



William Lodge &lt;williamlodge12@gmail.com&gt;

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**Regarding Unit 2232**

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**Kandice Jones** <Kandicej@greenboxselfstorage.com>

Wed, Jun 3, 2026 at 5:46 PM

To: "williamlodge12@gmail.com" &lt;williamlodge12@gmail.com&gt;

Cc: Bahman Shafa &lt;shafa@focuscorporation.com&gt;, Katie Vaughan &lt;katiev@focuscorporation.com&gt;

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**

