

SIGNAL HILL SELF STORAGE, LP
CUP ANNUAL REVIEW UPDATES

1. SIGNING OF CONDITIONS OF APPROVAL

Original signatures were signed by Chris Mata on January 4th, 2024 and presented to Carlos Luis, Signal Hill Planning Manager, in person.

2. PROVIDE COPIES OF WRITTEN TENANT ACCESS LOGS

Signal Hill Self Storage has provided Three (3) months of our security system's access logs. Each pin login is recorded at both entrances and providing:

- Date
- Time Stamped of Pin Attempt
- Location of Entry (only two entrances into building facility)
- Action Description from Each Pin Code Attempt (see details below)
- Storage Unit associated with each personalized Pin Code
- Name of Tenant associated with each Pin Code

Each pin attempt is recorded in our system's ACTIVITY LOG. The Activity Log shows all activities that occur at each pin code system. The following activity codes are recorded on our Activity Logs. A brief description is listed below to understand our Activity Log:

- Granted Entry : pin code attempt is recognized and approved. This is for tenant's who are paid in full, current, and in compliance of all Facility rules to be continued facility access.
- Denied Access : pin code used is either being attempted outside business hours or pin code has been revoked by our staff due to non-payment, outstanding balance, security breach of a known user, or there is an important message we need to discuss with the tenant.
- Denied Unknown User : this message appears when the pin code entered is not recognized in our system. Oftentimes, the user has forgotten the correct sequence of numbers and input an incorrect/invalid code. Our pin sequence requests a "*" (asteriks) before the numbers, followed by the "# (pound)" button.
- Unknown Code/Card Entered : the system recognizes an attempt but either timed out or insufficient characters were pushed to recognize the code.

*** Attached in an email, we are providing Three (3) months of activity logs for your review. October, November and December 2023. It is in PDF format. Each month is saved separately. Before printing reports, please be aware that each month's Activity Log may be up to 50 pages.

3. INFORMATIONAL SIGNAGE FOR TENANT PARKING

Informational Signage was placed inside and outside all facility entrances and along all major pedestrian isles and interior walls. Over 25 Information Signs were placed in our facility in Early November 2023. Each sign was laminated and affixed on all facility doors, exit doors, elevators, main office desk, main office door, rear entrance door, East and West Facility Emergency Doors, Stairwells, Rear Office, and major pedestrian walkways in the building.

Below is a picture of that Information Sign and is also attached along with this Response. It is labeled "REAR PARKING AREA"



SIGNAL HILL SELF STORAGE

WE URGE EVERYONE TO PARK IN OUR PARKING LOT LOCATED IN THE REAR OF OUR BUILDING, BEHIND OUR GATES.

PLEASE BE KIND AND COURTEOUS OF OUR COMMUNITY NEIGHBORS.



PARKING GUIDELINES

**** SIGNAL HILL PARKING ENFORCEMENT WILL CITE VEHICLES IF YOU ARE NOT PARKED IN OUR PARKING LOT. WE RECOMMEND DO NOT PARK ON ELLIS OR GLADYS AVE. ****

4. VERIFICATION OF VISITORS INTO FACILITY

Our facility is secured by the most proven security and access control system in our industry. Our system is also used at Public Storage, Extra Space, CubeSmart and other major self storage facilities. Our access control system is integral to our security strategy. We monitor our access control system which we control, grant or deny all tenant access into the building. When a pin code is punched into the keypad, our system verifies if the tenant has permission to access our facility.

At the same time, when a tenant keys in their access code into the keypad at the gate, our staff is trained to follow these protocols from the main office:

- A. A loud notification chime rings into the front office notifying that someone is accessing any of our entrances. Our main office is always staffed at all times.
- B. Management or employees in the office, verify the information in real time on a desktop computer and video monitoring system.
- C. Our Security System notifies us the following information : Pin Code Used, Date and Time of granted access, and Tenant and Storage Unit associated with the matching pin code.
- D. Staff pulls up the tenant account in our system and verifies the individual entering our facility with the matching picture I.D. saved in our system. All tenants in our facility must have a picture I.D. scanned into our system when moving in.
- E. If I.D. does not match the person visually seen entering our facility, our staff is trained to make immediate contact and ask questions verifying the individual and the relationship to the storage unit associated with the Tenant.
- F. If an individual gives suspicious answers, wandering freely in our facility, or tampering with storage unit locks and doors, our staff informs the individual to leave the facility immediately or the police will be called.
- G. If an individual enters into the facility with the use of a storage tenant's code and is waiting inside for the arrival of the Tenant, the individual will be asked to wait outside until the Tenant arrives. A discussion will be had with the Tenant of the responsibilities of Pin Code access into our facility.
- H. If pin code is deemed to be incorrectly misused, the pin code will be disabled by staff. This denies any further entry into our facility until the Tenant has been contacted, reminded of proper Pin Code use and informed that further misuse may lead to eviction of our property.

VERIFICATION OF VISITORS INTO FACILITY (continued)

Payment - Storable Payments

Apply To	PaidThru	Balance
P17	12/31/2023	200.00

Address Vehicle Contents Access Unit Note

Long Beach, CA 90814

Tenant ID 415670
Primary
Alternate

Brooks, C

Unit P17
Total Due 200.00
PaidThru 12/31/2023
Monthly Payment 200.00
Billing Monthly
Rent 200.00
Scheduled Date 5/1/2024
Scheduled Rate 207.00
Overlocked
Lease# 1702
Lease 8/2/2023
Last Payment 12/10/2023
Type Parking Sp...

Preview
Notes
Payments
Receipts
Letters
Invoices
Schedule MoveOut
Rate History
Statement
Ledger
Settings
Ledger

Periods
1 ☐ Make Future Charges

California DRIVER LICENSE
FEDERAL LIMITS APPLY
CLASS C
END NONE
SEX F HT 5-05" WGT 239 lb EYES BRN

Payment
Amount 0.00
Method Cash

Memo

Current Period
Late Fee #1 0.00 ☐ Waive
Late Fee #2 0.00 ☐ Waive
Late Fee #3-#5 0.00 ☐ Waive

P17

ePhotos & eFiles

California DRIVER LICENSE
FEDERAL LIMITS APPLY
CLASS C
END NONE
SEX F HT 5-05" WGT 239 lb EYES BRN

Web Cam
Start
Snapshot

Scanner
Start

Import
Upload
Web URL

☒ Use WIA (XP only)

You are currently using SiteLink eFiles.

Files (photos and/or PDFs) that you upload are securely stored on the SiteLink Servers. You may upload up to 9 SiteLink ePhotos & eFiles per tenant with the max file size of each being 100MB. SiteLink ePhotos & eFiles are deleted 1 year after the tenant moves out of all units.

*** Attachment Picture showing our Picture I.D. verification process matching tenant info and tenant photo identification. Attachment is labeled " SHSS LIVE I.D VERIFICATION".

VERIFICATION OF VISITORS INTO FACILITY (continued)

Rear Office : The creation of our Rear Office deters unauthorized access as a deterrent against casual attempts to gain unauthorized access into the facility, and more often are in place to provide an added barrier layer to help keep our tenants honest. They accomplish this by monitoring or controlling traffic under the supervision of facility staff by making visual, conversational or sign-ins at the rear office.

The combination of both the Main Office protocols and the added Rear Office staffing, acts as a deterrent for all unauthorized access into our building.



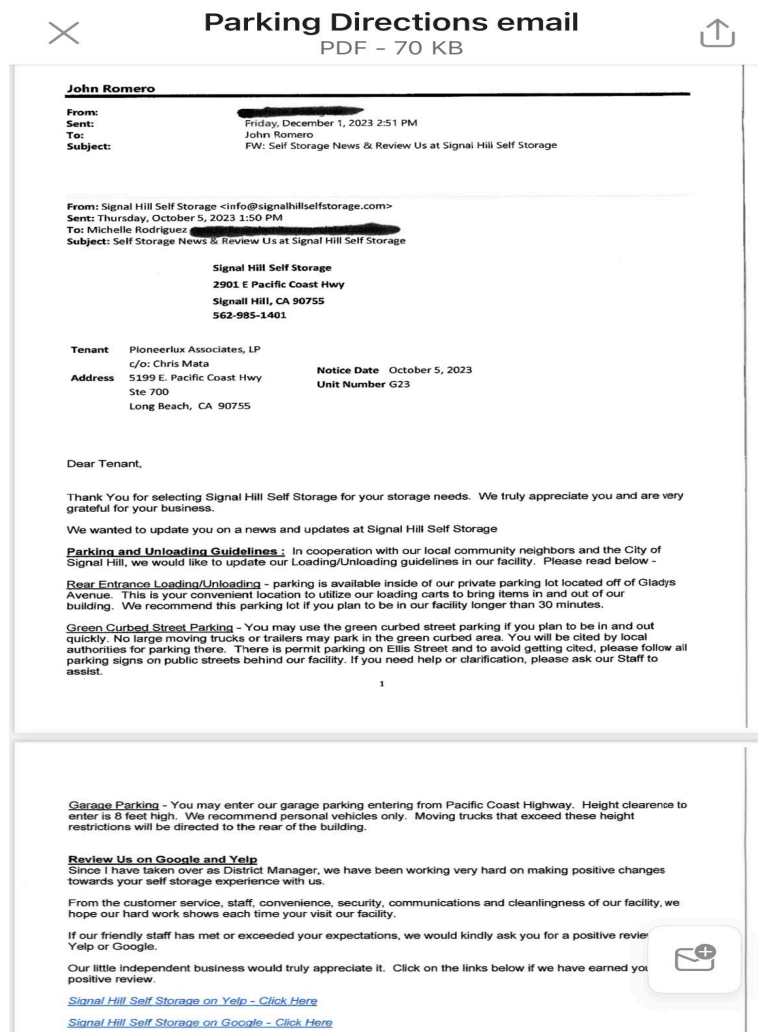
PICTURE OF REAR OFFICE. FEW STEPS FROM REAR FACILITY ENTRANCE.

*** Attachment picture is added to email as "SHSS Rear Office"

5. FACILITY COMMUNICATION TO TENANTS ABOUT PARKING AREA

Aside from posting over 25 Informational Signs in our facility, we have also sent communication detailing where and how to park in the rear parking lot. Attached is a copy the first email sent to all tenants on this matter on October 5th, 2023.

- Email provides guidelines of parking locations in our facility
- Directions to utilize the Rear Loading/Unloading area and directs them to park in our private parking area off Gladys Avenue.
- Green Curbed Street Parking use and directions to only be utilize by personal vehicles and not large moving trucks. Informs tenants that vehicles may be cited if parking violations exist.
- Information to also utilize the Garage parking area for loading and unloading via Pacific Coast Highway entrances.



*** Attachment Email is labeled " Parking Direction Email" sent on October 5th 2023.

6. Staff Facility Walk Throughs

Our staff is trained to walk our facilities each hour. The protocol is to observe the following:

- Facility is Secure and all doors are locked, closed and secure.
- No Facility Breach by unrecognized guests or intruders
- Security of storage units have not been compromised or damaged.
- Trash or Debris left inside and outside of our facility that was disposed of by our tenants. If trash is left on our property or in the near vicinity, our staff will do their best to pick it up in a timely manner.
- All facility equipment such as video surveillance cameras have not been tampered with.
- No large items are obstructing tenants from evacuating facility in case of emergency
- All tenants are parking properly and not obstructing street traffic.

GUARD TOUR SYSTEM: In December, Management purchased and is planning implementation of a Guard Tour System at Signal Hill Self Storage. This is the ideal solution for us to track and ensure our employees are patrolling every point of our facility. This Guard Tour System utilizes a portable handheld device that scans checkpoint tags at over 30 points in our building. These checkpoints will be located at:

- Every facility pin code entrance
- Every Emergency Exit
- Each of the four corners of our exterior property including the Aragon Property emergency gate
- Rear Loading Parking Area
- Each Garage entrance gate
- Corners, Angles and Pathways that are not fully visibly covered by our Security Cameras

Software records the employee patrolling the facility, the time of day, if tours are being conducted at their scheduled time, observation if staff movements are walking all areas of the facility, and the frequency of tours throughout the day. It can be monitored in real time or data can be collected and saved for reporting purposes. We plan to have this system set up by the end of January 2024. This will help us add another element of security for our business and added assurance to the city and our community neighbors.

REQUEST FROM SIGNAL HILL SELF STORAGE:

We have found that a thorough walkthrough may take an average of 15-20 minutes to walk the facility, garage, basement, review lock checks, patrol all exits and doors, and sweep up if necessary. Walking the facility is an operations priority for us and we do not disagree with the importance of it.

But in order to comply with the C.U.P requirement of walking the facility every hour, we would like the city to reconsider this requirement. Due to heavy business traffic, customer calls, taking payments, giving future tenant tours of our facility, we have found that, at times, our staff may be stretched thin and this requirement may be excessive and overreaching to fulfill every hour. In order to not fail and consistently fulfill this requirement, we are asking the City Council to consider this Walkthrough once every 3 hours, up to twice a day. With the implementation of the Guard Tour System, we think we can still achieve the same result. We would like to hear the City Council's thoughts on this matter.

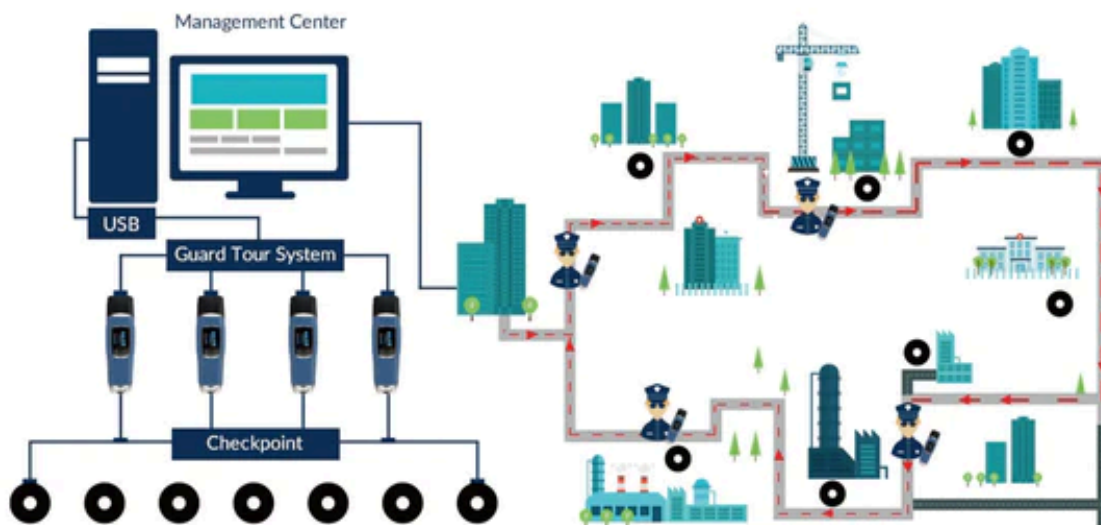
6. Staff Facility Walk Throughs (continued)

Images of purchased Guard Tour System and Demo Map.

*** Attachment Email has Image labeled “Guard Tour System”



Guard Tour System
Demo Map



7. Garage Stored Vehicles / Removal of All Vehicles

In compliance with this C.U.P. request, we have a plan in place to have all stored vehicles removed out of our garage area by no later than February 1st, 2024. Signal Hill Self Storage has contracted parking spots at a parking garage in the city of Long Beach for our tenants. This is a long term solution for our facility and a convenient service for our tenants.

On December 29th, 2023, a letter was sent to 13 vehicle parking tenants at our facility informing them of the news.

On January 4th, phone calls were made to each of the vehicle parking tenants providing them with additional details and how the relocation will take place.

Between January 17th and January 27th, we will be coordinating with tenants on their vehicle moves at the new parking garage.

February 1st, 2024 - the goal is to have no stored vehicles in our parking garage at Signal Hill Self Storage. This will free up all 26 parking spaces required in the C.U.P. agreement.



PARKING SPACE RELOCATION

Dear Valued Signal Hill Self Storage Tenant,

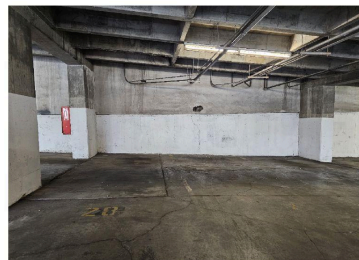
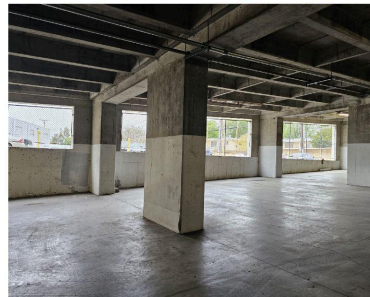
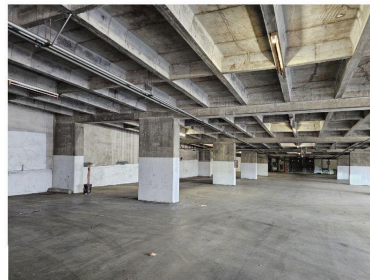
As the property will be undergoing renovations over the next few months, we will be relocating all storage vehicles to our sister building located at 5199 E. Pacific Coast Hwy. in Long Beach.

The facility is secure, gated and easily convenient to our current facility, 1 mile east of us.

Please contact the Signal Hill Self Storage Management office to coordinate this transition as all vehicles must be relocated by February 1st 2024.

I will personally be calling everyone on January 3rd, and provide additional information for this relocation.

JOHN ROMERO - DISTRICT MANAGER
JROMERO@SIGNALHILLSELFSTORAGE.COM



*** Attachment Email has Image labeled "Parking Space Relocation Letter"

8. Outdoor Storage of Recreational Vehicles/Vessels

In a recent site visit from the Planning Manager, several recreational vehicles/vessels were observed. We have updates on the 3 that were observed (Jet Skis on trailer, motorcycle, and large Sea Boat).

Jet Skis - were removed off the property in October 2023.

Motorcycle - is being towed off site in part of our Parking Relocation plan

Marine Boat (**UPDATE 1.5.24**) - We have obtained the title to the boat and are exploring options on how to remove the boat off the premises. Currently the boat is not on a trailer, but on blocks. Estimates that we have collected entail lifting the boat onto a trailer and moving the trailer with boat to a new location, has varied from \$7,500 - \$12,500. This is an expensive cost we are trying to avoid as much as possible. We are also exploring the option of cutting and disassembling the boat for parts and disposal, which will be time consuming.

REQUEST FROM SIGNAL HILL SELF STORAGE:

We are asking the City Council to grant us a relief and extension on only this condition for an additional 90 days. We feel that this will give us time and a hard deadline that we can meet that will be cost efficient friendly to our business.

9. Landscaping and Maintenance Agreement

An original Landscaping and Maintenance Agreement form that dates back to the last CUP review process has not been located at time of this response. It has been 20 years since this agreement was presented to the city.

The facility currently houses 4 small dwarf palms that run parallel to the Pacific Coast Hwy. street. Surrounding these dwarf palms, is artificial turf that covers concrete underbedding. Occasionally, crab grass and weeds sprout from crevices along the building, particularly in the rear parking lot area.

To facilitate the upkeep and maintenance, Management has scheduled "Landscaping & Graffiti Maintenance Days" every Tuesday. All grass and palm trimmings will be disposed of in the Green Waste Bin that is picked up weekly. A log will be maintained showing the dates and work completed on each "Landscaping Maintenance Day." This Log will be accessible anytime it needs to be reviewed by the City of Signal Hill and Management staff. It will be located in the Main office. This process was started on January 2nd, 2024.

*** Attachment Email has Image labeled "LANDSCAPING/GRAFFITI MAINTENANCE LOG"

10. Graffiti Free Facility

In addition to our Landscaping Maintenance duties, we are including Graffiti reporting and removal on our Log. This will be recorded weekly in our log each Tuesday. It is our responsibility to remove all graffiti in a timely manner to facilitate a clean presentation to the community. Staff are being trained to be observant when making their facility walk throughs and report graffiti to management immediately. This includes wall, signage, and window etching on all facility grounds.

11. Sign Installation and Permit Approvals

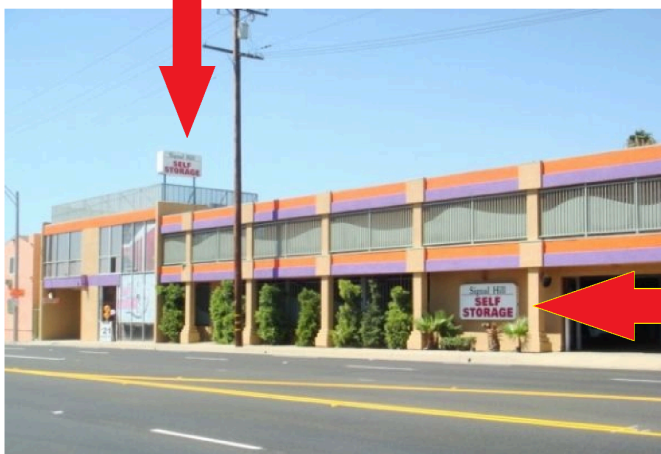
A on-site visit by the Signal Hill Planning Manager noted the graffiti on our facility's plexi lightbox sign facing Pacific Coast Hwy. Management shared that we were finalizing our plans to replace and update all facility lightbox signs. Currently there is one at ground level facing PCH (single sided) and one on the roof (double sided). The Planning Manager shared that City approval and permits for installation were required before this process can start.

Below is a mockup of the designs for these replacements. A separate email will follow requesting permit approval from the city.

*** Attachment Email has Image labeled "SHSS LIGHTBOX SIGN CONCEPTS"



**SIGNAL HILL
SELF STORAGE
LIGHT BOX
SIGNAGE DESIGNS
[STREET & ROOF]**



12. Removal of Shower Located in Restroom on 2nd Floor

A on-site visit by the Signal Hill Planning Manager noted the existence of a Shower in a restroom on the 2nd floor. This was part of the original design when the business purchased this building. In the C.U.P Agreement, it requires removal of the entire shower which we deem very costly for something that is never used and not part of our business operation.

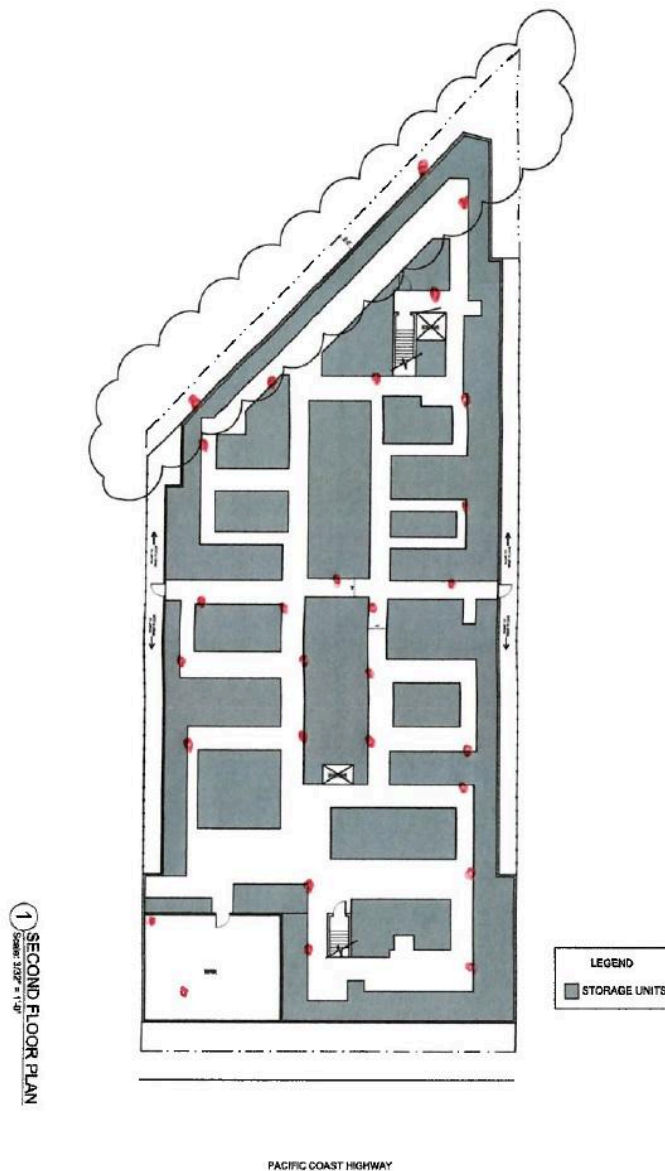
After discussion with the Planning Manager and Commission Board, we have sought the most cost effective method to please this requirement.

On December 8th, our maintenance team capped and canceled the water line to the shower where no water flows through the shower head, making the showerhead 100% non operational.. We hope this may be considered as a cost effective and sufficient alternative to the C.U.P. requirement.

13. Map of Surveillance Camera Locations in Facility

We have fulfilled this requirement in a previous response to the City. We have over 42 cameras in our facility that cover all entrances, emergency exits, parking areas, main office, major pedestrian walkways and isles. Main floor has 29 cameras and the lower level basement has 14 cameras.

*** A sample of the Location map is shown below and added as an attachment in an Email titled " SHSS SEC CAMERA LOCATIONS."



14. Private Security Nightly Patrols

*** An attachment to our current Private Security Night Patrol contract.