FOR SELF-STORAGE OWNERS

Built by owners, for owners.

The StorageMall Management Group

Since 2000, TSMMG has operated 60+ stores across 12 states, and 24 of them are our own. Your store gets the systems, people and reporting we use on our own, with the personal attention of a family-owned company.

60+	12,584	2.0M+	82%*	12
STORES OPERATED	UNITS	RENTABLE SQ FT	AVG. OCCUPANCY	STATES

OUR MANAGEMENT STYLE

Owner-operator mindset
We own 24 stores. Yours gets the same playbook, attention and standards as ours.

Hands-on and local
Regional managers close to your site, regular store visits and monthly audits.

Transparent and data-driven
You see the same numbers we manage by: monthly financials, KPIs and budget vs. actual.

Family-owned, personal service
Direct access to leadership. You're a partner, not a ticket in a call queue.

HOW WE MANAGE YOUR STORE

Revenue management
Street rates set by vacancy and demand, in-place rate increases, ancillary income

Accounting and reporting
Daily deposit reconciliation, A/P, monthly budget-vs-actual financials and KPIs

Audits and controls
Store visits, monthly site audits, annual budgets, restricted system permissions

Staffing and training
Recruiting, scheduling and SOP-based training through TSM University

Marketing and sales
Digital, local SEO and community marketing, plus an in-house call center

Lien, auctions and collections
Consistent, compliant delinquency and lien process at every store

A STAFFING MODEL THAT FITS YOUR STORE

Fully staffed
On-site manager during office hours for high-traffic stores that sell best face to face.

Hybrid
Scheduled on-site hours plus remote support and our call center to control payroll.

Unmanned
Online rentals, remote management and routine site checks for smaller or rural stores.

Proof point: Peoria
A high-margin, highly consistent performer. The owner keeps more than 60 cents of every dollar collected.

60%+
NOI margin, two years running

+7.1%
NOI growth in 2025 as revenue grew

$536K+
Total NOI over two years

*Average occupancy excludes lease-up stores. Portfolio figures as of September 2026.

Blanca Cobb
Director of Business Development · 21 years in multi-facility self-storage operations
The Storage Mall Management Group

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What you get with TSMMG

The StorageMall Management Group

OUR TECHNOLOGY STACK

MANAGEMENT SOFTWARE (FMS)
Monument

- Operations, collections and revenue management in one system
- Dynamic street rates and automated rent-increase workflows
- Online rentals with e-sign and payment, built for remote management
- Daily accounting that meets the standards CPAs and lenders expect

For you: Higher rates and cleaner books, with every store reported the same way.

WEBSITE AND MARKETING
Lemonade Stand

- Custom store websites integrated with Monument
- SEO and local listings management
- Marketing data and KPI tracking
- Online inquiries routed straight into our sales process

For you: More local search traffic turned into rentals, with results you can track.

FACILITY MAINTENANCE
nodaFi

- Digital site audits and walkthrough checklists with photos
- Work orders routed to approved vendors, proof of completion
- Preventive maintenance schedules and spend reporting
- Alerts on unrentable units and faster unit turns

For you: Fewer unrentable units, lower repair costs and a well-kept asset.

WHAT SETS US APART

1. **Flexible agreements and fees**
   Terms and fee structures sized to your store and its stage.
2. **Keep your brand**
   We run a multi-brand portfolio. No forced rebrand.
3. **Right-sized for independents**
   Big-operator technology without being a small account at a giant manager.
4. **A staffing model that fits**
   Fully staffed, hybrid or unmanned, matched to your store's traffic and budget.
5. **In-house call center and TSM University**
   A sales-focused call team and SOP training for every store team.
6. **We're owners too**
   24 owned stores mean our decisions are made the way an owner makes them.
7. **Recognized operator**
   ISS Top 50 Facility-Management Company, 2026 (#43).

GETTING STARTED

1
Intro call
20 minutes to learn your goals and your store.

2
Store assessment
We review rates, occupancy, staffing and expenses, then send a proposal.

3
Onboarding
Staffing plan, Monument migration, website and maintenance setup.

Founded 2000 · Headquartered in Rochester, NY · Family owned and operated · 24 owned + 36 third-party managed stores.

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