



In 2020, Citizen Storage Management partnered with Gelt Ventures to manage their eight self-storage properties in Memphis, TN, totaling almost 500,000 sq. ft. and 4,000 units.

### Key Statistics

<p>Same Store Net Operating Income (NOI) Increase</p> <p><b>22.8% YOY 2021-22</b></p>	<p>Area (sq ft)</p> <p><b>500,000</b></p>	<p>Units</p> <p><b>4,000</b></p>
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“We acquired the Tennessee portfolio of approximately half a million square feet in the early days of the pandemic. CSM was able to come on board with a customized solution to accommodate extreme operational volatility, Covid-era delinquency, and collapsing capital markets. They improved portfolio performance within a matter of months and have demonstrated a deep knowledge of the sub-markets within which we operate. Citizen Storage Management exceeded our expectations, and we look forward to continuing to work with them as we grow the self-storage vertical.”

Kartikeya “KK” Kejriwal  
Director, Gelt Ventures

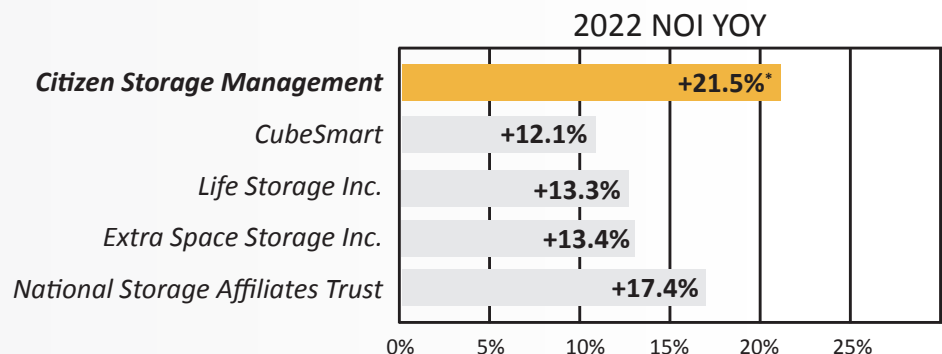
### The Situation

Gelt Ventures’ newly acquired self storage properties faced an unstable, dynamic business environment. The global COVID pandemic had taken hold, closing large swaths of the economy. Capital markets were crashing. Tenants were falling in arrears on their rental payments. Uncertainty reigned.

### The Solution

Citizen Storage Management’s team took over Gelt Venture’s operations and developed a customized property management approach that optimized the day-to-day tasks. We built a customized suite of services tailored to Gelt Ventures’ business goals and the challenging economic climate. Our team implemented an aggressive approach to ancillary income, revenue management, staffing, operations, and tenant rate management.

### CSM Beats the REITS’ 2022 NOI Figures



\*Our 2022 NOI increase YOY of 21.5% represents the entire CSM portfolio, whereas 22.8% represents the same store NOI increase for eight self-storage properties in TN under CSM full-service management.

Source: InsideSelfStorage.com, “Self-Storage REITs Release Financial Results for Fourth-Quarter 2022,” February 27, 2023

Put Citizen Storage Management’s industry-beating revenue management and operational solutions to work for you today.

Set up a meeting with CEO Peter Spickenagel  
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