



Training Success Story

Missouri Flat Storage

 Placerville, CA



CONTACT OUR TEAM

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Training Success Story

Precision in Details



Missouri Flat Storage Depot carried a delinquency ratio of 20.1%, representing 113 delinquent units and \$15,172 in outstanding tenant balances. Physical occupancy stood at 89.0%, leaving meaningful revenue on the table.

StoragePRO Management identified both the delinquency exposure and the occupancy gap as execution and accountability issues. The property had the capacity to perform at a significantly higher level with the right operational framework in place.

Key Challenges

- Delinquency ratio at 20.1% with **113 delinquent units** and **\$15,172 in aged receivables**.
- Physical **occupancy at 89.0%**, below acceptable district performance.
- Autopay adoption below target, limiting payment consistency
- Protection plan enrollment needed improvement to strengthen per-unit revenue
- Store-level collections workflow required tighter execution and daily accountability

Strategies Implemented

- **Delinquency Management Training:** Deployed a structured performance coaching model, targeting delinquency elimination as the primary lever and occupancy growth as the secondary focus.
- **KPI Tracking & Review:** Implemented a disciplined cadence of KPI review sessions with the Store Manager, translating performance data into specific, measurable daily priorities.
- **Operational Coaching & Oversight:** The coaching framework emphasized collections discipline, financial accountability and direct alignment between store-level execution and asset performance outcomes.
- **Site Level Buy-in:** With combined resources and support the store manager responded with immediate and sustained operational discipline. Collections follow-through tightened, move-in execution improved and daily performance tracking became standard practice.



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89%

Resolution on
Delinquencies

\$13+K

Reduction in
Receivables

95%

Tenant Protection
Capture

PERFORMANCE OUTCOMES

6+%

Occupancy
Growth

4%

Revenue
Growth

DELINQUENCY MANAGEMENT

- Delinquency occupancy ratio reduced from 20.1% to 2.1%, an 18-point improvement over 20 months
- Delinquent unit count dropped from 113 to 4, an 89% reduction
- Total delinquent dollar balance decreased from \$15,172 to \$1,916, a reduction of \$13,256

OCCUPANCY

- Physical occupancy grew from 89.0% to 95.3%, a gain of 6.3 percentage points
- Square footage occupancy improved from 90.3% to 96.4%
- Net occupied unit count increased by 28 units over the period

REVENUE

- Monthly revenue grew 3.7%.
- Recovery of \$13,256 in delinquent balances directly improved net revenue position
- Protection plan ratio grew from 90.4% to 95.0%, strengthening per-unit revenue stability

PAYMENT PERFORMANCE

- Autopay enrollment grew from 229 to 302 tenants, a gain of 73
- Improved payment compliance directly supported sustained delinquency reduction



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