



StorageReach Review Process



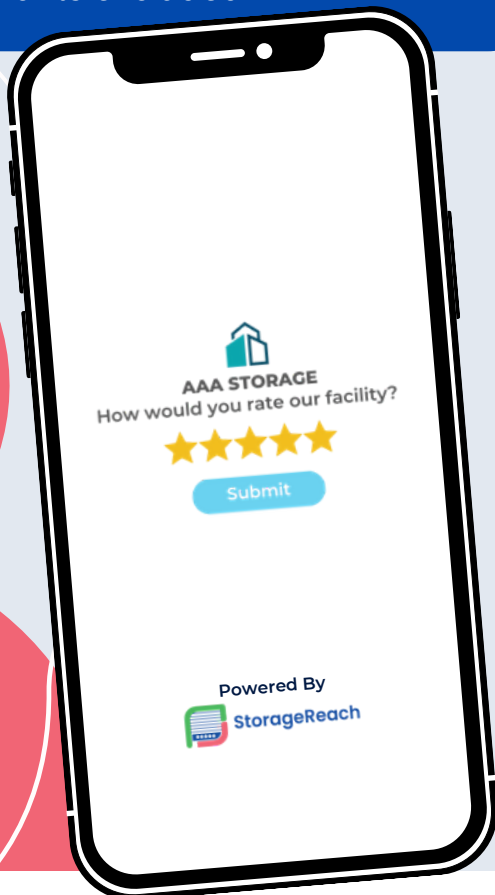
Move-Ins & Move-Outs

- Text sent one day after move-in or move-out
- Follow-ups on days three and five if needed
- Auction, lien, and balance-due tenants excluded



Current Tenants

- Five current tenants are invited weekly
- No repeat requests for six months
- No sends after rent increases



Additional Details

- Review requests are sent via text for higher delivery and conversion rates
- Tenants who complete a review or survey are entered into a gift card drawing, managed and funded by StorageReach.
- Every request and completed review is tracked to ensure tenants are not asked again once feedback is submitted.

Get Started Today!





1

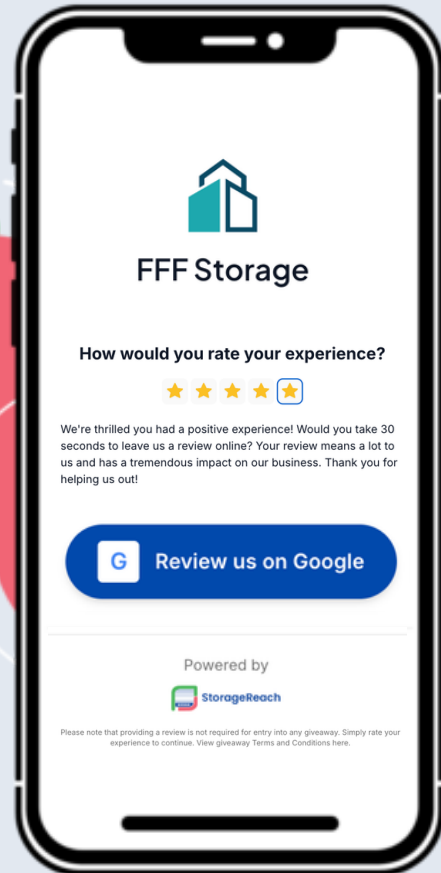
Tenants receive a text and are asked to rate their experience

- Every tenant starts with the same simple question: “How would you rate your experience?”
- Tenants answer freely, with no prompts designed to influence the outcome.

2

When a tenant leaves a positive rating, we invite (never force) them to leave a public Google review

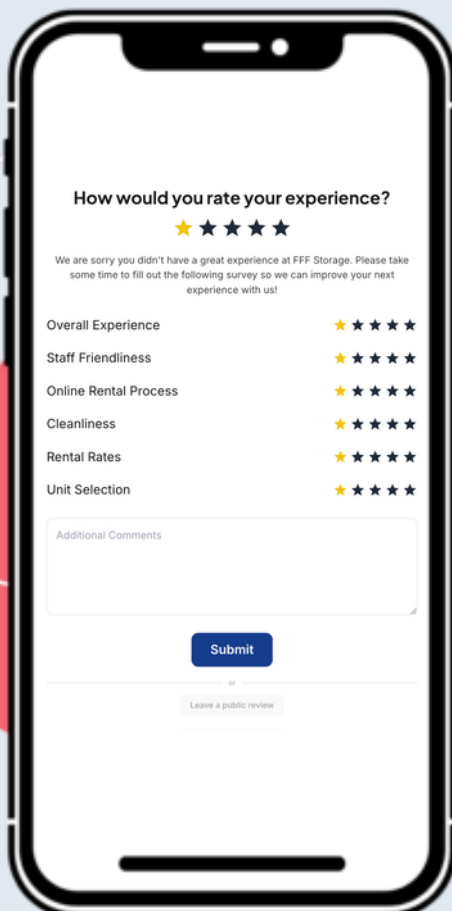
- It's fast, optional, and clearly explained.



3

When a tenant leaves a lower rating, we provide a private feedback form, along with the option to leave a public review

- This allows operators to:
 - Understand what went wrong
 - Respond internally
 - Improve future experiences
- The tenant is never blocked from leaving a public review.



Why This Matters

- Tenants trust the process
- Reviews stay authentic
- Facilities stay compliant
- Brands build credibility that lasts