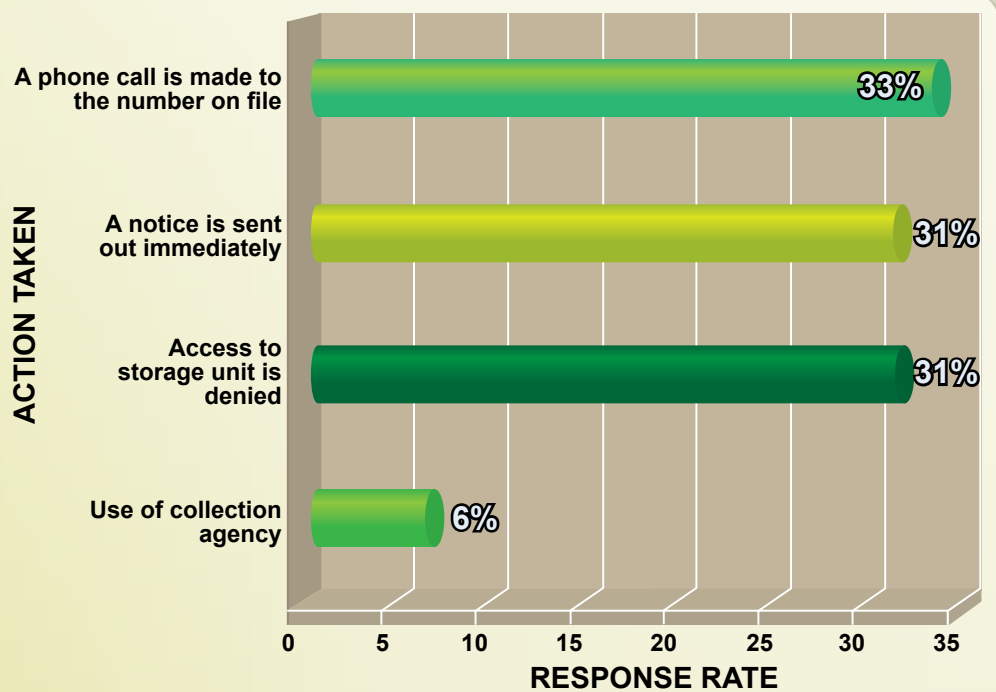
DATA DEPOT

The SSA recently did a survey polling owners and operators regarding default on rental units and software upgrade frequency. If you have survey questions or ideas for surveys, please send them directly to Anna Atherton at AAtherton@selfstorage.org.



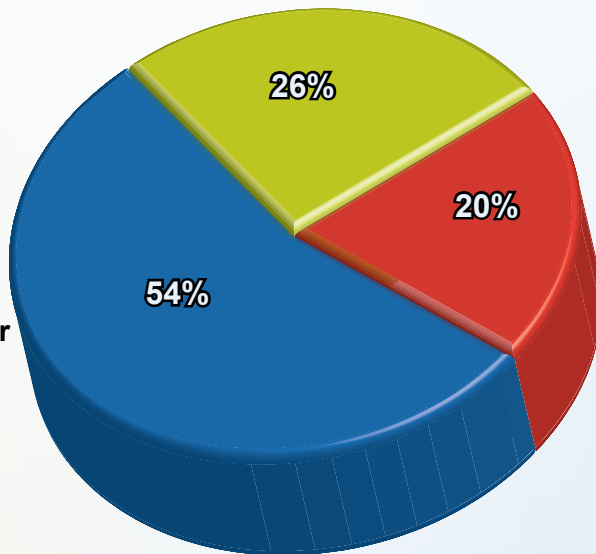
What percentage, if any, of your renters have defaulted on their rental units?

What measures are taken after a renter fails to pay their rent?



Response:

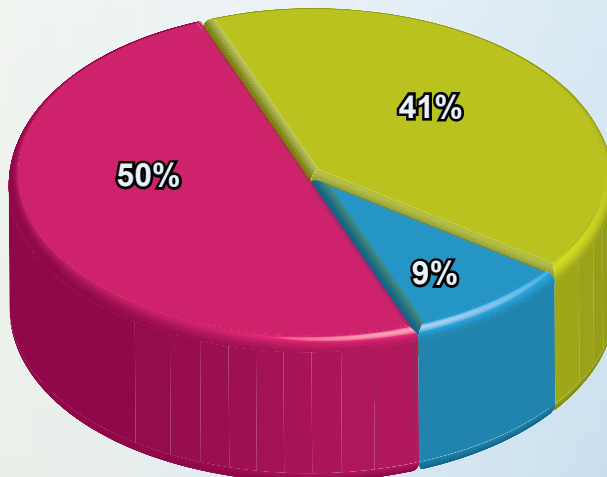
- Immediately
- After one month
- Only when my computer prompts me to do so



How soon after a new web browser release do you upgrade?

Response:

- Immediately
- After one month
- Only when my computer prompts me to do so



How soon after the release of new software do you upgrade?