



William Lodge <williamlodge12@gmail.com>

Unit 2232 - Final opportunity to resolve - 72 hour response required

1 message

William Lodge <williamlodge12@gmail.com>

Wed, Jun 3, 2026 at 4:55 AM

To: manager1@greenboxselfstorage.com

Cc: property@focuscorporation.com, bahman@focuscorporation.com

To: manager1@greenboxselfstorage.comCc: Focus Property Group (via web form, focuspropertygroupplc.com)

Cc: Bahman Shafa, Owner

Subject: Unit 2232 - Final opportunity to resolve - 72 hour response required

To: manager1@greenboxselfstorage.comCc: Focus Property Group (via web form, focuspropertygroupplc.com)

Cc: Bahman Shafa, Owner

Mr. Shafa, and to whom else it may concern at Greenbox Self Storage:

This is my final attempt to resolve this directly with ownership before I proceed with the consumer protection, civil rights, and legal actions I have already prepared.

I want to start by saying what this is really about.

When I signed the rental agreement on May 14, 2026, I put down the St. Francis Center as my mailing address - 2323 Curtis Street - because that is the address I use. St. Francis Center is a recognized mail-handling service for unhoused and formerly unhoused Denver residents. Within 24 hours of move-in, my gate code was disabled. I was told by phone - never in writing - that the address was "banned."

Greenbox made a decision about who I am based on a mailing address. Nobody asked. Nobody met me. Nobody looked at the fact that I am a Denver-based freelance web developer with my own LLC, twenty years of broadcast and technology experience, and a freelance business serving Denver clients. Nobody considered that I have built websites and resources for the Denver homeless services community - including HomelessDenver.com, HomelessBoulder.com, and HomelessColorado.com - because I have lived experience of that community and I care about it.

Greenbox saw an address and decided I did not count.

That is what this is really about. People should not be judged by the address on their account. People using St. Francis Center as a mailing address are tenants, customers, neighbors, workers, and human beings - the same as anyone else.

WHAT THIS COST ME

I have been denied access to a paid unit for almost three weeks. Inside that unit are the things I was finally able to accumulate as I was climbing out of homelessness: my work clothes, my work shoes, my hygiene items, my jacket, my medications, and other essentials I had worked hard to gather.

The actual harm over these weeks includes:

- Wearing the same clothes day after day to work, and having to make excuses at jobs because I had nothing else to wear.
- Reporting to work in tennis shoes because my work shoes are locked inside a unit I am paying for.
- Going without basic hygiene items for almost three weeks.
- Going without a jacket during cold nights.
- Going without the medications I depend on, and the physical pain that came with it.
- The setback of feeling like everything I had finally built up was taken from me overnight, because of an address.

This was not an inconvenience. It was a major setback to a life I have been working hard to rebuild.

DOCUMENTED RECORD

- Signed rental agreement at \$25/month plus \$10/month protection plan addendum. Paid through June 13, 2026.
- Gate code disabled within 24 hours of move-in. No written notice of any default, lease violation, or termination - as required by paragraphs 10, 15, and 19 of the rental agreement and by C.R.S. § 38-21.5-101 et seq.
- Six written emails to manager1@greenboxselfstorage.com between May 15 and today. Zero written responses.
- Formal escalation to Focus Property Group via the parent company contact form. No response.
- Certified mail demand letter sent. No response.
- Tenant portal displayed \$35/month rate against a signed \$25/month lease, with no 30-day written notice as required by paragraph 3 of the agreement.
- Only verbal contact from Greenbox staff was hostile.

Full documentation, including signed lease, all six emails with timestamps, the protection plan addendum, the move-in instructions containing the non-working code, and the tenant portal screenshots, is at:

<https://williamlodge.com/greenbox/>

RESOLUTION REQUESTED

I am requesting the following, in writing, within seventy-two (72) hours:

1. Full refund of all amounts paid to Greenbox (rent, administrative fee, and protection plan premiums).
2. Reimbursement of out-of-pocket replacement costs for clothing, work attire, hygiene items, and other essentials I had to replace because I could not access my paid unit.
3. Compensation of \$4,500 for documented consumer harm, including:
 - Almost three weeks of denied access during posted access hours.
 - Loss of access to medications and the physical impact of going without them.
 - Loss of access to work clothes, work shoes, and a jacket, with documented impact on my ability to perform freelance and contract work.
 - Loss of access to personal hygiene items for the same period.
 - Lost work capacity and time spent attempting to resolve this matter across emails, calls, and a certified mail demand.
 - The setback caused to someone who was actively rebuilding after homelessness, when access to essential personal property was taken away without any written notice or lease violation.
4. A written acknowledgment that use of a homeless-services mailing address is not, and going forward will not be, a basis for denial of service at any Greenbox Self Storage location.
5. Written assurance that no lock change, removal, fees, disposal, or any other adverse action will be taken on my property while this matter is being resolved.

NEXT STEPS IF NO RESPONSE

If I do not receive a written response from Greenbox or Focus Property Group within 72 hours, I will proceed without further notice with all of the following, each of which is already prepared:

- Complaint to the Colorado Attorney General Consumer Protection Section.
- Complaint to the Colorado Civil Rights Division regarding denial of service based on use of a homeless-services mailing address.
- Complaint to the Denver Anti-Discrimination Office.
- Complaint to the Better Business Bureau against Greenbox Self Storage and against Bahman Shafa personally as the listed owner.
- Notification to the City of Denver Green Business program regarding the LEED Silver-certified Brighton Blvd location.
- Notification to the U.S. Green Building Council.
- Dispute and chargeback of all amounts charged to the card on file.
- Retention of counsel for breach of contract, violation of C.R.S. § 38-21.5-101 et seq., and discrimination claims, with recovery of attorneys' fees pursued under paragraph 30 of the rental agreement.
- Public release of the complete documentation to Denver media outlets that cover housing, homelessness, and consumer protection issues.
- Public posts on LinkedIn and other platforms with full documentation.

I would still prefer to resolve this directly with ownership. The offer to do so remains open for the next 72 hours.

I am not asking to be treated specially. I am asking to be treated like anyone else who signed a lease, paid the rent, and

put their belongings inside a unit.

William Lodge

Unit 2232

Paid through June 13, 2026

William Lodge LLC

Phone: (404) 425-9820

Email: williamlodge12@gmail.com

Background: <https://williamscompass.com>

Me: <https://williamlodge.com>