



# Lockbox

Concierge Storage

## Overview & Operational Summary

PO Box 1782 · Sugar Land, TX 77487

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## Overview

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Lockbox is a white-glove, off-site storage service designed exclusively for luxury apartment communities. Through select property partnerships, we give residents a simple, fully managed storage solution while adding a premium amenity to your community — at no cost and with no operational burden on your team.

From delivery and pickup to secure off-site storage, Lockbox manages the entire process. The result is a cleaner property, fewer disruptions, and a more refined resident experience aligned with Class A expectations in the Uptown market.

Lockbox was founded by West Point graduates with backgrounds in logistics and security — disciplines built on accountability and trust, the same standards your residents expect and your property can confidently stand behind.

## The Problem We Solve

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### For Your Property

Resident storage challenges show up in ways that affect your team every day:

- Items left in hallways that trigger complaints or code concerns
- Elevator wear and damage during move-ins and oversized-item transport
- Congestion and disruption in common areas
- Risk from residents using unauthorized spaces for storage

Individually, these may seem minor. Over time, they create unnecessary friction for both your staff and your residents. Lockbox provides a controlled, professional alternative: our lockable bins are sized to fit through standard doorways, so residents pack entirely within their unit rather than moving items through hallways or common areas. Pickups are scheduled, quick, and contained — leaving no clutter and no added burden on your team.

### For Your Residents

When storage is inconvenient, residents adapt in ways that crowd both their homes and your community:

- Closets, patios, and living areas become overcrowded
- Belongings spill into hallways and shared spaces

Lockbox replaces that with a fully managed, white-glove service that begins and ends inside the resident's unit. Residents pack with confidence, knowing their belongings are secured the moment they are stored — with no trips to a storage facility, no vehicle rentals, no repeated elevator trips, and no disruption to their routine.

## What Your Property Gains

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Lockbox is entirely resident-driven, which means:

- No fees to your property
- No obligation to participate beyond partnership approval

In return, your property gains:

- A premium, resident-facing amenity
- Reduced operational friction
- Lower exposure to storage-related issues
- A stronger competitive position in the luxury market

In Class A submarkets, where differentiation matters, convenience-driven amenities strengthen resident satisfaction, support leasing conversations, and reinforce the overall quality of the community.

## Partner Incentives

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To launch the partnership, Lockbox is pleased to offer your community the following:

1. **Complimentary first month for new residents.** For your first 10 new residents who enroll, Lockbox will deliver storage bins to their apartment, collect them once packed, and store their belongings free for the first month — so they can settle in with one less thing to manage. (Open to any new resident; the complimentary month applies with a three-month minimum enrollment.)  
***Optional add-on:** For residents who prefer that we collect from their previous home rather than their new apartment, door-to-door pickup is available, priced by distance.*
2. **Complimentary tamper-evident seals.** The first 15 residents to enroll receive a serial-numbered tamper seal on their bin at no charge. Each seal carries a unique number confirming the bin has not been opened — a clear signal that Lockbox is secure, accountable, and professional from day one.
3. **Co-marketing partnership.** Once the trial results speak for themselves, we will formalize a co-marketing partnership: feature Lockbox on your website as your storage partner, and we will feature Marquee and Carriage Square on ours as a trusted partner community.

## How It Works

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Lockbox operates exclusively through selected partner properties to maintain consistent quality, route efficiency, and service control.

### A Simple Four-Step Process

1. **Delivery** — A Lockbox bin is delivered directly to the resident's unit.
2. **Packing** — The resident packs on their own schedule.
3. **Pickup** — Lockbox returns for scheduled collection.
4. **Storage** — The bin is transported to secure off-site storage until requested for return.

Every resident interaction is handled directly by Lockbox personnel — we do not subcontract any work — so the level of service promised to your community is the level of service delivered. We operate on a hub-and-cluster model, supporting partner properties within the same service area efficiently and responsively. This reduces unnecessary travel, improves scheduling reliability, and ensures residents receive timely service without compromising your property's reputation.

### A Complement to Existing Storage

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Lockbox is not a replacement for on-site storage — it fills a different need:

- On-site storage typically serves larger, long-term needs.
- Lockbox serves flexible, small-volume, convenience-driven needs.

All storage is handled off-site; we use none of your space, staff, or infrastructure. Lockbox is especially well suited for residents storing seasonal items, personal valuables, or overflow belongings they want protected without the burden of managing a full storage unit.

## Getting Started

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Getting started is intentionally simple. Implementation typically requires only:

- Permission to display Lockbox materials in your leasing office or common areas
- Inclusion of Lockbox information in resident welcome materials
- Distribution of a resident announcement using copy we provide

From there, Lockbox operates independently — your team is never involved in scheduling, service, billing, or resident coordination.

A simple 90-day trial agreement confirms the terms:

- Lockbox operates independently and at no cost to the property
- The property bears no liability for resident transactions
- Lockbox has permission to market and serve residents within the community

The trial is your safeguard: 90 days, no cost, and no obligation to continue.

## About Lockbox

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The discipline that shaped our founders — precision, accountability, and trust as non-negotiable standards — defines how we handle every resident's belongings and how we operate within your property. When you partner with Lockbox, you partner with a team that treats your residents' trust as seriously as your own reputation.

## Next Steps

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We would welcome the opportunity to discuss a partnership and show how Lockbox can enhance your resident experience without adding work to your team. If you have questions or are ready to explore a partnership, please reach out using the contact information below.

### **Lockbox Team**

**Phone:** 346-551-0797

**Email:** [support@lockboxstrg.com](mailto:support@lockboxstrg.com)

## Appendix A: Images

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The following images provide a reference for the size, material, and security features of the Lockbox storage bin.









