



William Lodge <williamlodge12@gmail.com>

Escalation to ownership - Unit 2232 - Restoration of access and contract terms

1 message

William Lodge <williamlodge12@gmail.com>
To: manager1@greenboxselfstorage.com

Fri, May 15, 2026 at 7:59 PM

CC: Focus Property Group ownership (via web form at focuspropertygroupplc.com)

This email is being escalated to ownership because five written notices to the Brighton Blvd location on May 15, 2026 received no written response.

BACKGROUND

I am a paying tenant at Greenbox Self Storage, 3310 Brighton Blvd, Unit 2232. I signed the rental agreement on May 14, 2026. I am paid through June 13, 2026. My property is currently inside the unit. I intend to remain a tenant. This unit's location is convenient for me and I have no interest in moving out. I am writing because I need the access I paid for and the contract terms I signed honored.

Within 24 hours of move-in, my access code was disabled. The reason given verbally by phone - never in writing - was that the mailing address on my account, the St. Francis Center in Denver, is "banned." St. Francis Center is a recognized mail-handling service for unhoused Denver residents. I offered to update my address in writing, which is the exact process required by paragraph 20 of the lease Greenbox drafted. That offer was refused.

DOCUMENTED COMMUNICATIONS

I sent five written emails to manager1@greenboxselfstorage.com on May 15, 2026, at 10:22 AM, 11:55 AM, 12:51 PM, 1:53 PM, and 2:54 PM. None received a written reply. No written notice of default, termination, or any lease violation has been provided to me, as required by paragraphs 10, 15, and 19 of the rental agreement and by C.R.S. § 38-21.5-101 et seq.

LEASE AND BILLING DISCREPANCIES

1. Rent. My signed lease, paragraph 3, lists monthly rent at \$25.00. The tenant portal currently shows \$35.00. Paragraph 3 requires 30 days' written notice for any rate change. No such notice was provided.
2. Access. Paragraph 1 grants access from 6:00 AM to 10:00 PM daily. Paragraph 10 limits denial of access to circumstances of default after 30+ days of non-payment with written notice. I am not in default.
3. Address update. Paragraph 20 requires me to submit address changes in writing within 10 days. I did so on May 15. Paragraph 20 states such changes become effective when received and recorded by Owner.

DOCUMENTED HARM

The lockout caused real, documented harm over two days:

- Two days of denied access during posted access hours, including hours spent waiting at a closed office that was scheduled to be open.
- Work clothing and work shoes locked inside a paid unit, forcing me to report to work in unsuitable clothing.
- Personal hygiene items locked inside the same unit, with no working access to retrieve them.
- Multiple unanswered calls and voicemails to the facility.
- Five unanswered written emails sent during the same day.
- The only verbal contact from Greenbox staff was hostile, and I was told I would have to meet that same individual after hours to retrieve property from a unit I had legally paid for.

WHY THIS IS BEING ESCALATED TO OWNERSHIP

Greenbox's public brand emphasizes sustainability, community, and being a certified Denver Green Business and LEED Silver facility. The conduct at the Brighton Blvd location is inconsistent with that brand.

Denying access to a paying tenant based on use of a homeless-services mailing address is the kind of practice the Colorado Civil Rights Division and the Denver Anti-Discrimination Office investigate, and the kind of story Denver local media covers.

The rate discrepancy between the signed lease (\$25) and the tenant portal (\$35) is a separate consumer protection issue.

RESOLUTION REQUESTED

I want to remain a tenant in Unit 2232. I am requesting the following in writing within 48 hours so that my tenancy can continue under the terms I signed:

1. Restoration of a working gate access code, confirmed by email, with a test confirmation that the code is active and will remain active throughout the term of the rental agreement.
2. Written confirmation that my address update has been received and recorded per paragraph 20, and that my mailing address will not be used as a basis for any future access restriction.
3. Written correction of the rate discrepancy: confirmation that the rent under the signed lease is \$25.00/month (plus the separately signed \$10.00 protection plan addendum), itemized accounting of any amount charged to the card on file, and refund of any overcharge.
4. Goodwill credit of \$750 toward my account for documented service failure across two days, including denied access during posted access hours, time lost at a closed office, and the impact of being denied access to work clothing and personal hygiene items locked inside a paid unit. This credit can be applied as account balance against future rent.
5. Written assurance that no lock change, removal, fees, disposal, or other adverse action will occur, and that my tenancy will continue on the terms set out in the signed agreement.
6. A direct point of contact at the ownership or management level for any future communication, given the documented unresponsiveness of the manager1 email address and the hostile nature of the only verbal contact I received.

NEXT STEPS IF NO RESPONSE

If I do not receive a written response from Greenbox ownership or Focus Property Group within 48 hours of this email, I will proceed with:

- Complaint to the Colorado Attorney General Consumer Protection Section
- Complaint to the Denver Anti-Discrimination Office
- Complaint to the Better Business Bureau
- Notification to the City of Denver Green Business program
- Notification to the U.S. Green Building Council regarding the LEED Silver certification
- Outreach to Denver local media (Westword, Denverite, 9News)
- Dispute of all charges on the card on file
- Any other remedies available under Colorado law as a paying tenant whose property remains inside the facility

The complete documentation, including the signed lease, all five emails sent on May 15, the move-in instructions containing the non-working code, and the tenant portal screenshot showing the rate discrepancy, is available at <https://williamlodge.com/greenbox/>

I would prefer to resolve this directly and continue as a tenant. I am giving ownership the opportunity to do so.