

1-800-PACK-RAT Case Study

Company Name

Homes For Our Troops (HFOT)

Headquarters

Taunton, MA

Case Study Snapshot

1-800-PACK-RAT donates portable storage containers for HFOT to use at construction sites nationwide

Industry

Construction

Solution

On-Site Storage



Overview

Homes For Our Troops (HFOT) is a privately funded 501(c)(3) nonprofit organization that builds and donates specially adapted custom homes nationwide for severely injured post-9/11 Veterans to enable them to rebuild their lives. Many of these Veterans have sustained injuries including multiple limb amputations, partial or full paralysis, and/or severe traumatic brain injuries (TBI). HFOT provides these Veterans with a barrier-free environment, allowing them and their families to focus solely on recovery and rebuilding their lives.

HFOT constructs homes that are equipped with over 40 special adaptations and are designed with each Veteran in mind. It is important to construct a home as quickly and efficiently as possible so that the Veteran can begin to live comfortably. HFOT has a strict timeline to follow, and to help throughout the home build process, they chose to work with 1-800-PACK-RAT for their on-site storage solutions.

The Problem

Building a home means having a wide variety of materials on hand for the various parts of the home you are building. This is especially true for HFOT's specially adapted custom homes. Many of the components and materials needed for the home are ordered and donated by various HFOT partners, and because of this they are often delivered earlier than the usual practice of a contractor procuring materials as/when needed. At each location, HFOT needs to store these materials until they are needed.

"Our builders have to order products for a home within a specific time frame, meaning they often arrive earlier than we need them," said Katelyn Donovan, Construction Manager for HFOT. *"In the past, we would rely on the*



builders themselves to store these materials. We soon started having problems with that process, as builders would typically have to haul whatever they were storing to the build site. This just added more stress to the builders outside of constructing the home.”



Further complicating matters was the fact that some Veterans chose home sites that were remote, and it was very difficult to get storage out to that build site at all. To alleviate this stress on the builders, HFOT initially went with a competing portable storage solution to get on-site storage. While this worked for a time, this solution wasn't what HFOT was looking for. To be a successful portable storage partner, HFOT had three criteria to meet: affordability, security, and accessibility.

“We ran into issues getting any sort of storage out to some of our build sites simply due to the location they were in,” said Donovan. “Home builds would get off track simply because we couldn't get a key component on-site that was stored elsewhere. We have a timeline of events, from home builds, to community landscaping, to handing the home off to the Veteran themselves that we stick to for each build we have. We needed a portable storage partner who could meet our three criteria to help us stay on track.”

The Solution

HFOT needed a portable storage partner they could count on to deliver a solution no matter where a home was being built at, from the suburbs to a remote area.

HFOT began looking for another portable storage company that met their three main criteria and chose 1-800-PACK-RAT to fulfill those requirements.

“We have absolutely, without a doubt, seen positive results from having 1-800-PACK-RAT's containers on our build sites,” said Donovan. “Having 1-800-PACK-RAT on site has allowed our builders to keep moving and keep to their schedules because we are able to ship them products at the very beginning stages of a build, so they can access them when they need them.”

Katelyn Donovan, Construction Manager for HFOT

“Before our partnership, we'd been paying for storage units as we needed them,” said Matt McGuire, Manager of Corporate Philanthropy, at HFOT. “We'd looked into a couple of companies that could logistically handle a national partnership with HFOT, and 1-800-PACK-RAT seemed to be a good fit.”

What drove HFOT to 1-800-PACK-RAT was not only their portable storage solutions and quality container construction, but also that the company had participated in other philanthropic ventures.



“When we visited 1-800-PACK-RAT’s website to inquire about partnerships, it told us how much philanthropy meant to 1-800-PACK-RAT. We saw there was room to grow,” said McGuire. “1-800-PACK-RAT has a number of other services to offer us and the veterans we support, and they have the reach and business structure we require of a partner to help our mission. It was a natural fit.”

The Results

Since becoming an HFOT partner in April 2017, 1-800-PACK-RAT has provided 36 containers for 19 different build sites. Some of these build sites have used upwards of three containers for the project, depending on the builder’s specific needs. Since deploying 1-800-PACK-RAT’s all-steel, weatherproof, and secure containers at these specific build sites, the amount of time needed to build those homes has decreased, thanks to having reliable, on-site storage.



“We have absolutely, without a doubt, seen positive results from having 1-800-PACK-RAT’s containers on our build sites,” said Donovan. “Having 1-800-PACK-RAT on-site has allowed our builders to keep moving and keep to their schedules because we are able to ship them products at the very beginning stages of a build, so they can access them when they need them. Having those products and materials available when and where they need it on site has been a tremendous benefit in terms of speeding up a home build. It is even beneficial for our subcontractors as well who can store whatever they need in the containers for whatever job

they are working on that day.”



For example, a contractor for a Florida home build was able to have three containers delivered on site and placed in the back of the home. The contractor was able to place all the materials to be used for the home build in those containers and was able to quickly grab whatever was needed—no waiting around for delivery of a vital component stored off-site.

“ Our communication with 1-800-PACK-RAT has been great, and they are able to navigate the inherent challenges that come along with the construction industry and assist our builders with whatever storage needs they might have. ”

Matt McGuire, Manager of Corporate Philanthropy for HFOT

“The benefit of having 1-800-PACK-RAT’s containers on our build sites created a trickle-down effect for us,” said Donovan. “First, it made the delivery of partner materials easy and on time, which made things easier for the builders to complete the home on schedule. This then allowed HFOT to stay on schedule with its community events and give the keys to the Veteran on time. All of this is able to

happen simply by having a reliable portable storage option in 1-800-PACK-RAT.”

HFOT was also pleased with the containers themselves. The size of the 12- and 16-foot containers was perfect for their build sites, as they didn't take up a lot of room on the site itself and could be placed wherever they needed to be as to not be an inconvenience to the construction crew. HFOT could also count on 1-800-PACK-RAT to deliver or pick up containers when needed, and never had to wait on them to come out for an order. For example, if a community landscaping day were coming up, HFOT never had to worry about a container being on site or in the way, as they were removed when needed.

“We are proud to call 1-800-PACK-RAT our Official Supplier of portable storage containers, and are thankful for their assistance in our home builds.”

Matt McGuire, Manager of Corporate Philanthropy for HFOT

“Our builders are extremely pleased with our 1-800-PACK RAT deployments,” said Donovan. “One of our builders in Florida needed a container that was on site moved somewhere else, and he was surprised by how fast 1-800-PACK-RAT came out and made the move. Additionally, I have heard from builders across multiple build sites about the containers themselves. Not only are they secure, sturdy, and weatherproof, but they don't weigh as much as the other portable storage containers we have used in the past. We didn't have any damage or divots in the ground we had to repair afterwards, which was just one less thing we had to worry about at the end of the day.” Having experience working with customers in the construction industry has also been a big plus for HFOT.

“We strive to set up both our partners and builders for success, and they count on each other from the beginning of a build to the end,” said McGuire. “Our communication with 1-800-PACK-RAT has been great, and they are able to navigate the inherent challenges that come along with the construction industry and assist our builders with whatever

storage needs they might have. We are proud to call 1-800-PACK-RAT our Official Supplier of portable storage containers, and are thankful for their assistance in our home builds.”

The convenience of having facilities located across the continental United States is a bonus for HFOT, especially when some of their build sites are located outside of heavily populated areas.

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Katelyn Donovan, Construction Manager for HFOT

“1-800-PACK-RAT has been awesome for us. From the convenience factor and customer service to the containers themselves, everything has been extremely helpful,” said Donovan. “Our construction managers have nothing but good things to say about 1-800-PACK-RAT's ability to get portable storage containers when and where we need them. The benefits to the builder and HFOT directly impact the Veteran, which is our primary focus. It is crucial that all of this leads to a success for them. 1-800-PACK-RAT definitely helps further HFOT's mission and is helping us build our homes faster so our Veterans can move into them quicker. We're very happy 1-800-PACK-RAT is a part of what we do.”

