



Remote Success Story

Neighborhood Self Storage

 Port Jervis, NY



CONTACT OUR TEAM

877-915-7806

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Remote Success Story

Unmanned Excellence



Since assuming management of Neighborhood Self Storage in early 2025, StoragePRO has transformed operational performance through disciplined revenue management, proactive collections practices, technology-driven remote management strategies, and utilization of our Customer Service & Call Center (CSC). The facility continues to demonstrate that a remotely managed facility supported by the CSC can outperform many traditionally staffed locations in several key performance areas.

The location is maintaining **100% lead conversion**, **100% SPP penetration**, **100% lock penetration**, **0% delinquency**, and **88% Autopay participation**. All are a testament to consistent operational execution and effective customer engagement.

Strategies Implemented

- **Successful Implementation of Remote Management Model:** Leveraged centralized management processes, technology solutions, and proactive customer engagement supported by the CSC to deliver strong operational and financial results without on-site management staff.

100%

Lead
Conversion

\$47+K

Savings with
Remote Model

88%

Enrollment
in Autopay

18+%

Income
Growth YOY

16+%

Reduction in
Delinquencies

- **Revenue Growth & Operational Discipline:** Formalized operational workflows that drove 18.25% year-over-year income growth while creating a healthier and more sustainable rent roll.
- **Lead Conversion Excellence:** Implemented disciplined lead response and follow-up processes, increasing lead conversion from 50.00% to 98.82% and maximizing demand capture.
- **Autopay Adoption Initiative:** Expanded recurring payment enrollment from 0.50% to 87.63% of occupied units, improving customer convenience and creating more predictable cash flow.
- **Technology-Driven Revenue Enhancement:** Deployed smart locks across the property, creating an ancillary revenue stream generating valuable revenue annually while improving facility security and operational efficiency.
- **Delinquency Reduction & Auction Management:** Established consistent collections procedures and auction execution standards, reducing delinquency over 16% and improving overall financial health.



Your Business. Our Expertise.



Transform Your Business into a Revenue Powerhouse.

We are a comprehensive third-party management company providing owners with every resource they need to be successful.

We offer customized management strategies because we know each owner and each location is unique. If you are looking for a partner that prioritizes your goals and can deliver results—contact our team today.

Explore Our Services

Expert Solutions to Increase Profit. Your Ally in Self-Storage Management

Marketing &
Lead
Generation

Pricing &
Revenue
Growth

Occupancy &
Delinquency
Strategies

Customer
Service &
Call Center

Accounting
& Staffing

Facility
Maintenance
& CapEx

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