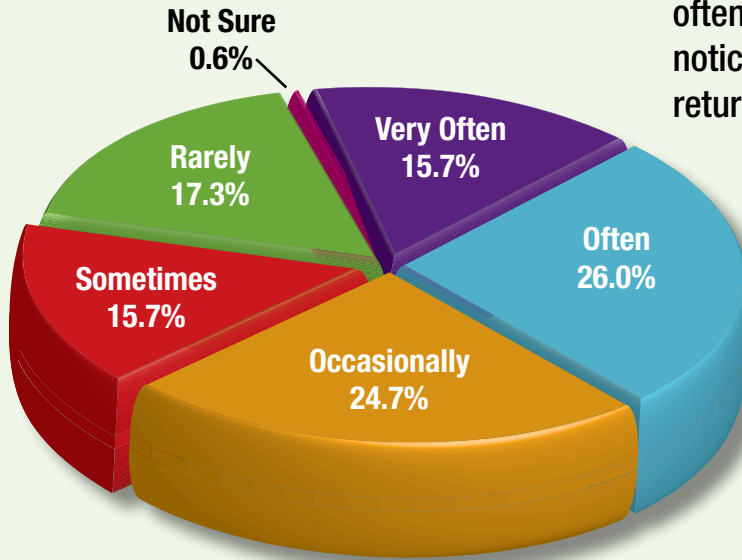
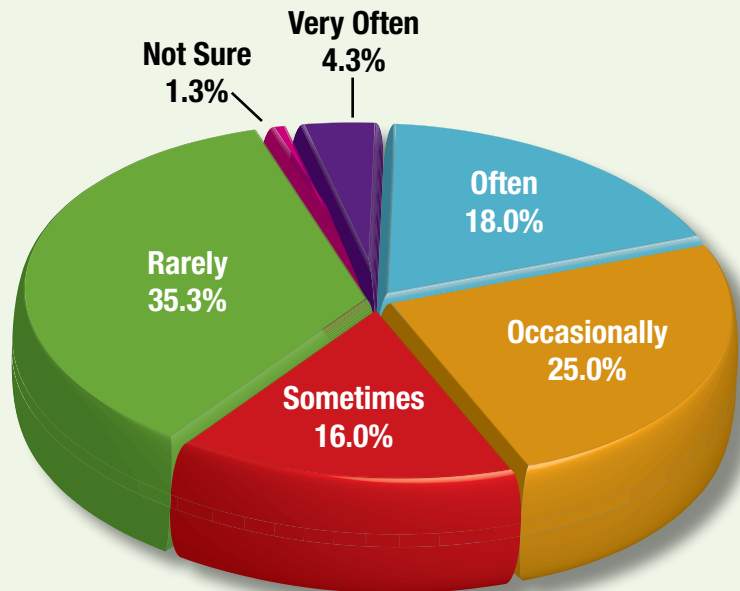


The SSA recently surveyed 300 self storage owner/operators who are members and nonmembers alike. The survey consisted of 11 questions mainly focused on the lien process.

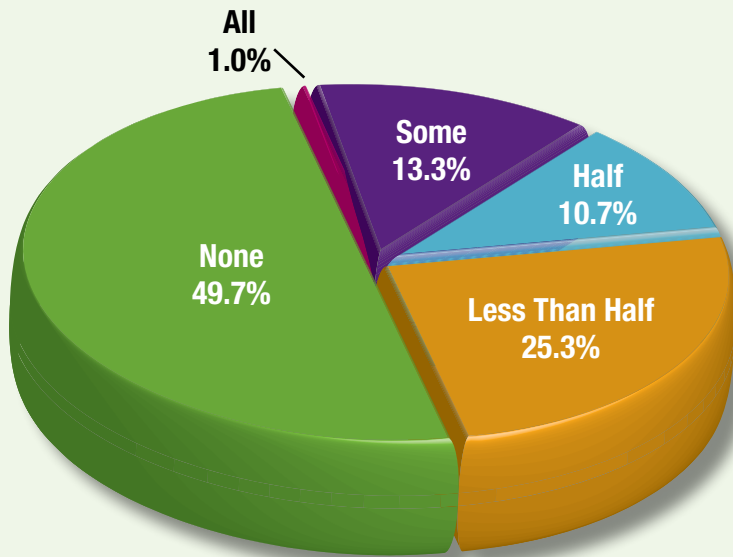
During the lien process, how often are your **CERTIFIED** mail notices to nonpaying tenants returned “undeliverable”?



During the lien process, how often are your **FIRST-CLASS** mail notices to nonpaying tenants returned?



Below is a portion of what the survey found. For more information relating to self storage data or to participate in one of our surveys go to www.selfstorage.org.



Currently, what percentage of your tenants provide an email address?

Do you currently send lien notices and other tenant communications to tenants by email?

