

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Authorizing the City Manager to Enter Into a Full-Service Property Management Contract with Advance Management for the Storage Facility Located at 17828 Midvale Avenue North
DEPARTMENT:	Economic Development
PRESENTED BY:	Nathan Daum, Economic Development Manager
ACTION:	<input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Motion <input type="checkbox"/> Discussion <input type="checkbox"/> Public Hearing

PROBLEM/ISSUE STATEMENT:

The City of Shoreline is under contract to purchase the property located at 17828 Midvale Avenue North in Shoreline for the purpose of developing a future Community and Aquatics Center. The site hosts an active self-storage business, *Storage Court*. The City intends, in the short-term, to fund the debt payments on the purchase of this property from rental revenues generated by the continued operation of a self-storage business. Staff has selected a preferred management company to manage the self-storage operations and to provide stability and profitability of a storage business at the site.

The selected management company, Advance Management, met all of the City's requirements in its proposal, including comprehensive financial management and reporting, marketing, and customer service. Their fees are within a range that is typical for the industry. The City will pay a monthly management fee of 5.5% on gross rental revenues or a minimum of \$3,500 per month, whichever is greater. Revenues generated by the business will be used to cover the operational costs of the facility, the management fees, and the City's debt service payments for the property.

The proposed contract generally sets forth that Advance Management will operate the storage business and all related administrative functions including sales and marketing, on-site management, maintenance and repairs, and will be responsible for the finances of the business, taking payments, managing accounts, and disbursing all payments to vendors as approved under contract and all profits to the City. Tonight, Council is being asked to authorize the City Manager to execute a contract with Advance Management for full-service property management.

RESOURCE/FINANCIAL IMPACT:

Current operations at the storage facility are understood to yield a potential net profit of approximately \$675,000 on \$1,205,000 in gross revenue in 2020. At five and ½ percent of gross revenues, the management fee would reduce that profit by an estimated \$69,800. If revenues continue to rise as expected, the management fee would be estimated at approximately \$76,300 in 2021. The net profit going forward will be

dependent on facility occupation and operational costs. A budget amendment to allocate funds for this contract will be presented for Council action after execution of this contract.

RECOMMENDATION

Staff recommends that the City Council authorize the City Manager to enter into the full-service property management contract with Advance Management for the storage facility located at 17828 Midvale Avenue North.

Approved By: City Manager ***DT*** City Attorney ***JA-T***

BACKGROUND

On August 13, 2018, the City Council adopted Ordinance No. 835, authorizing acquisition of real property at 17828 Midvale Avenue N (*Storage Court*) for the purpose of a Community and Aquatics Center by negotiating a voluntary purchase under threat of condemnation. The staff report for this Council action can be found at the following link:

<http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2018/staffreport081318-8a.pdf>.

Over the course of 2018 and 2019, staff negotiated with the seller of the property, entering into a mutually-accepted purchase and sale agreement on October 7, 2019.

On January 6, 2020, Council entertained a motion to discontinue the acquisition of the property identified by Ordinance No. 835 and terminate authorization granted to the City Manager to negotiate an agreement. The motion died for lack of a second. The City is scheduled to close on the property on January 29, 2020.

The City intends, in the short-term, to fund the debt payments on the purchase of this property from rental revenues generated by the continued operation of a self-storage business. City staff worked with its consultant, Contract Land Staff (CLS), to source proposals from two qualified property management consultants, Advance Management and Urban Storage, for management of the self-storage business. Per the terms of its contract with the City for real property acquisition services, CLS's services to the City included managing the property-management contractor search and selection process.

The desired consultant would begin work immediately upon execution of the contract to transition operations from the seller prior to the purchase and sale closing date of January 29, 2020.

DISCUSSION

The City requires the services of a property management company that 1) is local, 2) specializes in the operation and maintenance of storage facilities and 3) has relevant, recent public-sector-client experience. Per the City's contract with CLS for the acquisition of the *Storage Court* property, CLS sought proposals from consultants with experience in maintaining the financial performance of a public-agency owned storage business for a period of time, followed by an orderly closure of such a business compliant with the Uniform Relocation Act (The Act).

City-Specific Requirements for Storage Property Management Services

The unique needs of the City as compared to the typical private-sector clientele for 3rd-party storage business property management service providers limited the pool of potential applicants. Those needs include rigorous reporting standards, expertise in communicating with customers about potential closure prior to a determination about any specific closure timeline, information about relocation assistance as required under The Act, and experience working with a public agency to support customer relocation as required under The Act.

Consultant Qualifications

Staff evaluated proposals from two companies: Advance Management and Urban Self-Storage. Advance Management proposed a management fee of 6% of gross revenues or \$3,500, whichever is greater. Urban Self-Storage proposed a management fee of 5% of gross revenues or \$1,500, whichever is greater. Although the fee stated by Urban Self-Storage was lower, staff believes that Advance Management will provide a better level of service to meet the objectives of maximizing occupation of the facility until the City is ready to move forward with the development of a Community and Aquatic Center based on staff's interviews with both companies and the references that were contacted. Advance Management has also demonstrated the ability to implement the required steps to comply with The Act on other projects.

Advance Management provided all requested information in a timely fashion, including a complete proposal and a detailed proposed budget based with updated estimates, including changes in the operation since financial reports were provided to the City as part of the appraisal process. Staff's evaluation of the materials provided found Advance Management's recommendations to be aligned with City policy and staff recommendations for the operations and maintenance of the facility. Staff also found the budget estimates and projections to be detailed and well-founded. For the services rendered, staff analysis found the preferred consultant's fees to be appropriate for the services rendered and in-line with the industry practices.

Preferred Consultant's Relevant Previous Work

Advance Management also provided contact information for multiple references, from which staff was able to obtain satisfactory references regarding the City's key requirements as well as the consultant's overall performance and expertise. References identified as strengths the consultant's attention to detail, expertise and professionalism and high degree of confidence in the value of the services in line with the consultant's standard fees. Under contract with Sound Transit, the preferred consultant was successful in maintaining operations and providing good customer service while the storage facility continued to operate and was given high marks for communication, responsiveness, and support of Sound Transit's relocation process.

RFP Process Waiver

This proposed service contract is subject to an RFP Process Waiver approved by the City Manager. Shoreline Municipal Code (SMC) Section 2.60.070(D)(2)(b) allows the City Manager to waive the formal RFP process when costs of delay outweigh the potential benefits of using an RFP process; the need for specialized expertise, experience, or skill outweighs the benefits of an RFP process; or the consultant is qualified and has previously provided satisfactory service to the City related to the proposed project. The need for specialized expertise, in this case, was the determining factor in the City Manager's approval of the waiver.

Staff Recommendation

For the reasons noted above, staff recommends that City contract with Advance Management for full-service property management of the storage facility located at 17828 Midvale Avenue North. The scope of work for this contract is attached to this staff report as Attachment A.

COUNCIL GOALS ADDRESSED

This project supports Council Goal 2, Action step 2, implementing the Parks, Recreation, and Open Spaces Plan, including development of a strategy for a new community and aquatic center and priority park improvements and acquisitions.

RESOURCE/FINANCIAL IMPACT

Current operations at the storage facility are understood to yield a potential net profit of approximately \$675,000 on \$1,205,000 in gross revenue in 2020. At five and ½ percent of gross revenues, the management fee would reduce that profit by an estimated \$69,800. If revenues continue to rise as expected, the management fee would be estimated at approximately \$76,300 in 2021. The net profit going forward will be dependent on facility occupation and operational costs. A budget amendment to allocate funds for this contract will be presented for Council action after execution of this contract.

RECOMMENDATION

Staff recommends that the City Council authorize the City Manager to enter into the full-service property management contract with Advance Management for the storage facility located at 17828 Midvale Avenue North.

ATTACHMENTS

Attachment A: Advanced Management Full-Service Property Management Scope of Work For Storage Facility Located at 17828 Midvale Avenue North

Full Service PROPERTY MANAGEMENT PROPOSAL

For

**Shoreline Storage
(formerly Storage Court)**



Submitted by:

Advance Management, Inc.

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Everett, WA 98201

Mailing address: PO Box 13270
Everett, WA 98206

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**Advance
Management**

OBJECTIVE



Competitive self-storage market trends and/or needs of storage investors often require the involvement of a knowledgeable, proactive full-service third-party management company in order to operate a prosperous and efficient storage business by:

- capturing and maintaining essential market share
- recruiting, training and retaining competent facility personnel
- minimizing legal liabilities regarding property, tenant and personnel relations
- maintaining a clean and well-repaired property
- operating within guidelines of industry standards, best practices, as well as proven maximization of net profit strategies.

Advance Management, Inc. will design a internal approach to maximize your storage investment. Our hands-on approach offers you the assurance that your self-storage will have maximum exposure in the marketplace, properly trained facility personnel, and established and closely monitored operational policies to capitalize on potential income and minimize legal liabilities. A high standard of cleanliness and maintenance will be maintained, as well.

This proposal is for the complete, all-inclusive property management transition of the Storage Court property in Shoreline, Washington.

SCOPE

FACILITY TRANSITION

The scope of this proposal includes the all-inclusive transition of every aspect of current storage operational oversight, daily and monthly bookkeeping, vendor services coordination (including all systems, personnel and Rental Truck) as appropriate, to maintain and a viable, successful and ever-growing self-storage business at Storage Court of Shoreline.

Only the necessary items included in the following list of possible services/functions will be completed.

Coordinate (as applicable):

- 1) Vendor Services
 - a) Grounds & Building: Pest control, vehicle towing, HVAC maintenance, Security/Fire monitoring, fire extinguisher service, elevator maintenance, etc.
 - b) Operations: Merchant services (credit card services), postage meter lease, NSF check recovery and collection services
- 2) Facility Staffing
 - a) Recruit, interview, complete background checks and hire all personnel
 - b) Staff Training: Fully train staff in all aspects of facility operations, software, legal processes, telephone and walk-in sales, marketing, customer service skills and facility maintenance. Continue with consistent on-going training in all areas.
 - c) Establish appropriate goals, expectations with corresponding salaries and bonuses, as approved by owner
- 3) Set-up and populate storage software; oversee interfacing with gate and e-commerce

Prepare (cost of producing included in Management Fee):

- 1) Facility Manuals
 - a) Operations and Personnel Manual
 - b) Master Forms book

- c) Policy Memo Manual
 - d) Sales & Marketing Appendix
 - e) Receivables/Collections Manual
 - f) Legal / Lien Appendix
 - g) How to Operate Manual
 - h) Software Helps
 - i) Truck Operations
- 2) Store specific forms
 - a) Operational
 - b) Lien/Auction
 - c) Employee / HR
- 3) Google Drive account for accessing, forms, instructions, schedules, webinars, and on-going on-line training
- 4) Pricing Strategy
 - a) Rental rates - Move-in specials, Discounting (military, seniors, seasonal, temporary promotions)
 - b) Retail pricing

Order/Purchase (as needed)

- 1) Supplies
 - a) QuikStor Professional Software with e-commerce capabilities (ability to rent/pay online through Storage website) - monthly fee \$175/month
 - b) Office / Maintenance / Building Items as needed
 - c) Boxes/Retail
 - d) Printed Business Forms
- 2) Out-sourced Marketing Materials (design included in Management Fee)
 - a) Brochures
 - b) Referral Inserts
 - c) Business Cards
- 3) Design & Print Marketing Materials done by Advance Management
 - a) Flyers - many types of niche market and seasonal
 - b) General and specialty - both residential and commercial
 - c) Intro Letters for both business and apartment customers

- 4) Design and order allowable property signage, as appropriate
 - a) Banners
 - b) A-board / Readerboard
 - c) Patriotic flags
 - d) Flutter flags
 - e) Lawn signs
 - f) Window signs
- 5) Order Promotional Materials, as needed, for tour gifts and off-premises marketing
 - a) Pens
 - b) Letter Openers
 - c) Litter Bags
 - d) Coffee Mugs

MARKETING PLAN

The goal of our marketing plan will be to promote as well as educate the Shoreline community (& beyond) of the store's presence and reputation with the intent of improving current occupancy, retaining current tenants, and improving collected rent/rentable square foot.

This property management proposal includes an owner approved comprehensive marketing plan and budget prior to transition. We will present suggested methods and costs to promote community store awareness and recognition; with methods and budgets to be agreed upon by all parties.

- 1) Internet marketing services will include:
 - a) A new website provided for a one-time fee of \$1,350.00 and a quarterly maintenance fee of \$175
 - b) Coordinating the design and implementation of any needed updates and edits to the website to keep content fresh and SEO optimization.
 - c) The website will have e-commerce capabilities for paying, renting, and reserving online.
 - d) Overseeing the set-up and periodic monitoring and edits of internet directories, storage aggregator websites, general online listings (including coupons, etc.).
 1. Online Directories:
 - a. Dexonline

- b. Yellowbook
 - c. Yellow Pages
 - d. Yelp
 - e. Superpages
- 2. Online General Listings
 - a. Google
 - b. Google Maps
 - c. Bing
 - d. Yahoo
 - e. Merchant Circle
 - f. Citysearch
 - g. Manta
- 3. Storage Aggregator Websites
 - a. Sparefoot.com
 - b. Storage.com
- 4. Online Coupons
 - a. Living Social
 - b. Groupon
 - c. Yelp
 - d. Other free coupons in conjunction with listings
- 5. Social Networking
 - a. Facebook
 - b. Instagram
 - c. Pinterest
 - d. Tumblr
 - e. Twitter
- e) Include Shoreline Storage's URL on nwstorages.com with link to individual website, which also increases SEO
- 2) Local print advertising (minimal)
 - a) Local Newspaper/Newsletters
 - i) Chamber inserts
 - ii) Local Paper ads
 - b) Direct Mail - Val-Pak
- 3) Work with store personnel regarding public relations, community involvement, on-site promotions and off-site marketing strategies (co-marketing arrangements); and door-to-door business and apartment off-premises marketing

- b) Set-up co-marketing and possible donation unit arrangements
 - i) Apartment Communities
 - ii) Retirement Communities
 - iii) Realtors
 - iv) Area Businesses
 - v) Schools
- c) Local Trade Show and Other Community table display opportunities
- d) Conduct off-premises marketing and distribute residential marketing literature packets
 - i) Residential materials for apartments and retirement homes
 - ii) Business / Commercial materials for area businesses
- e) Strongly promote Truck Rentals with all marketing endeavors

ADMINISTRATION

This proposal provides for the establishment and maintenance of effective, lawful, and efficient facility operational and personnel policies, procedures, manuals, and forms. These include those affecting rentals, tenant relations, security, legal notices, lien sales, postal regulations, collection procedures, marketing, ancillary profit centers, personnel practices, and emergency situations.

Facility walk-throughs, lock-checks and collection/operational audits will be conducted on-site at no additional charge to the owner during regular property visits by Advance Management Operations Coordinators. A five-page Property Visit form will be completed and provided to staff after regular property visits.

Competitor marketing and rate comparisons will be conducted, with the assistance of facility personnel.

All lien sale procedures and auctions will be overseen according to Washington State RCW Ch. 19.150. Thorough reviews of files and legal paperwork prior to auctions are conducted by experienced and trained Advance operational personnel.

Advance Management will solicit, negotiate and arrange for all products and services needed for an efficient and profitable self-storage operation.

Guaranteed number of site visits/month: 2 (4+ during a lease-up)

PERSONNEL

We will recruit, interview, hire, and train all facility personnel, including full-time manager(s) and relief manager(s).

Supportive and comprehensive on-going property management training of all facility personnel will be conducted. Facility staff will be given the tools and motivation they need to efficiently and legally manage day-to-day operations.

Specific and on-going instruction and training will be given in operations, customer capture and retention, maintenance, software application, industry trends, collections and legal procedures. Our training places a special emphasis on telephone and in-person sales techniques and off-site marketing practices.

Staff will be frequently recognized through verbal and written appreciation as well as awards for high rental and income periods. All employees will be provided with a detailed Personnel Manual.

Advance Management, Inc. continually strives to provide a team-oriented, communicative and supportive atmosphere between property management and facility personnel. This leads to a climate of positive morale, resulting in greater cooperation and productivity. Our in-house and operational property management staff pride themselves in establishing and maintaining a reputation of integrity and professionalism in the industry.

Our payroll practices comply with Federal and State wage and hour laws. Disciplinary and dismissal policies are routinely reviewed and updated.

MAINTENANCE

We aggressively strive to complete repairs and maintenance in-house whenever possible. As needed, we will coordinate and contract with vendors for any needed repairs to office, buildings, grounds, systems, equipment or any other component necessary to the proper functioning of the storage facility.

We strive to obtain two to three written bids when soliciting for non-emergency repairs. Permission will be requested for any repairs over

an agreed-upon dollar amount. We will coordinate with you regarding any necessary capital improvements.

VENDOR RELATIONS

Multiple locations and established vendor relationships will translate into savings for you on needed services and products. We will aggressively negotiate competitive pricing and quantity discounts on service/maintenance agreements, credit card processing (merchant services), security monitoring, internet services, re-sale inventory items, necessary repairs, office supply printing, signage, advertising, office supplies, marketing supplies, building supplies, property & liability insurance and other necessary services.

ACCOUNTING

Advance Management, Inc. will e-mail thorough and transparent Owner Reports by the 18th of each month, which include:

- Detailed monthly and year-to-date Financial Statements
- Checking Account Transaction Report
- General Ledger Transaction Report
- Copies of bank statements reconciled to actual deposits, noting any variances with storage software reports
- Spreadsheets and graphs of monthly comparisons of income and expenses and other key figures (net units rented, move-in/move-out history, source of rentals, receivables, etc.)
- Management spreadsheet showing trailing 13-month key comparison figures and percentages with trailing averages ("Comparison Summary"), to include collected rent / sq. ft.
- End-of-the-Month storage software reports
- Communication regarding marketing, personnel, operational and maintenance activities

We reconcile daily and enter all facility deposits into our QuickBooks accounting program and track bank deposits and withdrawals utilizing on-line banking.

All vendor and facility payables are paid in a timely manner, including mortgage and property taxes, as requested.

Payroll is processed bi-monthly, using ADP payroll service. All required federal and state payroll and excise reports not completed by the payroll service will be completed and filed in a timely manner.

ABOUT US

GOALS

**Competent
Comprehensive
Conscientious
Committed**

Market conditions demand professional property management competency in a multitude of disciplines to attract and maintain a solid customer base, superior facility and in-house employees, and establish and maintain profitable and legal operational practices.

Advance Management, Inc.'s mission statement is to exceed the expectations of our clients by providing a superior asset management service. We all thoroughly enjoy working with owners and facility personnel in assisting a storage facility to realize its full profit capabilities.

We operate with integrity and expertise to enhance the market and industry reputation of our managed properties. Our main goal is to maximize each store's income to its fullest potential, both short and long term, while minimizing expenses. We're always looking for ways we can "outshine the competition!"

We excel in personnel morale and performance, striving to assist our facility personnel in performing to the best of their abilities. They are a vital key in any facility's potential profit margin.

COMPETITIVE ADVANTAGE

Advance Management, Inc. guarantees competent and personalized service to its clients, the self-storage owners, as well as to the on-site personnel and customers. We practice proactive, hands-on management at both the property management and storage facility levels.

Striving to be responsive and flexible to our clients and the facility, we maintain an amount of in-house staff that is higher than the

national average, as compared to the total number of storage properties.

In addition to providing well-trained, professional on-site facility personnel we also maintain additional back-up facility personnel to insure uninterrupted facility operations during vacations, sick leave, or during any facility management transition.

Our hands-on approach to the day to day management of the property, paying attention to the details and staying abreast of current industry trends, causes our managed properties to excel in their market areas. We make every attempt to *lead* the pack, not follow the pack, in providing a unique and desirable storage product.

We attend National and State level conferences and training to keep current in industry trends in management, marketing strategies and venues, legal issues, human resource matters, ancillary profit centers, security options, and storage and gate software options.

BACKGROUND

Monique White has been actively involved in operations in the storage industry for over 25 years. She served the industry for over a decade as Secretary of the Washington Self Storage Association Board of Directors, she is currently one of the trustees of a large trust whose main assets are storage properties. Monique actively participating in board activities as well as educational events.

Erik Krona has been in the industry for over 14 years, the last 3 as Vice President of Advance Management, Inc. Beginning as an Assistant Manager he worked in nearly every aspect of the company, including conducting Lien Sales, training, transitioning into new accounts, IT, payroll, and several years as Operations Manager.

We currently manage 21 self-storage properties, are under contract for a 22nd store in the near future, as well as several commercial properties. All our accounts are located in the Puget Sound area with the exception of one storage facility in Spokane Valley.

FEES**Facility Transition**

The one-time fee for setting up the full-service operational management of “Shoreline City Storage” is \$3,500.

Facility Management

The monthly fee for providing full-service property management and accounting services, as detailed in this proposal, is 6.0% of Gross Revenue, paid monthly, with a minimum fee of \$3,500.00 per month.

Clients cover all costs of on-site services and personnel, out-sourced online marketing, in-house staff expenses for conducting lien sale/auctions, as well as ADP payroll services.

Clients share in the cost of the materials used to print the marketing materials we print in-house.

There are no other fees.

LOCATIONS

145th Aurora Storage 14540 Aurora Ave N Shoreline, WA 98133 www.145thAuroraStorage.com	(206) 365-0117
Affordable Self Storage-Everett 222 S.W. Everett Mall Way Everett, WA 98204 www.AffordableStorageEverett.com	(425) 267-9500
Affordable Self Storage-Kent 1721 Central Avenue S. Kent, WA 98032 www.AffordableStorageKent.com	(253) 852-2800
Alderwood Safe Storage 16902 Alderwood Mall Pkwy. Lynnwood, WA 98037 www.AlderwoodStorage.com	(425) 742-9330
American Mini Storage 17520 N.E. 70th Street Redmond, WA 98052 www.American-Ministorage.com	(425) 885-1093
Anchor Storage-Arlington 6121 172 nd Street NE Arlington, WA 98223 www.AnchorStorageArlington.com	(360) 435-0645
Anchor Storage-North Marysville 13733 Smokey Point Blvd. Marysville, WA 98271 www.AnchorStorageMarysville.com	(360) 658-6469
Ballinger Heated Storage 20029 19th Ave. NE Shoreline, WA 98155 www.BallingerHeatedStorage.com	(206) 306-2222
Burlington Freeway Storage 111 S Norris Street Burlington, WA 98233 www.BurlingtonFreewayStorage.com	(360) 757-0171

Eagle Self Storage 6432 233 rd Place SE Woodinville, WA 98072 www.EagleStorageWoodinville.com	(425) 473-1111
East Valley Storage 18250 East Valley Highway Kent, WA 98032 www.EastValleyStorage.com	(425) 251-5309
Everett Storage Depot 2727 Maple Street Everett, WA 98201 www.EverettStorage.com	(425) 259-4747
Greenwood Heated Storage 10115 Greenwood Avenue N Seattle, WA 98133 www.GreenwoodHeatedStorage.com	(206) 789-9397
International Boulevard Self Storage 19825 International Blvd. SeaTac, WA 98188 www.InternationalBoulevardStorage.com	(206) 824-0476
Issaquah Newport Way Storage 795 NW Juniper Street Issaquah, WA 98027 www.NewportWayStorage.com	(425) 427-8096
Mill Creek Self Storage 18205 Bothell Everett Highway Bothell, WA 98012 www.MillCreekStorage.com	(425) 485-5442
Newcastle Heated Storage 7115 132 nd Place SE Newcastle, WA 98059 www.NewcastleHeatedStorage.com	(425) 793-8888
Silverdale Self Storage 10014 Levin Road NW Silverdale, WA 98383 www.SilverdaleStorage.com	(360) 692-1129
Silverlake Safe Storage 10208 19 th Avenue SE Everett, WA 98208 www.SilverlakeStorage.com	(425) 337-3738

Advance Management

Veradale Self Storage
16714 East Sprague Avenue
Spokane Valley, WA 99037
www.VeradaleSelfStorage.com

(509) 926-9050

Woodinville Heated Storage
14715 NE North Woodinville Way
Woodinville, WA 98072
www.HeatedWoodinvilleStorage.com

(425) 424-9400

REFERENCES

Mr. and Mrs. Robert E. Beckes (425) 746-9913
Owners, American Mini Storage

Ms. Kendra Skold, SKOL Properties & Investments (425) 741-2922
Owner, Alderwood Safe Storage
Affordable Self Storage/Everett
Affordable Self Storage/Kent
Eagle Self Storage, Everett Storage Depot
Greenwood Heated Storage
Mill Creek Self Storage
Silverlake Safe Storage
Woodinville Heated Storage

Mr. Tim Golden, Golden & Associates (425) 741-2922
Owner, Ballinger Heated Storage

Mr. Jacob Connell (425) 453-7534
Owner, 145th Aurora Storage
Newcastle Heated Storage

Mr. and Mrs. Gary Trefz (208) 765-4247
Owner, Veradale Self Storage

Mr. Daryl Deutsch, Rodgers, Deutsch & Turner (425) 455-1110
Owner, East Valley Storage

Mr. and Mrs. Rodger Noel
Owners (509) 248-1313
Anchor Storage - Arlington
Anchor Storage - North Marysville

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