OPERATOR RESOURCES

The Operator's Guide to Giving Storage

Short chapters and practical checklists, from joining the network to wrapping up an arrangement. General, nonbinding suggestions — your business, your decisions.

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> This guide offers general information only. It isn't legal, tax, insurance or accounting advice, and it doesn't create any obligation or contract. Store for Good isn't a party to storage arrangements between operators and organizations.

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✓ Checklists (incl. FMS)

CHAPTER 01

Understanding Store for Good

An independent nonprofit that introduces organizations needing storage to operators who might help.

Store for Good is an independent nonprofit serving the United States and Canada. Charitable and community-serving organizations tell us what they need to store; we screen requests for spam and pass genuine ones to participating operators.

That's where our role ends. Store for Good doesn't negotiate, sign or manage storage arrangements, doesn't set prices, and doesn't guarantee that any request will be fulfilled. Any arrangement is directly between you and the organization.

LEGAL Store for Good isn't a party to your rental relationships. Your own agreements, policies and obligations apply as they would to any tenant.

CHAPTER 02

Joining without making a commitment

Signing up is free and commits no space.

Joining takes about a minute: your company, a primary contact, roughly where you operate and where requests should go. You don't need a vacant unit today.

You can join privately, or opt in to being listed publicly in the partner directory (and separately to your logo). Founding Partners can be listed before any placement — we never describe a listing as donated space.

Practical tips

- Choose a requests inbox someone actually watches, such as a shared office address.
- Tell us which facilities to include; you can add more later.

CHAPTER 03

For multi-location operators

One company, as many or as few facilities as you like.

There's no company-wide commitment. You decide which facilities take part, and you can start with one or two and add more later.

Tell us at signup where requests should go — a central address or a different one. Once our team sets up routing, requests made from a facility's page go to the company contact or to a facility-specific contact you approve; general requests come to our team first and are passed to relevant operators. Tell us who should receive what, and update it whenever your team changes.

Decide internally who can approve an arrangement (for example, the facility manager within guidelines you set, or a regional manager). Store for Good doesn't need to know your approval process, and it doesn't build one for you.

Public recognition is per company and only with your permission; you can participate privately. Impact reporting is optional, and we can issue separate reporting links for different people. Store for Good works with any facility-management software and isn't a Storagely sales program.

Practical tips

- Share this guide and the checklists with facility managers before the first request arrives.
- Agree a simple internal rule of thumb, such as which unit types or how long an arrangement a manager can approve alone.

CHAPTER 04

Reviewing an incoming request

Read it like any inquiry, and decide whether it fits.

A request describes the organization, its purpose, what it wants to store, roughly how much space and for how long. We filter obvious spam, but we don't verify charitable status.

Consider whether you have suitable space, whether the use fits your facility rules, and whether you'd like to help this organization. It's always fine to decline.

Practical tips

- Ask the organization any questions you'd normally ask a new tenant.
- If documentation of nonprofit status matters to you, ask for it directly.

YOUR CALL Eligibility is your decision. Store for Good doesn't certify organizations.

CHAPTER 05

Optional ways to provide storage

Free, discounted, or not right now — all are fine.

You might offer a unit free of charge, offer a reduced rate, or help once and see how it goes. There is no required duration, discount, unit type or occupancy level.

Examples of what you might consider: a small unit for a food pantry's holiday overflow, a reduced rate for a youth league's equipment, seasonal space for a coat drive, climate-controlled space for archives.

YOUR CALL These are illustrations, not recommendations. Choose whatever suits your business.

CHAPTER 06

Evaluating cost and capacity

Only you can judge what an arrangement costs your business.

The cost of helping depends on what you offer. A unit that would otherwise sit empty for months is different from one you could rent this week. A discount costs less than free space, and a short seasonal arrangement costs less than an open-ended one.

It can help to look at each facility separately: current and expected occupancy, unit types with steady availability, and seasonal patterns. Participating at some facilities and not others is normal.

Helping a local organization can bring goodwill and staff pride, but it isn't a revenue strategy, and Store for Good doesn't promise any financial return.

Practical tips

- Decide in advance which unit types or sizes you'd consider offering.
- Agree how long you're comfortable offering space before revisiting the arrangement.

TAX How free or discounted space is treated for accounting or tax purposes is a question for your accountant or tax adviser.

CHAPTER 07

Before you agree: signers, access, contents and insurance

Your usual rules still apply. A few questions are worth settling first.

Agreement and signer: who signs your rental agreement for the organization, and are they authorized to act for it? You may also want a backup contact.

Access: who from the organization (staff or volunteers) may access the unit, how codes or keys are issued, and how the list is updated when people change.

Contents: what the organization plans to store, and whether it fits your rules on restricted items. Food drives often involve shelf-stable goods; perishables, hazardous materials or items your agreement restricts may not be suitable.

These are questions, not answers. Store for Good doesn't provide lease language, addendums or required policies.

LEGAL If you're unsure how your rental agreement or local law applies to a free or discounted unit, ask your legal adviser.

INSURANCE Store for Good doesn't set insurance requirements. Check with your insurance provider about anything specific to donated or discounted space, including tenant protection or contents coverage.

CHAPTER 08

Facility-management system considerations

Make sure your system reflects what you agreed.

Store for Good works with operators on any software, and requests arrive by email. In most systems a free or discounted unit can be recorded like any other rental with a concession or special rate, but each system behaves differently.

Before move-in, it's worth checking with your software administrator how the unit will be billed and how automated features — scheduled rate changes, recurring fees, late fees and delinquency workflows — would treat it, so the account matches the arrangement you agreed. The FMS considerations checklist at the end of this guide lists the questions to ask.

Platform-specific instructions will be added only after they've been checked for accuracy against current versions of each system.

YOUR CALL You remain responsible for how your system is configured and for your legal obligations. Don't change legally required notices or processes without advice.

CHAPTER 09

Communicating with the nonprofit

Clear expectations up front make everything easier.

Once you decide to help, talk directly with the organization about the space, the rate (if any), access, and how long you expect the arrangement to last. Put what you agree in writing the way you normally would.

If you can't help, a short, kind reply is appreciated. The organization is free to look elsewhere.

Practical tips

- Name one person at each side as the point of contact.
- Agree how and when you'll check in.

CHAPTER 10

Duration, renewal and changes

Talk about the timeline before move-in, not at the end.

Discuss whether the arrangement has an end date or a review date, whether it might be extended or renewed, and on what basis.

Agree how either side will raise changes — for example, if the organization needs more or less space, or your facility's availability changes — and how much notice you'll each try to give.

If a free arrangement might become discounted, or a discount might end, it helps to say so at the start.

LEGAL Store for Good doesn't prescribe notice periods, renewal or termination terms. Those come from your agreement with the organization and applicable law.

CHAPTER 11

Concluding an arrangement

Endings are part of the plan.

Arrangements end for all sorts of reasons: the organization's need changes, a season ends, or your facility needs the space. Give the organization as much notice as you reasonably can and follow your usual move-out process.

Afterwards, update the unit in your system, and, if you'd like, tell us about the placement.

LEGAL How an arrangement ends — including if payments stop or a unit is abandoned — is governed by your agreement with the organization and applicable law, not by Store for Good. We don't give guidance on delinquency or lien procedures.

CHAPTER 12

Reporting impact voluntarily

If you helped, tell us — in about a minute, if you'd like.

Reporting is optional and never a condition of participation. We'll send you a private link. You can share the start date, free or discounted, unit size, and optionally an estimated value and a short story.

We never ask for leases, payment records or tenant IDs. Reports are reviewed before they're reflected anywhere, and names or stories are published only with permission from you and the organization.

TAX Any value you report is an estimate for impact measurement, not a tax valuation. Ask your tax adviser about tax treatment.

CHAPTER 13

Getting additional help

We're here for questions about the network.

Questions about requests, routing, your listing or this guide? Contact the Store for Good team. For legal, tax, insurance, accounting or software-configuration questions, please consult your own advisers or software vendor.

CHECKLISTS

Before, during and after

Optional questions to work through. Print them, or share them with your facility managers.

Before you agree

- [ ] Who at your company can approve this arrangement?
- [ ] Which facility and unit, and is it free, discounted, or one-time?
- [ ] Who is the organization, and what will the space be used for?
- [ ] Do the planned contents fit your rules (food, perishables, restricted items)?
- [ ] Have you checked anything insurance-related with your provider?
- [ ] Who from the organization will sign, and who else may access the unit?

Before move-in

- [ ] Complete your usual rental documentation with the organization.
- [ ] Brief the facility team: who the organization is, the agreed rate, and who has access.
- [ ] Set up the unit in your system and review billing and automated charges (see the FMS checklist).
- [ ] Agree when the arrangement will be reviewed, how it could be renewed, and how it would end.

During the arrangement

- [ ] Run the unit under your normal facility operations and policies.
- [ ] Keep one point of contact on each side and check in as agreed.
- [ ] Discuss any change — more or less space, renewal or extension — as early as possible.

After the arrangement

- [ ] Follow your normal move-out process and update the unit in your system.
- [ ] Optionally, report the placement to Store for Good using your private link.
- [ ] Before any public story, confirm permission from your company and the organization.

FMS considerations checklist

Questions to review with your facility-management software administrator or vendor. Software-neutral; settings differ by system.

- ☐ How will the free or discounted rate be recorded (concession, special rate, or another method)?
- ☐ Will scheduled or automatic rate changes apply to this unit, and is that consistent with what you agreed?
- ☐ How would late fees and delinquency workflows treat this account, and does that match the arrangement?
- ☐ How should the unit appear in occupancy reports?
- ☐ What needs to change in the system when the arrangement is renewed, converted (for example free to discounted) or ends?
- ☐ What will invoices or statements show the organization, and will any amount be billed?
- ☐ Which recurring fees (insurance or protection plans, admin fees) would apply automatically?
- ☐ How do lien-related processes interact with this account? (Don't change legally required steps without advice.)
- ☐ How should it appear in revenue reports and any discount or concession reporting?
- ☐ Who on your team owns these settings, and where will you note the arrangement's terms?

Optional considerations, not Store for Good policies. You remain responsible for your agreements, configuration and legal obligations. Not legal, tax, insurance or accounting advice.

storeforgood.org/storage-operators · Questions: storeforgood.org/contact