

# SSA Welcomes New CSSMs and Announces Fall Owners & Investors Course

By Lyn Brackett – SSA VP, Education and Training

The Self Storage Association is pleased to announce that 45 self storage professionals have become Certified Self Storage Managers (CSSM®) since last September. These individuals join the select group of CSSMs who have successfully completed all four modules of the SSA Managers Certification Program classes, passed the program examination and the CSSM® CE credit sessions. Now that the program has moved online, 21 of the newest graduates completed the entire program via SSA's Online University. Several more CSSM® candidates in progress are due to complete the designation by year end. The 45 diversely talented managers in this recent group of CSSM® designees hail from 20 states and Canada.



**Kathe Abels, CSSM®**  
Southern Self Storage  
Palm Beach Gardens, Florida

District manager Kathe Abels reports that she has been working with Southern Self Storage since October 2000, when she and her husband accepted a property manager position

at the Lantana, Florida, facility.

“We have managed several locations for Southern Self Storage, including Lantana, Boca Raton, Orlando I, and Clearwater. We were promoted to district managers in March 2005. I have an insatiable appetite for learning. I want to be able to assist the managers I have the honor of working with by providing knowledgeable responses to their inquiries. The CSSM® courses were informative and presented in a clear understandable format. I am delighted that the SSA is providing us with this type of resource.”



**Maria L. Alvarado, CSSM®**  
Del Mar Self Storage  
Laredo, Texas

Marie has been employed as the property manager at Del Mar Self Storage since June 2007. She had always worked in retail, and reports that she has been able to utilize skills from her

past experience in her current position.

“I came into the storage industry shortly after my mother had left the position and I automatically grew fond of both the environment and my customers. Our facility has been a success due to the high customer retention

and our referral rate. Through the CSSM® program, I was able to grow and mature in my understanding of the self storage industry and learn just how important the service we offer is. The CSSM® certification to me means that I have strengthened the foundation of my knowledge in the self storage business, and it shows my customers the commitment and dedication I will provide to their self storage experience.”

**Charlie Bohner CSSM®**  
Main Street Self Storage  
Auburndale, Florida

“Currently I am working as an independent self storage consultant in the areas of property development and manager training. The past five years, I have been involved in the development and construction of four storage facilities and a strip plaza in the position of construction superintendent. Prior to the self storage industry, I was in hotel management. My first experience with self storage was with U-Store It as a property manager/trainer. The CSSM® designation shows that SSA is upholding high standards through continuing education programs.”



**Shelley Bowes, CSSM®**  
Sentinel Self-Storage  
Edmonton, Alberta, Canada

“Shortly after receiving the CA designation with Ernst & Young, I joined Sentinel Self-Storage Corporation in March 1992 as controller, and two years later was named chief financial

officer. As the company has grown, my responsibilities evolved to a greater emphasis on financing. Completing the CSSM® designation has allowed me to revisit the core components that drive the day-to-day operations of the storage business—customers, site staff, legal issues, and marketing.”



**Jayne Bradt, CSSM®**  
The Store House Company  
Oak Brook, Illinois

As management supervisor of The Store House Company, Jayne works out of the corporate office located in the Chicago area and is responsible

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for supervising, training and motivating management to ensure a high level of performance, as well as overseeing daily operations. Prior to joining The Store House Company, she was the private event supervisor at Chicago's Adler Planetarium where she organized weddings and corporate events. In the process of earning the CSSM®, Jayne says, "I feel my knowledge of the industry has definitely broadened. I'm looking forward to building new relationships as I attend more industry events and become more involved."



**Jonathan Brown, CSSM®**

*AAA Storage City  
Ridgeland, South Carolina*

Jonathan reports that he operates a 462-unit facility that includes mini-storage, nonclimate, climate controlled, warehouse and office warehouse units. AAA Storage City is 80,000 square feet of rentable footage located in a well-placed junction that services the Beaufort, Hardeeville, Ridgeland, Okatie, Bluffton and Hilton Head communities. He also manages the Penske dealership that operates out of the storage facility.

Jonathan was hired by AAA Storage City as general manager in July 2005, after a family friend had alerted him about the job opening. "I thrive on staying current with all Self Storage Association news and educational resources and am also currently completing a degree in Industrial Technology." Jonathan adds that his primary goals are to provide excellent performance, to surpass his employer's expectations in all he does on the job, and to continue to establish AAA Storage City as a premier storage facility in Beaufort and Jasper counties.

"Having the CSSM® designation has given me an awareness of how to reach each of my customers and give them the individual attention and care they require, but also the ability to devote my knowledge and skill to the needs of the company and its growth."



**Danny Butler, CSSM®**

*Arkansas Self Storage  
Lowell, Arkansas*

"My self storage career began in 2002 with Arkansas Self Storage, LLC. It was a natural progression to parlay my previous multi-family housing experience to self storage management. I work alongside my wife, Carla, to manage two 150,000 sq. ft. stores in northwest Arkansas. Together, with the support of our progressive property owner, we sought a basic understanding of actions that have a long-term impact on our business."

“Making our stores a success began with my commitment to industry education. The [certification program] was invaluable and could not have been accomplished with reading material alone. I am now well prepared not only to deal with daily operations but unusual situations as well. Becoming a Certified Self Storage Manager has been an involved process, providing me with information to benefit our stores for years to come. Standardized training has insured professional, consistent and solid practices that are proven effective in daily application.”



**Collin Collins, CSSM®**  
*Redondo Torrance Mini Storage  
 Redondo Beach, California*

Collin has 21 years experience in property management, having worked in all aspects of commercial, industrial, and residential property management.

When asked how she came to be involved in self storage, Collin responds, “I took the position of property manager at one of Self Storage Management Company’s buildings, which consisted of storage as well as commercial/industrial spaces. My CSSM® designation is a source of pride and honor for me. I am thrilled to be part of such a successful organization.”



**Mark Dagenais, CSSM®**  
*Santa Ana/Garden Grove Self Storage  
 Santa Ana, California*

“I am employed with Self Storage Management Company located in Los Angeles and have been site manager for their facility in Santa Ana for two and a half years. I had an extensive

sales background but was also interested in the self storage business, so while recovering from a tennis injury, I took an online class on property management. I was then hired by Self Storage Management Company, which was looking for managers that had a sales background as well as property management knowledge.

“I feel honored and proud to have achieved the SSA Certified Self Storage Manager designation and to work for a cutting-edge company such as Self Storage Management Company. This certification to me means that I have joined the top self storage managers in the industry and can operate the facility to the best of my abilities with the knowledge I have learned through the CSSM® program.”



**Beverly Docktor, CSSM®**  
*All American Self Storage  
 Palmdale, California*

“I am currently a resident manager with my husband at All American Self Storage in Palmdale, California. Before getting into self storage, I

worked as an office manager of a dairy farm. When we moved from Arizona to California, we stopped at a self storage facility to get a couple of boxes and ended up talking to the managers there about what they do and how they got started. After we moved, we were fortunate enough to find this job. Earning the CSSM® designation means that I care enough about what I’m doing to make sure I am up to date with all information and procedures.”



**Teresa Hamm, CSSM®**  
*Financial Planning Advisors, Inc.  
 Jamul, California*

Teresa is an area supervisor for Financial Planning Advisors, Inc., with more than 20 years experience in the self storage industry. Teresa began her career in 1987 working as a resident

manager for Admiral Mini Storage in Tulsa, Oklahoma. In later years, she has been working directly with resident managers of both I-44 Mini Storage and Admiral Mini Storage in Tulsa. “I strive to not only supervise but also empower managers to become professional, hard working, dedicated team members. My knowledge and experience covers all aspects of site management, promoting teamwork as a cornerstone for success. I feel you should never stop learning and trying to improve the skills you have. The certification process was both motivating and challenging.”



**Brian L Harvey, CSSM®**  
*Homestead Self Storage  
 Billings, Montana*

“I am currently co-owner of Homestead Self Storage in Billings, Montana, where I oversee operations for our three locations. My career began in 1994, when I was involved in the

construction of new storage projects across the country. In 1997, I became a relief manager at Homestead Self Storage while earning a degree in finance. We purchased a second storage facility in Billings in 2002, and I served as project manager for the expansion of that location. In 2003 and 2004, we built our third and largest location in Billings. Today, I continually strive to innovate and grow our business in the Billings area. Earning the CSSM® designation gave me a professional basis upon which to inspire myself and my team by using SSA’s continuing education as a road map for enhancing our business.”



**Clay Lovering, CSSM®**  
*Kawartha Mini Storage  
 Lindsay, Ontario, Canada*

“I’m an owner/manager of Kawartha Mini Storage, a small self storage facility in Lindsay, Ontario, Canada.

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With the development of the first building in 1989, and upon my purchase of the facility in 1996, it still remains a family-owned and operated business. I have now owned the business for more than 13 years. I expanded the size in 1997 and added a second location in 1999.

"I feel that having attained my CSSM® designation allows me to display my professionalism as a member of the self storage industry. Becoming a designee has provided me with good educational knowledge to compliment my on-the-job practical experience. As the self storage industry matures, the SSA's CSSM® program provides a good source of knowledge that can be applied on-the-job that wasn't there when I first started."



**Judy Millard, CSSM®**  
*Storage-R-U's*  
*Aiken, South Carolina*

"Timing is everything! And that's what brought me to Storage-R-U's in Aiken, South Carolina." Judy tells us that she lived for 10 years in Las Vegas. "My employment background in Las Vegas

was in property management and in the facilities department at the Rio Hotel and Casino." She later moved back east working in Augusta, Georgia and Aiken, South Carolina, "...working first in property management and then as a licensed real estate assistant. When I needed extra space, I stored those overflow items at Storage-R-U's, getting to know the manager." When the manager was leaving the position, she called Judy to ask her if she would like to apply for the job. Judy was hired and has since taken over the bookkeeping as well as overseeing the management of a second facility in Columbia, South Carolina.

"Education is key to success in any job. When you are serving the public, people pay for your knowledge. I owe it to my clients to be the best that I can be. They trust me! My certification means that this trust is well-placed. Needless to say, I am extremely proud to be able to add 'CSSM®' to my name. I earned it!"



**Nicole Mitchell, CSSM®**  
*Leasing Services, Inc.*  
*Las Cruces, New Mexico*

Nicole lived in Colorado where she worked in the human resources department of an engineering firm before she joined the self storage industry. "I work with Leasing Services, Inc., which owns and manages twelve self storage facilities in Las Cruces, New Mexico. My grandparents started this business in 1965, building the first self storage facility in the state of New Mexico. My parents partnered with them in 1975. My husband and I moved back home

18 months ago to learn how the family business has been run so successfully all of these years by our grandparents and to continue it into the future."

"Having achieved the CSSM® designation has allowed me to see the ins and outs of the industry, and to gain a new perspective as a third generation [in the business]. I hope to incorporate this with the aspirations of my grandparents and parents, to create a vision that will guide our business into the future."



**Donna Monfelt, CSSM®**  
*Space Stor Self Storage*  
*Riverdale, New Jersey*

Donna reports that she was hired to open Storage USA's flagship facility in Columbia, Maryland, in the late '80s. She later transferred to Colorado with Storage USA. Missing the East Coast,

she eventually connected with Space Stor in Philadelphia. A store was also being built in Riverdale, New Jersey, at that time. After Donna and her husband opened the new store, Donna became area manager for both stores. "This is a business where you can learn something new every day. I have been fortunate to work for some of the greatest people in the industry, and because of that I have grown. I love my job. I can't see me doing anything different.

"Space Stor gave me the opportunity to become CSSM® and I am proud of the certification. It means you are one of the best. Next to being a part of the 2000 All Star Team for Storage USA, my CSSM® is the accomplishment I am most proud of. I feel the CSSM® has put the professionalism into managing and should be something every manager should strive to achieve. You never have a second chance to make a good first impression—you are the company. I work hard every day to let every person who walks through the door or calls know that Space Stor cares about them and we are here to help in every way we can."



**Scott Moody, CSSM®**  
*1-800-MINISTORAGE*  
*Ferndale, Michigan*

"I have been a storage manager for the last three years for a small private chain of storage centers in Michigan called 1-800-MINISTORAGE. I started out with this company in 2003, marketing and managing a Budget Truck franchise inside their first storage center. From there, I was promoted to store manager of our new Redford location in Wayne County. Currently, we have six storage centers in the Detroit Metro area.

"I feel customer service and compassion are most important in today's trying economic times. This area of the country is the hardest hit as far as foreclosures and job

losses. Each customer comes in with his or her tragic story of loss. I feel it is our duty to be compassionate, caring, and sympathetic to all customers equally.... We keep our customers first, always! That is our secret!"

"My CSSM® designation has given me the solid foundation and resources I needed to make my job worry-free. I can go home at night knowing that all my customers are well cared for, that all financial reports are perfect, that all auctions were done to the letter of the law, and each customer had a pleasant and positive experience, so they can tell all their friends! Competition is fierce out there now!"



**Heather Morrow, CSSM®**  
*National Self Storage Management, Inc.*  
*Tucson, Arizona*

Heather is operations manager at National Self Storage Management, Inc. in Tucson, Arizona, and a licensed real estate salesperson in the state of Arizona. She served as

accounts payable clerk for National Self Storage from June 2003 through August 2004. After a two-year absence to attend the University of Arizona, she rejoined National Self Storage as an administrative assistant. She was then promoted to training manager in December 2007. She completed her BA in education with high honors from the University of Arizona, Tucson, in May of 2007, and was promoted to her current position as operations manager in March 2008. Heather reports that she stays active within state and national associations, and serves as the southern Arizona regional chair for the Arizona Self Storage Association.

"I decided to become a CSSM® because our company philosophy is to 'Lead from the Front,' and I wouldn't ask any of my managers to do something that I haven't already done myself."



**Jennifer Naylor, CSSM®**  
*American Storage Centers, Inc.*  
*Akron, Ohio*

Jennifer reports that she has spent her entire professional career in the self storage business. Her family opened American Storage Centers, Inc. of Akron, Ohio, while she was in high

school, at which time she began working part-time at the facility after school and on the weekends. "I began handing the daily operations of the facility in college and have continued managing the facility ever since." Jennifer prides herself on her ability to establish lasting relationships with her tenants. She and her staff do what they can to make each tenant's storage experience a positive one.

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"I am delighted to have earned the CSSM® designation. Although my years of experience in the business had taught me a great deal, the information presented in the modules allowed me to see how [our staff] and the facility measured up to the industry standard. I value my continued education and believe in implementing new ideas as the industry evolves. ... The knowledge I gained from the CSSM® coursework and implemented with our staff help to make American Storage Centers, Inc. the best facility in town."

**Kim Ng, CSSM®**

*Hawaii Self Storage  
Honolulu, Hawaii*

"Before I got into the self storage industry, I was working as a budget analyst/business manager in the education industry. Getting through the twelve days of watching, studying and learning in the CSSM® course was an intriguing experience for me. I took it seriously, and was motivated to learn the self storage industry, since it is totally a new field for me."

"I am proud to hold the CSSM®. It has challenged me to widen my knowledge...in the self storage industry. The CSSM® process promotes a standard of professionalism to better serve the industry and my company, Hawaii Self Storage."



**Melissa Roberts, CSSM®**

*Storage Depot  
Dunlap, Tennessee*

"I came on board with Storage Depot in June of 2008 and, after a couple months of training, took over management of our two facilities here in Dunlap, Tennessee. Although this

is my first experience in the storage business, my strong customer service background coupled with my past office management experience has given me a good foundation for this industry. I've held employment in a variety of industries, including banking, health insurance and retail, but the storage industry is an entirely new business adventure. I love the uniqueness of both the business and the customers that I deal with daily. For the past year, I have been soaking up all of the storage industry-related information that I could get my hands on. After eight months in my position, the owners of Storage Depot offered to purchase the designation course for me to take and I could not have been more pleased.

"We chose the CSSM® designation because of the education value that it provided. What I liked most about the CSSM® designation program was that it is not a compilation of webinars to listen to. It is a complete, comprehen-

sive learning program. The quizzes and tests are very helpful in gaining a full understanding of the information. I feel proud to have this designation, knowing the work and time that was put into obtaining it. I look forward to applying what I have learned from the program in my daily business processes."



**Ivan Rodgers, CSSM®**

*The Self Storage Center  
New Hyde Park, New York*

I manage the Self Storage Center in New Hyde Park, a family-owned business with two facilities in Long Island, New York. I became involved in the storage industry when I was in high school. I began working for the Trifon family in 1993 as a porter for their 600 unit facility. In 1999, after many expansions and acquisitions, I became manager of their 2,000-unit facility in New Hyde Park.

Today, with nearly 3,000 units in two facilities, we deliver exceptionally clean and state-of-the-art facilities. With constantly changing laws and issues that affect the self storage industry, being designated with the CSSM® helps me manage the facility with the tools and resources the SSA has to offer. With the SSA's education programs, on-staff professionals, and SSA's network of members, we can deliver the highest level of customer service and provide our customers with a knowledgeable staff."



**Jane Short, CSSM®**

*Storage Solutions  
Mesa, Arizona*

"I am currently employed as manager at a beautiful facility called Gateway Storage Solutions, in Gilbert, Arizona. We opened this facility August 2006, and could not be prouder of it. Just prior to that, my husband and I managed Southern Pavilions storage facility in Mesa, Arizona for two years. I have been in supervision and customer service most of my working career. After owning our own management and real estate business, it was time to slow things down some in my life and work for someone else. I could not have picked a better company to work for than Storage Solutions. They never hesitate to provide support and tools to give the best in customer service and have been very supportive in furthering my education.

"Earning my CSSM® designation was a very proud moment in my life. I display the certificate in my office, letting customers know that my company and I have gone above and beyond to make sure they receive the best possible customer service."

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**Deborah L. Smith, CSSM®**  
*Storage Inns of America*  
*Centerville, Ohio*

Deborah is co-owner, CFO and regional manager of Storage Inns of America, supervising seven self storage locations in the greater Dayton, Ohio, region. "I have co-owned and co-managed Storage Inns of America for 21 years. We began in self storage by taking calls 24/7 and renting storage space day and night. That philosophy has served us well. Today, we are an important and recognized partner in our community. I have enjoyed the challenges we have faced in the self storage industry over the years, and I have found the CSSM® program helpful in meeting those day-to-day challenges head on."



**Andy Snyder, CSSM®**  
*Capital Self Storage*  
*Middletown, Pennsylvania*

"We have nine facilities in central Pennsylvania. I am the property manager at our location in Middletown. I am a resident manager and live in the apartment above the office that is provided by the company. I have been working here for the past two and a half years and have grown to really enjoy the business. My father is the owner of the company. When I was 14, I began working with the construction crews while they were building our facilities during the summer. I've done everything from masonry work, roofing, and running electric to all of the units. After I learned how to build the storage units, I came inside and learned how to manage a facility.

"Earning the CSSM® means a lot to me. I can now consider myself a professional in my field and have the certificate to show for it. This is not something that many self storage managers in our area can say for themselves. It shows the customer that we are dedicated to our work and strive to be the best in the industry. It also shows my employer that I take my job seriously and gained enough knowledge about the industry to pass the test."



**Patti H. Thomas, CSSM®**  
*All About Storage*  
*Concord, North Carolina*

"I started my own cleaning business in 1993 and quickly grew it to 20 accounts and four employees. When the opportunity to work in the storage

business presented itself, I started with Econo Mini Storage in 2002 on a part time basis. I enjoyed the challenge, and was quickly offered a full-time role. I decided to sell my business to become totally involved in a new career. I initiated some major changes to get the office up to speed, and implement changes to storage procedures and the marketing program. With these, the occupancy was increased 15 percent in six months. Within a year, I was promoted to managing All Secure Self Storage, a 600 unit facility. When All About Storage was purchased, I became area manager of three facilities—and the occupancy at All About Storage increased from 45 percent to 75 percent in less than one year. It's an honor to be recognized by a national association that sets the professional guidelines for growth and ethics in our industry."



**Michael Tolva, CSSM®**  
*The Store House Company*  
*Chicago, Illinois*

Based in Chicago, Michael is the operations director of The Store House Company, a real estate investment company that has specialized in self storage since 1988. Michael is responsible for the operations of facilities in multiple states. He reports that he has brought an operational doctrine of centralizing management functions from his multi-state operations, as well as harnessing all technologies available to more efficiently operate facilities from a distance. Prior to joining The Store House Company, Michael was director of business development for a management software company specializing in high-rise condos and gated communities across the nation.

"Being a CSSM® has enabled more ideas and solutions being brought to our company, both through the education and relationships started and maintained through the SSA education."



**Sandy Vogel, CSSM®**  
*Northland Storage*  
*Mandan, North Dakota*

"I am the general manager for Northland Storage in Mandan, North Dakota. Northland Storage is owned by Fred and Della Kraft (I call them Dad and Mom). I have been working for our family-owned operation for the past four years. Prior to working for my family, I was working full time for the Colorado National Guard in beautiful Pueblo, Colorado. Having the CSSM® designation gives my Dad bragging rights, as I am the first CSSM® in the state of North Dakota."



**Kelly Wrightson, CSSM®**

*Hoover Self Storage  
Hoover, Alabama*

“I am presently general manager of Hoover Self Storage, located in Hoover, Alabama. I have worked for the owners, Jack and Bill Nix, for more than 12 years. Prior to opening

Hoover Self Storage, I was responsible for several other Nix, Inc. operations, including managing Riverchase Antique Gallery for nine years, in Hoover, Alabama; overseeing the books for their Storage USA facility in Alpharetta, Georgia, for five years; and managing all condominium rentals for Destin Bargain Condominiums in Destin, Florida, for 12 years. I attended my first Self Storage Association conference in Las Vegas in 2006, where I went to meetings that familiarized me with the self storage industry. I returned to Las Vegas in 2008 and attended the MCC classes, passed the MCC exam, and completed six required credits for the CSSM® online in 2009.

“The SSA classes and training I received improved my overall understanding of the complexity of the self storage industry. I refer to the online SSA information on a daily basis. My completion of the CSSM® is not only an accomplishment, but it is a benefit to the overall effectiveness of Hoover Self Storage.”

Other recent CSSMs not pictured include: **Mike Bridges** (CTR Development, Trenton, Illinois); **Price Dempler** (OnWing Investments, Gilroy, California); **Ben Farmer** and **Carl Francis** (Chatham Pkwy Self Storage, Savannah, Georgia); **Christina Gilliam** (Self Storage Management Co., Paramount, California); **Amanda Gramling** (StorageWorld, Montgomery, Alabama); **Russell Green** (Glen-Mark Storage, Willits, California); **Joseph Kinoshita** (Hawaii Self Storage, Kapolei, Hawaii); **Caryn Langdon** (StorageMax of Scottsdale, Scottsdale, Arizona); **Toni Lincoln** (American Office & Storage, Amarillo, Texas); **Robert Reynolds** (Space Bank Mini Storage, Pasadena, California); **Matthew Shirey** (Universal Management Company, Smyrna, Georgia); **Amy Taylor** (All American Property Management, Tyler, Texas); **Ismael Tejada** (Able Storage, Rialto, California); **Steven Veray** (Hawaii Self Storage, Honolulu, Hawaii); **Richard Whipple** (Dominion Self Storage, Knoxville, Tennessee).

**About the SSA Manager Certification Program and the SSA CSSM®**

Formerly event-based, the prerequisites for the self storage industry’s most prestigious designation, the Certified Self Storage Manager (CSSM®), are now online, offering savings and greater accessibility for all. The Manager Certification Program consists of three optional tracks to select from to pursue the CSSM®. Each track contains the four Managers Course modules in video with synchro-

nized slides, downloadable manuals, interactive self tests and transcripts, as well as six varying management topic sessions with self tests and transcripts, and the certification program exam. When the final exam at the end of the track is passed, a Certified Self Storage Manager CSSM® certificate is issued. CE credits required for CSSM® renewals and current candidates are now all earned online, as well.

For details on the CSSM® and other SSA Online University education for owners and managers, visit SSA’s Online University through the EDUCATION & EVENTS tab on the left side of the SSA home page at [www.selfstorage.org](http://www.selfstorage.org). Savings for companies via the online certification process compared to the former venue-based certification program are well over \$2,200 per person. All SSA Online University programs are available for purchase by the general public. Discounts are available for companies who wish to purchase program access for five or more users by e-mailing [education@selfstorage.org](mailto:education@selfstorage.org).

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**Upcoming  
SSA Education Events**

The following upcoming events are scheduled as we go to print. For additional dates, the latest information on, or to register for, SSA hosted events, click the EDUCATION AND EVENTS tab at [www.selfstorage.org](http://www.selfstorage.org).

**September 9 • Las Vegas, Nevada**  
*Regional Supervisors Program*  
*Topics: Managing and Educating Staff / Budgeting and Financial Management.*  
Host: SSA

**October 14 • Self Storage Legal Webcast\***  
*Lien Sales of Titled Property: Cars, Boats and RVs*  
Hosts: SSA and the Self Storage Legal Network

**November 11 • Self Storage Legal Webcast\***  
*What to Do When You Have a Tenant Loss or Damage Claim*  
Hosts: SSA and the Self Storage Legal Network

**November 2009 • Location to be determined**  
*Owners and Investors Course*  
Host: SSA

\* Live webcasts are for SSA Direct Members and SSA-affiliated state members only. Webcast recordings are available to all in pay-per-download mode in the SSA Online Store. SSA Direct Members receive a discount on downloads.

## Education You Can Take with You via SSA Online University

SSA's Online University offers downloadable education for anywhere, anytime learning with no travel expense for self storage professionals around the globe. Whether you learn on your PC or you prefer to download a program to listen and learn later, SSA Online University will reach you at your preferred time and place.

In the *Education to Go* area of Online U, SSA offers you the option to learn while traveling, working, or working out—anywhere you bring your MP3 player or laptop. Selected conference sessions from the 2008 SSA Conferences are available for downloading to your PC or MP3 player for the added convenience of offline access to education anywhere, anytime.

Downloadable legal tips for facility owners, owner/operators and managers are available as recordings with synchronized audio and visuals at SSA's Online Store under "webcasts." This downloaded content provides offline access to essential legal information anywhere, anytime for you and your entire company. Each download is a one-hour program by Self Storage Legal Network attorneys Scott Zucker, Esq. and D. Carlos Kaslow, Esq., all available in download mode and at a discount for SSA direct members. Owners and managers can consult the

legal topics recordings for specific areas of concern to them, or use the recordings to educate staff on selected legal issues.

## SSA Owners & Investors Course to Encore in November

SSA received such favorable feedback from its newly revamped Owners and Investors Course that an encore presentation of it is planned for 2009. Each attendee at the newly-updated Owners and Investors Course that took place this June in Baltimore, Maryland, received a new dynamic modeling spreadsheet built for the course and a compendium of detailed case information for future reference and study. The course, exclusively for SSA direct and indirect member facility owners and investors, is designed for self storage company chief executives and financial investors. It is delivered in case study scenarios covering critical areas of interest to CEOs and investors involved in the self storage industry. The course is based on updated scenarios of actual business transaction cases within self storage. Self storage industry leaders Bob Francis, CPM, of the Heron Group and Jeff Humphrey, ASA, CCRA, of Devon Self Storage Holdings, instruct key portions of the program and share first-hand insight from their considerable experience. Stay tuned at [www.selfstorage.org](http://www.selfstorage.org) for the latest news on the location and dates for the second 2009 Owners and Investors Course. ❖



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