



2026 NCSSA Convention & Trade Show Grandover Resort and Spa, Greensboro, NC

Monday, November 9

*Subject to change

Premier Sponsor:



Pioneer Sponsor:



Event Sponsors:



9:00am – **REGISTRATION OPEN** – Granville Foyer A

9:00am – 11:00am - **TRADE SHOW SETUP** – Grandville AB, Foyer A, Foyer BC

11:00am – 12:45pm – **Visit TRADE SHOW (LUNCH at 12:00pm)** – Grandville AB, Foyer A, Foyer BC

12:45pm – 1:15pm – Grandville CD

WELCOME & NCSSA HALL OF FAME INDUCTIONS – *Demarco Southerland, Morningstar Properties, NCSSA President*

1:15pm – 2:15pm – Grandville CD

GENERAL SESSION – Keynote Speaker, Speaker announced shortly

2:15pm – 2:30pm – Break Sponsored by



2:30pm – 3:30pm – **CONCURRENT SESSIONS**

Concurrent #1 – Whitehall Room – Building the Ideal Self Storage Tech Stack, Tommy Nguyen, StoragePug

Concurrent #2 – Grandview Ballroom – Independent Operators Success Series Workshop 301, **Facilitators:** Cindy Ashby, Dynamic Self Storage Solutions, Tana Bryant, Universal Storage Group, Kevin Leebrick, My Storage Ops and Brain Swan, Pinnacle Self Storage

3:30pm – 3:45pm – Break Sponsored by



3:45pm – 4:45pm - **CONCURRENT SESSIONS**

Concurrent #1 – Whitehall Room - How to Tell if a Vendor's AI Claim is Real, Tully Hannan, Cubby Enterprises, Inc.

Concurrent #2 – Grandview Ballroom – Independent Operators Success Series Workshop 301, **Facilitators:** Cindy Ashby, Dynamic Self Storage Solutions, Tana Bryant, Universal Storage Group, Kevin Leebrick, My Storage Ops and Brain Swan, Pinnacle Self Storage

4:45pm – 6:45pm - **TRADE SHOW RECEPTION** – Grandville AB, Foyer A, Foyer BC

Sponsored by



6:45pm – Trade Show Break Down

Tuesday, November 10

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7:30am – **REGISTRATION OPEN** – Foyer

8:00am – 8:45am – **Legal and Legislative Update Breakfast with Daniel Bryant** Grandville CD



Enjoy breakfast while getting up to speed on the latest legal and legislative developments affecting North Carolina's self storage industry. This session will highlight important changes, emerging issues, and what owners and operators need to know to stay informed and prepared for what's ahead.

Breakfast Sponsored by



8:45am – 9:30am – **North Carolina & Beyond: The State of the Self Storage Market** Grandville CD

Presenter: Adam Karnes, The BSC Group



Get a pulse on the current self storage market in North Carolina and across the country. This session will explore key trends, challenges, and opportunities impacting the industry, including demand, occupancy, rental rates, new supply, transactions, financing, and the broader economic environment. Attendees will gain insight into what's happening in the market today and what to watch for as we move forward.

9:30am – 9:45am – Break Sponsored by



OWNER TRACK – Granville CD

9:45am – 10:30am – **General Session/Panel Session** – Speaker announced shortly

10:30am – 10:45am – Break Sponsored by



10:45am – 11:30am - Before you Call the Broker, Cindy Ashby, Dynamic Self Storage Solutions



Before you call the broker, make sure you know what your property is really worth and what you can do to maximize its value. This session will cover preparing your operations, financials, and documentation for market, choosing the right sales approach and advisors, navigating the deal process, and avoiding surprises during due diligence. We'll also discuss the importance of developing an exit strategy well before you're ready to sell—including planning for what comes next.

MANAGER TRACK – Granville AB

9:45am – 10:30am – Tough Tenant Conversations: Let Your Lease Do the Talking, Tana Bryant, Universal Storage Group



Learn to use your lease to handle difficult tenant conversations with confidence. This session covers lease terminations, abandoned or unlocked units, and rule violations. You'll leave with practical language, documentation tips, and strategies for keeping control of your facility.

10:30am – 10:45am – Break Sponsored by



10:45am – 11:30am – Sales Strategies to Convert More Leads and Win More Customers, Tommy Nguyen, StoragePug



Sales doesn't come naturally to everyone-and that's okay! But if you can master just a few key skills, you'll find yourself more confident and more successful when talking to a potential new customer. In this presentation, we'll talk about the best ways to handle any sales call-and how to turn those calls into rentals and referrals.

- How to make a great first impression over the phone
- How to get all the information you need without being pushy or "salesy"
- How great conversations can lead to more referrals and a healthier business

FOR ALL ATTENDEES – Grandville CD

11:30am – 11:45am Break Sponsored by



11:45am – 12:45am - ROUNDTABLES

12:45pm –Grab n Go Snacks – Grandville Foyer