

How Communication Saved My Business After a Flood

by Jolea Pingelton, All Star Storage

When our facility flooded in May, 300 units were affected. I contacted tenants through email, text, phone calls and even Facebook and was available through all of those channels as well. I updated folks regularly and answered any questions or concerns through the whole process.

We have web-based Sitelink so I was able to work offsite from anywhere I could get Internet access. I also rode around with all our hard files in boxes in the back of my SUV so that I could get any information needed to help our customers.

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When I'm not working, I like to spend time with my family and friends. My family loves to visit Canyon Lake and we spend as much time there during the summers as possible. My daughter is 7 years old and loves to wakeboard!! I go watch movies and hang out with friends as often as I can and books are a definite passion for me. As a single mom, alone time is just as precious as being surrounded by people I love and that is when I get to enjoy a good book. I feel incredibly blessed with a job that I love and family and friends who bring joy to my life on a daily basis!

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was able to give tenants good news that their belongings were high and dry on various occasions. I sent out mass communications about which unit numbers were affected, but some people wanted that extra confirmation which I was able to provide in a private conversation.

Another huge project was contacting all those who needed to clear out their units but who had not responded to the mass communications. Peoples' emails and phone numbers change all the time so we had to call emergency contacts to track people down.

Then we had to keep track of who came to clear their unit, who was finished, who was still in process, who had transferred and into which unit,



who would be returning and who would not be returning. We had to get our bills paid and take payments from those who were not affected, all while not being able to work in our office. We had a temporary office set up outside our front door under a canopy to be available for questions and to give guidance.

We were fully cleaned and damage-free within six weeks. We were able to move back into our office and return to normal. ■

Getting to know...