



## I Hate Making Collections Calls! Self-Storage Managers Learn to Be Good at Rent Collection, Even When They Don't Like It

By Bob Copper; *Self Storage 101*

**Who doesn't hate making collection calls?** Let's face it, calling people about paying their storage bill just isn't fun. We would rather clean out vacant spaces or straighten the filing system than sit down with that collections worksheet and make those calls.

But we have to do it. As self-storage managers, we have two primary responsibilities and two clear priorities: renting space and collecting rent. If we don't effectively collect payments, it really doesn't matter how many spaces we rent.

Unfortunately, the ability to effectively work on and control collections is rarely a natural gift. Some of us are natural salespeople, and some are natural managers with great organizational skills. I don't know that I've ever met anyone I could point to and say, "That guy (or lady) was born to collect money!" None of us wants someone to call us about a past-due bill, and we certainly don't like calling others about theirs.

Luckily, the skills necessary to be a great self-storage manager with highly effective collections abilities can be learned using proven techniques and systems. You might never learn to love making collections calls—at least, let's hope not—but you can learn to be good at it.

### Why It's Important

The first step in becoming a great collector is to understand how important revenue is to the financial viability of your facility. Your owner has a great deal of capital at risk—and most likely a very close relationship with a bank. He expects a certain amount of return for that risk. You have a job because someone was willing to go through a laborious financial and developmental process to build the self-storage site; so it's important that you, as the facility manager, take your responsibility to maximize revenue seriously.

Think about it this way: What if you owned the facility? Would it be OK to avoid collections calls? Would it be all right to waive late fees and allow past-due tenants to move out without paying their balance? Would you be content to collect only 85 percent of the facility's potential income each month? Probably not.

### Collections Know-How

Once you have a clear understanding of why it's critically important to do a great job with collections, you need to know how to do it well. A great collections effort starts with a great system. And a great system starts with the initial customer contact

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### FROM THE PRESIDENT

## Opportunities.

By Steve Tranni

As the New Year approaches so do new opportunities. Many of us make New Year's resolutions. Some resolutions unfortunately are repeated over and over every year. Those who achieve their resolutions usually do so because they created a well thought out plan with steps and goals and they measured their results as they progressed.

Your MASSA board of directors and volunteers have been very busy over the past year working toward achieving the goals we set forth. Some of our 2012 achievements follow. Moving the tradeshow to a newer property better equipped to meet our needs. This year's show provided a broader emphasis on education. Feedback received from MASSA membership and exhibitors indicated that the show was a success. Next year's show will be held on June 6th so please mark that date now in your calendar. It will be held at the same location, the Westford Regency in Westford, MA. The schedule will offer educational seminars, key note speakers, networking opportunities and exhibits.

New board members were sought to fill positions left open as terms ended for existing Board members. The ballot was included in your dues notice. We hope you took the time to vote. Our dues schedule was modified with all dues now payable on January 1st rather than coming due on anniversary dates. This new process significantly simplifies the dues collection and the budgeting process.

Your membership committee worked successfully year round on achieving our membership goals.

Our biggest challenge, the proposed changes to the Mass Lien Law, hit some roadblocks and did not make it into law in 2012 for various reasons. So here we are beginning 2013 like so many others looking at a resolution that didn't quite

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## **MEMBERS NEWS**

### **Welcome New Member!**

**Susan Sciarrillo**, Anchor Self Storage of Mashpee, LLC, Mashpee, MA  
**Barrett Peck**, Green Apple Energy, Oakhurst, NY

### **Opportunities.**

*Continued from page 1*

happen the way we wanted it to. Now what do we do? Simply put, we regroup and try again. During the past twelve months Morgan Hanlon, Mike Gardner and Mike Kane invested time and effort leading our organization's attempt to change the law with the guidance of Anne Lynch, our lobbyist.

As we move into 2013 our biggest challenge again will be our efforts to change the lien law. Mike Kane, Joe Victoria and I will be carrying forth the effort. While we did not make our goal in 2012, we did acquire a much broader depth of knowledge and experience. As a result, we are better equipped to move forward with a new legislative effort that includes a much broader range of changes that will benefit self storage operators and their clients. Your directors are working closely with the SSA and Anne Lynch on the new proposed legislation.

In December we met with Mike Scanlon, the president and CEO of the SSA, and our lobbyists to develop the plan for the 2013 effort. It is encouraging to know that we have the experience, guidance and resources of the SSA backing us as we move forward. The proposed changes to the law will include language that will hopefully eliminate the need for placing legal ads in local newspapers and give operators the ability to list their lien sale on a web site instead. We are also attempting to give the client the option of receiving lien sale notifications by email or verified mail. They would make their selection at the time they sign their lease.

Another issue being reviewed for possible inclusion is the towing and removal of vehicles from our properties. We are also putting into action additional legislative changes which will focus on protecting late fees charged and maximum value limits on items stored. An important legal issue on our agenda is securing the right and licensing to sell tenant insurance and collect premiums with rent.

In addition to the legislative goals, is a plan to establish a MASSA Affiliate Vendor program. If successful the program would generate a list of affiliate vendors who would offer products or services to MASSA members at discounted rates. If this program is successful, you will realize more savings as a MASSA member.

I think your board and volunteers did a great job for our association in 2012 and I thank everyone involved for their commitment to this organization. As we move forward in the New Year, we may be reaching out to you for grassroots support related to the legislative goals. I ask you now to be there if we need you to help us get more political support from your local representative. If we attack the legislative effort on all fronts, we will have a much better chance of success this year.

We are your board of directors and we are always open to your suggestions, ideas and input on any issues. The Board list with contact information is on page 2 of this newsletter.

In closing I wish everyone a Happy New Year and success in 2013 achieving the goals that are important to you.

**There is strength in numbers.  
Help us grow our membership by  
referring nonmembers.**

For information call (617) 600 - 4481  
or e-mail [Lornabolduc@maselfstorage.org](mailto:Lornabolduc@maselfstorage.org)

# MASSA Prepares for the Next Legislative Session

As the end of the year approaches, the Massachusetts Self-Storage Association is gearing up to re-file and expand upon legislation improving and updating the current notification requirements. Last session, MASSA filed Senate Bill 161, An Act Relative to Improving Notice Requirements for Self-Storage, bringing increased awareness to the self-storage industry, generally, and the impediments that face self-storage operators, specifically. While MASSA's bill sponsor, Senator Michael Moore (D, Millbury), fought for the legislation valiantly, the Joint Committee on Economic Development decided to hold the legislation for further review with the appointment of a new Senate Chairman late in the session.

With the concerns from committee in mind MASSA has worked on three key fronts since the end of formal legislative sessions in July:

- Working with the national storage association to secure financial support for a renewed effort in the 2013-2014 session.
- Reaching out to legislative supporters to prepare them for next session.
- Amending the legislation to better reflect the full breadth of issues facing the self-storage industry. In the meantime, Senator Michael Moore, pending a final review of our amended legislation, appears to be poised to re-file the matter before the January 18, 2013 deadline.

As the previous Chair of the Joint Committee on Community Development and Small Businesses, Senator Moore championed legislation to protect and increase the number of small and family-owned businesses within the Commonwealth. Accordingly, Senator Moore's dedication to small businesses development and support continues to make him the perfect candidate to sponsor MASSA's legislation again. In an effort to present broader appeal, we also hope to secure a filed matter by a House member.

With MASSA preparing its own legislative filing for the 2013-2014 legislative session, attention must also be focused on a broader issues which may impact association members. One particular matter that may have widespread implications is the need to develop a new funding mechanism for the Commonwealth's transportation system. Although the legislature provided a "last minute" remedy to the Massachusetts Bay Transportation Authority (MBTA) towards the end of formal sessions in 2012, the legislature needs to identify a more permanent solution. The funding solution, however, will likely encompass a broad tax policy or new revenue garnering measure. To date, proposals to expand the gas tax, increase the sales tax, collect an online sales tax and payroll tax increases on employees earning over \$100,000 have been bandied about with much discussion. Given the MBTA's needs to project its fiscal year 2014 operations and the interest in keeping a lengthy distance from the next round of elections, one can expect potential action on a revenue measure within the first six months of 2013. Lynch Associates will work with MASSA's leadership to keep the membership informed of any measures that may impact the industry. (Note: The start of the 2013-2014 session will also find business again lobbying legislators to freeze the unemployment insurance rates for another year. Without a rate freeze, employer contributions may rise significantly.)

The strength of MASSA remains its membership. As the new legislative session begins, please let MASSA leadership know if

you know any elected officials or their staff. With that in mind, please be prepared to act if MASSA asks you to call or e-mail your legislators.

As always, if you have any questions or concerns about MASSA's legislation or the legislative process, please do not hesitate to contact MASSA leadership or Lynch Associates.

**In navigating the legislative process, every contact or friend can mean the difference between success and failure. Who do you know?**

## The legislators I know are:

Legislator Name: \_\_\_\_\_

District: \_\_\_\_\_

My Name: \_\_\_\_\_

My Company Name: \_\_\_\_\_

Call Me At: \_\_\_\_\_

Copy this form and fax to MASSA at 860-228-1337

## Leaders Needed

### Join the MASSA Leadership Team!

We're seeking volunteers to serve on the Membership Committee. Meetings are held by conference call, last less than an hour, and are held about six times per year. Our goals include making sure members are well-informed and increasing our membership base through new member recruitment.

If you are interested in being part of our volunteer leadership team, call the office at 617-600-4481, send e-mail to [massa@maselfstorage.org](mailto:massa@maselfstorage.org).

# The Benefits of Going Solar

As a business owner in today's economic climate, you need to carefully consider operating expenses and investment opportunities. An investment in a solar energy system can give you numerous economic and environmental benefits, such as:

**REDUCED ELECTRIC BILLS**- A solar installation will reduce or eliminate your current electric bill. By producing your own electricity, you purchase that much less from the utility company (avoided electric costs). The fact is a solar installation will produce electricity for at least 25 years, and that electric utility costs continue to increase yearly. A solar installation provides you with a leveled cost of electricity and increases your monthly cash flow by reducing your electric operating expenses.

**INCREASED PROPERTY VALUE**- A solar installation will increase the real estate value of your building.

**TAX CREDIT**- Your business is eligible for a 30% Federal Tax Credit of the system cost. The tax credit is on the books through 2016 and can be carried forward.

**DEPRECIATION**- A solar installation is eligible for the 5 year accelerated depreciation (MACRS) under the federal tax code.

**ADDITIONAL INCOME**- Your installation could possibly earn income by producing ZREC's. A ZREC is a Class 1 Renewable Energy Certificate as defined under Connecticut law. One ZREC represent 1000 kilowatt hours of electricity that your solar installation produces, and has a 15 year income value attached to the production. The current estimated ZREC value is approximately \$150 per. ZREC redemption is determined through an auction process by your utility company.

**SUSTAINABILITY**- Solar energy is completely sustainable. Solar energy utilizes free fuel from the sun's rays, and the sun comes up every day. Every hour enough of the sun's energy hits the earth to power the entire world for one year.

**HELPING YOUR COMMUNITY**- Solar systems help your community by reducing the demand on the electric grid during peak times, which will assist in reducing the demand costs associated with the utility delivery of the electricity.

**POLLUTION REDUCTION**- You will reduce your business's carbon footprint and help provide clean energy for future generations. Solar reduces the amount of electricity that must be produced from the burning of fossil fuels. Also, there are no by-products from solar energy; all components of the solar panels are non-toxic. Therefore, you are reducing pollution, helping to keep our air clean and reducing our national dependency on foreign oil. ♦

Source: Thomas C. Loredo, Director of Sales and Operations, Renewable Resources, 119 Research Drive, Stamford, CT 06906, (203) 674-8361, [www.rr-solar.com](http://www.rr-solar.com)

# Investing in a Solar PV System Hedging Rising Electricity and Earning Income

By Nick Ochi, Elektron Solar – Westport, CT

With increased competition among manufacturers and improved incentives from the government, solar arrays are gaining traction in the U.S. The market continues to evolve, and today, investing in a Solar Photovoltaic (PV) system doesn't just save on your electric bill – with the utility incentive, it generates substantial income.

## Benefits

It all boils down to the simple concept behind solar PV technology: use free and abundant sunshine to produce costly electricity.

To some, that ideal just represents a cleaner environment, less fossil fuels, and a safe home for polar bears, and while that's all nice, this technology has genuine business applications to for you to consider.

Investing in a PV array is not a long-term guessing game: **the cost of the system is fixed, and with a very accurate estimate of the system's electrical production over its lifetime** (standard provision by the installer), **the rest is simple math.**

A PV system should be seen as a way to lock in your cost of electricity. As a plus, you'll avoid an unraveling business plan every time the local utility rate goes up – a benefit near and dear to storage facilities.

## Savings and Income

Since you become a producer of at least a portion of your own electricity, your utility bill will drop immediately, or even be eliminated entirely. In the Case Study below, I'll demonstrate that a storage facility in CT can save over \$10,000 annually thanks to a solar array.

These electrical savings alone are significant, but right now, a PV system generates income. Utilities are paying for PV systems to connect to the grid. These utilities want to be associated with as much clean energy as possible, and to achieve that, they'll measure your system's production quarterly and send you a payment. Coming from a major utility company, it's a stream of revenue you can safely rely on for the next 15 years. You'll see below, this powerful combination of savings and income makes PV systems incredible investments.

## Case Study: 50kW System in Connecticut

Below, I share data from a proposal here in Connecticut. The cost to install is \$142,000. With minimal maintenance, the total cost after 25 years is \$144,500.

Costs*	Installation	Annual Maintenance (25 years)		Total
	\$142,000	\$100		\$144,500
Benefits	Federal Tax Credit	Annual Electrical Savings* (25 years)	Annual Income for Clean Energy Production (15 years)	Total
	\$42,000	\$10,480	\$8,100	\$425,500
Cash Position After 25 Years	\$281,000			

\*All numbers are in 2012 dollars. Assumes 2% inflation in utility rate.

Continued from page 4

**For benefits, the owner of the system can take a \$42,000 Federal Tax Credit.**

The credit is calculated as 30% of the system price, and it is a dollar-for-dollar reduction in your tax liability.

**For 25 years, the owner will save an average of \$10,480 on his utility bill.**



A PV system at Storage Investment Management's Newington facility, Planet Self Storage.

This number was calculated with conservative inflation for the utility rate (2%), and savings would be higher if the

utility rate jumped more than that. Above, we forecast the utility rate in 2037 to be \$0.26. At this rate, the system would save \$11,855 that year, but if the 2037 rate is actually closer to \$0.40, the annual savings will be around \$18,500.

**For 15 years, the owner will also receive quarterly income totaling approximately \$8,100 a year.**

The Utilities simply can't satisfy clean energy regulations alone, and they are paying a premium for buildings to install a source of renewable energy that connects to the grid.

**Final Analysis**

This PV array demonstrates much to be excited about. Though it's a considerable up-front investment, the 4-year payback period is quite quick and ROI is excellent. By Year 4, the system will have covered all installation costs, and any income or savings for the next 21 years will be profit on the investment, totaling about \$281,000. Granted, this building was well suited for a solar array, but many storage facilities share similar qualities – open area, extended roof space, easy access – and certainly all could use this boost in financial health. All of this only shows that the market for solar is quickly evolving, and those in position will be glad they acted early. ♦

Source: Nick Ochi, Elektron Solar LLC, 49 Richmondville Avenew, Westport, CT, (203) 557-3127 www.elektronsolar.com

# Energy Summit!

## Nuts and bolts program for owners and managers.

9:30 a.m., March 12, 2013  
Pond House Grille, Glastonbury, CT

Learn how to take advantage of the many benefits of going solar at your facility. A panel including solar experts from Renewable Resources Inc. along with a team of legal, accounting, finance, banking, real estate, insurance and Connecticut Clean Energy representative will present valuable information on solar projects as they apply to self storage including the incentive and financial benefits available.

We will present an actual CTSSA facility case study and examine of the investment process. The panel of experts will discuss the various aspects of the solar project specific to their expertise. A Q&A period will follow. Register online at [www.ctssa.org](http://www.ctssa.org).

### Register Today for the Energy Summit!

**Pond House Grille, 2935 Main Street, Glastonbury, CT  
March 12, 2013, 9:30 a.m.-2:00 p.m.**

First and Last Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

#### Additional Registrants

First and Last Name \_\_\_\_\_

E-mail \_\_\_\_\_

First and Last Name \_\_\_\_\_

E-mail \_\_\_\_\_

First and Last Name \_\_\_\_\_

E-mail \_\_\_\_\_

#### MASSA Members: \$45/person (includes lunch)

Number of registrations \_\_\_\_\_ x \$45 = Amount enclosed: \$ \_\_\_\_\_

Copy form and mail with you check payable to  
CTSSA, 17 Rivendell Road, Marlborough, CT 06447.  
Questions? Call 860-228-3624

When facing a zoning challenge, one of your first steps is to understand the rezoning process. A necessary re-zoning that suits the overall comprehensive plan of your community could be a simple administrative process that requires a simple application and a couple hearings. More complex cases, however, may be layered with public hearings, expensive submittals, and never-ending bureaucracy.

Gather knowledge from the beginning. Visit your local planning office and understand the entire process. Read and understand the zoning you are trying to change, and the zoning you are requesting. Review the local community plans and comprehensive future plans. Research recent re-zoning requests and applications that were approved and denied. Understand the process!

Make solid submittals. Being professional throughout the process requires that you provide all the necessary data, and then, maybe some additional supporting documents. Feasibility Studies, traffic impact studies, artistic renderings, preliminary site plans, stormwater detention plans, landscaping and green space plans, pictures of similar projects, examples of similar re-zonings, and all required documentation should be prepared and packaged professionally to ensure your application is easily understood. Anticipate the questions, and prepare the best answers.

#### Rezoning Guideline #2: Gather Support

For a re-zoning case that is not administrative, you need all the support you can gather, on the front-side of your application. Before meeting with persons of influence about your project, develop your project concepts to the point where they can be easily understood. This includes renderings, and conceptual site plans.

Sometimes, a re-zoning can be more easily changed by the existing owner of a property than by a new owner. Consider this as part of your acquisition strategy.

Meeting with adjacent landowners is a good first step after you have developed your concepts. Again, you must be prepared and understand how your new business might impact adjacent landowners and their individual interests. If it might be an eyesore, highlight and display the landscaping, lighting, or architectural features you intend to include to diminish expected concerns. It is a fine line to walk when you begin showing concepts to neighbors and taking

suggestions. But when gathering support, you'll have to at least consider others' ideas within reason. A little extra buffer, a privacy fence, alternative lighting plans, or some landscaping might go a long way.

Zoning cases are often political. I don't like it, and maybe you won't. But it is a reality. If you have friends who are influential, solicit their help. The more support you can gain, the better.

Be able to present your concepts as benefits to the community. Although some older self storage properties are ugly, they are pretty quiet neighbors. Self storage can provide a nice transition between residential and commercial, or other uses. It meets a regular demand. Modern facilities are professional, clean and attractive. As owners, we want to run good operations that serve a need in the community. Neighbors and residents want to hear your values. It is never too early to begin promoting your new business.

### Re-zoning Guideline #3: Build the Best Team

Spending a year or more in a zoning case can expend a lot of resources. Don't waste time wading into waters that are unfamiliar. Entitlement is a project cost, and if successful, will add a lot of value to your property. To do things right the first time usually requires expert guidance. Like any other segment of the development process, the deal-maker's most valuable skill is in managing the team toward the end goal and ensuring quality.

### Use professionals to put together your re-zoning applications. Engineers, architects, market consultants, and attorneys should be part of your re-zoning team.

The design professionals should understand the re-zoning process and what it requires in terms of conceptual design and development strategy. Market consultants can strengthen your re-zoning application if market data shows demand for additional storage, and attorneys can navigate the legal aspects of your unique application. Engaging the right team, and being certain they can work efficiently to move your interests forward, can improve your

re-zoning application, and add value to your property. You want professionals on your team that have synergy, experience, and success on similar projects. Interview your prospective team members and be sure that you measure their success not by effort, but by results.

### Be Realistic

Know the rules and the alternatives before taking on a re-zoning application. Are there other sites that can be immediately developed, but yield similar returns? Will a mixed-use or "out-of-the-box" application aid in allowing self storage? Is there a higher and better use for the subject property?

Self storage is not always the best use for a particular site. If your re-zoning case is an uphill battle, know the risks and quantify the losses you can withstand. Plan your re-zoning with a solid strategy that identifies the determining factors on when to move forward and when to cut losses. ♦

*Benjamin Burkhart is owner of BKB Properties and StorageStudy.com. He works closely with self storage owners and real estate developers on site selection, acquisition due-diligence, market and feasibility analysis and operations training. He can be reached at 804-598-8742 or ben@StorageStudy.com*

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**Northeast Self Storage  
Tradeshow**

June 5-6, 2013  
Westford Regency Inn  
& Conference Center  
Westford, MA



Register online at [www.maselfstorage.org](http://www.maselfstorage.org)

# Authorized Access and Facility Trespass: Who Is Knocking At Your Door?

By Scott I. Zucker, Esq.

Typically, the only people that a self storage facility owner wants to see in its facility are its tenants (or potential new customers). However, there are always people coming and going from facilities and many of those people who enter the property are not the tenants themselves but are those who are there on behalf of the tenant, work at their businesses, are helping them move or are making deliveries.

Under the theory that self storage is not a bailment and the facility does not take care, custody or control of its tenants' property, as long as the lease is not in default, any party who has the access code to a facility and the keys to a unit lock can enter a storage unit, whether or not that person is the tenant.

## Any tenant has the right to give his access code and keys to another person and a storage operator is not obligated to verify that person's right to be in the storage unit.

This is true whether the tenant is an individual or a business. But what about someone who does not have the access code or the keys? What if the person is not the tenant, but is claiming to be "authorized" to enter the unit? The general rule is that, no matter whom the person is (with the exception of law enforcement), if they do not have the key and code, the operator should not permit them to enter the facility or a tenant's unit. This is true even if the person can prove that they are the wife, roommate, sibling or child of the tenant.

What about access in so-called "emergency" situations like the daughter seeking entry into her mother's unit while she is in the hospital, the wife demanding entry into her husband's unit while he is in jail, the employee requesting immediate access into his company's unit to retrieve some merchandise? None of these scenarios necessarily allows for easy answers. Although the facility can always bend the rules and allow someone access into the tenant's unit, the best answer will always be no. In most instances, all it takes is for the person who is trying to get access to turn around and get written permission from the tenant notifying the facility to allow access into the unit. Although a notarized authorization is best, a signed document, even faxed or e-mailed, can be considered acceptable as long as the signature on the form and on the tenant's lease match. When a tenant is hospitalized or incarcerated, a power of attorney can be issued to enable another party to act on behalf of the tenant. In true emergency situations, a facility manager can also seek the advice of the police, if necessary. Although it is sometimes an unpleasant task to say no, especially where the plea for access to the unit is sincere and possibly even compelling, the facility operator must consider the risks of trying to do the nice thing compared to doing the right thing. All of the fences, gates and locks won't mean much if people who aren't tenants can simply come in to request access to a tenant's unit. A facility operator must be diligent in protecting access to the facility, if not for the tenant's benefit, then for their own protection from liability.

One of the most difficult issues encountered under



landlord and tenant law is determining the point at which a tenant's own access onto the facility property may become a trespass. Tenants can become trespassers. Criminal trespass is defined as the intentional entry onto another's property with knowledge that the entry is unauthorized. In that context, a tenant who has properly paid its rent but who tries to enter the premises before or after gate hours without permission can be considered a trespasser. The same might

be considered true for a tenant who has properly paid its rent but is on the property in violation of the terms of its rental agreement (i.e., is in breach of the peace). In that instance, after being asked to leave the premises by the operator, the tenant's refusal to leave may be considered a trespass. What about a tenant who is in default under its lease? Once a tenant is locked out of the facility, either by denying gate access or by overlocking a unit, that tenant may be considered a trespasser by entering the facility without authorization. Furthermore, if the tenant cuts the facility's lock to gain access to its unit, such an act could even be seen as breaking and entering. Practically speaking, when a tenant enters its own unit during default in order to retrieve its own property, it is unlikely that law enforcement authorities will prosecute for the tenant's trespass and theft of its own goods. Such a decision to prosecute will depend upon the tenant's other acts in entering the facility and retrieving its property, for example whether the tenant destroyed any of the facility's property to gain access (i.e., damaged gates, doors or locks) or whether there was any assault or battery against any individuals in the facility when the entry occurred. Without such occurrences, a tenant's taking of its own property may be seen as more of a civil matter than a criminal one and the tenant may not be prosecuted. ♦

[This article was originally published in Scott's *Legal Monthly Minute* Newsletter in October 2012.]

*Scott Zucker is a founding partner in the Atlanta law firm of Weissmann Zucker Euster Morochnik P.C. and has been practicing law since 1987. Scott represents self storage owners and managers throughout the country on legal matters including property development, facility construction, lease preparation, employment policies and tenant claims defense. He also provides, on a consulting basis, advice to self storage companies in the areas of foreclosure and lien sales, premises liability and loss control safeguards. Scott can be reached at 404-364-4626 or by e-mail at Scott@wzlegal.com.*



## Energy Summit

March 12, 2013  
9:30a.m. - 2:00p.m.

Pond House Grille,  
Glastonbury, CT  
See pages 4-5.

# SAVE THE DATE!

## 2013 NORTHEAST SELF STORAGE TRADE SHOW

Westford Regency Inn & Conference Center  
219 Littleton Road, Westford, MA



Opening Reception | June 5, 2013  
Tradeshow and Education | June 6, 2013

*Hosted by the Massachusetts Self Storage Association*