



William Lodge <williamlodge12@gmail.com>

Unit 2232 - Move-out under protest and documentation of access denial

1 message

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

Fri, May 15, 2026 at 2:54 PM

Hello Greenbox Self Storage,

This email documents today's events regarding Unit 2232.

Rental began May 14, 2026. The facility access code provided in the move-in instructions (5262) did not function on May 14 or May 15. Office support was unreachable by phone and voicemail across multiple attempts on both days. I was only able to move my belongings into the unit on May 14 because another customer allowed me through the gate.

On May 15, I was informed by phone that my access code had been disabled because the mailing address on my account - the St. Francis Center in Denver, a mail service for unhoused residents - was considered "banned." I offered to provide an updated address in writing, which is the process described in the lease agreement (address/contact changes submitted in writing within 10 days). That offer was declined and a refund was offered instead, despite my property already being inside the unit.

I was granted supervised access at 5:00 PM today and removed my property at that time. I am accepting the refund offered, but I want the following on the record:

1. I am moving out under protest. Acceptance of the refund does not waive any claims related to the lockout, the denial of my written address-update request, or the basis stated for denying access.
2. The lease lists access hours as 6:00 AM to 10:00 PM daily. Disabling my access code without written notice or a documented lease violation on my part is inconsistent with that term.
3. Please confirm in writing (a) the exact refund amount and method, (b) the date the rental is considered terminated, and (c) the written policy or lease clause used to deny access based on the mailing address on file.

I am retaining all records - the signed lease, the move-in instructions containing the non-working code, call logs, voicemails, prior emails, and photographs from today's pickup.