



William Lodge <williamlodge12@gmail.com>

Regarding Unit 2232

Kandice Jones <Kandicej@greenboxselfstorage.com>

Wed, Jun 3, 2026 at 9:06 PM

To: William Lodge <williamlodge12@gmail.com>

Cc: Bahman Shafa <shafa@focuscorporation.com>, Katie Vaughan <katiev@focuscorporation.com>

Mr. Lodge,

As previously communicated, facility access will not be provided at this time. However, we remain willing to coordinate a mutually agreeable appointment during normal business hours for the retrieval of your belongings.

If June 4, 2026, at 10:00 a.m. does not work for your schedule, please provide several dates and times that you are available, and we will make reasonable efforts to accommodate one of those options.

We will continue to communicate regarding the retrieval of your belongings through written correspondence.

Sincerely,

Kandice Jones
District Manager
Greenbox Self Storage

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From: William Lodge <williamlodge12@gmail.com>**Sent:** Wednesday, June 3, 2026 8:55:59 PM**To:** Kandice Jones <Kandicej@greenboxselfstorage.com>**Subject:** Re: Regarding Unit 2232

I have to work and cannot attend the June 4 meeting.

I have a signed lease for Unit 2232. I paid in full and was issued gate code 5262 and lock code 3589. Under the lease, I am entitled to access 6:00 a.m. to 10:00 p.m. daily, and I am current with no notice of default.

Please restore my gate access code so I can retrieve my belongings during posted access hours, as the lease provides. Please also confirm in writing that my property remains secured and undamaged and that no fees or adverse action will be applied.

I continue to reserve all rights and claims.

Sincerely,
William Lodge

<https://greenboxselfstoragereviews.com/> (updated)

On Wed, Jun 3, 2026 at 7:39 PM Kandice Jones <Kandicej@greenboxselfstorage.com> wrote:

Mr. Lodge,

Thank you for your response.

Greenbox will make your belongings available for retrieval on June 4, 2026, at 10:00 a.m. at [3310 Brighton Blvd.](#) Ethan and I will be present to assist with the retrieval process.

Your belongings remain at the facility and will be made available to you at the scheduled appointment.

If you are unable to attend the scheduled appointment time, please notify us in advance so we can coordinate an alternative time during normal business hours.

Sincerely,

Kandice Jones
District Manager
Greenbox Self Storage

From: William Lodge <williamlodge12@gmail.com>
Sent: Wednesday, June 3, 2026 6:21 PM
To: Kandice Jones <Kandicej@greenboxselfstorage.com>
Subject: Re: Regarding Unit 2232

Dear Ms. Jones,

Thank you for your response.

I dispute several parts of your characterization of the events, including the claim that I was never authorized to access the facility and the implication that I abandoned any effort to retrieve my belongings. I also do not agree with Greenbox's description of the situation as unauthorized occupancy.

That said, my immediate priority is the safe return of my personal property.

Please provide, in writing, a specific date and time when I may come to the facility to retrieve my belongings, along with the name of the staff member who will be present. I am willing to coordinate a reasonable appointment during business hours so this can be handled calmly and without confusion.

Please also confirm that all of my personal property remains secured and has not been discarded, moved, damaged, or otherwise disposed of.

Additionally, I request that Greenbox preserve all records related to this matter, including gate logs, access-code records, surveillance footage, rental or move-in records, staff notes, emails, phone records, text messages, and any internal communications concerning me, my account, my access, or my property.

I am not waiving any rights or claims by requesting retrieval of my belongings. I am simply asking Greenbox to provide a clear, written process so that my property can be returned.

Please respond with available retrieval times.

Sincerely,
William Lodge

On Wed, Jun 3, 2026, 5:46 PM Kandice Jones <Kandicej@greenboxselfstorage.com> wrote:

Mr. Lodge,

We have reviewed your correspondence and would like to clarify several factual inaccuracies.

Your access code was never activated or authorized for use. Prior to completion of the move-in process and authorization of access, you entered the facility by following another customer through the gate and placed personal property into a storage unit without authorization. At no time had Greenbox Self Storage granted you active gate access to the property.

On May 15, 2026, Greenbox staff spoke with you and advised that arrangements could be made for you to retrieve your belongings. During that conversation, you stated that you would arrive at the facility by approximately 5:00p.m. to address the matter and remove your property. You did not arrive as represented, and no retrieval occurred at that time.

Additionally, Greenbox disputes the assertion that you have been denied the opportunity to retrieve your belongings. Since our conversation on May 15, you have not appeared at the facility to remove your property or otherwise coordinate retrieval in person.

For clarification, Greenbox's actions were not based on your personal background, employment status, housing status, or any other personal characteristic. Any decisions regarding access to the facility were based solely on operational and security considerations and the circumstances surrounding the unauthorized entry and occupancy of the unit.

Greenbox reserves all rights under the rental agreement and applicable law. We reject the allegations contained in your correspondence and do not agree with your characterization of the events described.

If you wish to coordinate retrieval of any personal property, please contact management directly so that arrangements can be made.

Sincerely,

Kandice Jones
District Manager
Greenbox Self Storage

