



Remote Not Removed: Maintenance Strategies for Hybrid or Unattended Self-Storage Facilities

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Remote Maintenance Isn't Less Maintenance

It's more intentional maintenance.

- Assets decline quickly when no one is watching.
- The goal is early detection (not perfection).
- Systems are what protect assets when people aren't present.

Remote fails when it's reactive.

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Common Failure Points

When no one is clearly responsible, everything becomes reactive.

- Ownership is unclear.
- Checklists are either overwhelming or meaningless.
- Inspections happen, but there's no clear system of follow-up/remedy.
- Vendors don't have clear instructions, scope or accountability.
- Documentation exists, but no one can find it.

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The Checklist Trap



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Simple and Scalable Maintenance

What happens naturally at staffed sites, must be designed at remote sites:

- What to check
- How often to check it
- How it gets documented
- Who reviews it
- How issues get resolved

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What Actually Matters

- Life safety and access
- Revenue protection
- Operational condition (daily accountability)
- Customer experience
- Deferred-cost risks



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How Often to Check It

- **Life safety and access**
 - Monthly, at minimum
 - Immediately after incidents or outages
- **Revenue protection**
 - Weekly spot checks
 - Monthly system reviews
- **Operational condition**
 - Cyclical onsite checks
 - Immediately after incidents or outages
- **Customer experience**
 - Weekly visibility checks
 - Ongoing monitoring between visits
- **Deferred-cost risks**
 - Quarterly and seasonal inspections

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How It Gets Documented

Documentation replaces having an onsite manager who holds all knowledge and helps with:

- Shared visibility
- Clear handoffs
- Proof of condition
- One source of truth



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Great People Aren't a Great System



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Who Reviews It?

- Customer experience
- Operational condition
- Maintenance execution
- Accountability and follow-through



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How Does It Get Resolved?

- Fix now
- Monitor
- Assign and schedule
- Plan and budget



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