



William Lodge <williamlodge12@gmail.com>

Urgent: Unit 2232 access failure, address update, and written clarification required

1 message

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

Fri, May 15, 2026 at 11:55 AM

Hello Greenbox Self Storage,

I am writing to document an urgent issue with my rental for Unit 2232 at 3310 Brighton Blvd.

I rented the unit on May 14, 2026, completed the documents, received confirmation, and was provided facility access code 5262 and unit lock code 3589. I attempted to access the facility the same day to move in, but the facility access code did not work. The office was supposed to be open, but no one was available. I called multiple times and could not reach support. Another customer let me in, and because I already had my belongings with me, I moved most of my property into the unit.

This morning, May 15, 2026, I returned again during posted business/access hours, and the code still did not work. Again, no one was available at the office, and I called and left messages.

I later received a phone call stating that my gate code was disabled because the address I used is banned. The address is St. Francis Center, which is a legitimate mail address used by people experiencing homelessness in Denver. I asked to update my address and was told I could not and that I needed to come get my belongings.

Please respond in writing today with the following:

1. A working access code or a confirmed supervised access time so I can access my property.
2. Written confirmation whether my rental agreement is still active or whether Greenbox is attempting to terminate it.
3. If Greenbox is terminating the rental, please provide the written notice required under the rental agreement and a reasonable move-out window with working access.
4. Written confirmation that my address/contact information can be updated in your records.
5. The written policy or lease provision that allows denial of service solely because a customer uses St. Francis Center or another homeless-services mailing address.

I am requesting that no lock be changed, no property be removed, no fees be added, and no adverse action be taken against my belongings while this access/code issue is being resolved. I paid for the unit, received confirmation, relied on the access instructions you provided, and my belongings are already inside the facility.

Please respond by email so there is a clear written record.

Thank you,

William Lodge
Unit 2232
Phone: (404) 425-9820
Email: williamlodge12@gmail.com
williamlodge.com