

Matter Name	Opened Date	Matter Summary	Claimed Losses
Narwid, Donna (Bradford Mini Storage) CAP	5/17/2021	Consumer reports has been a long-time renter of self-storage facility that promises the units are clean, dry and secure. Says after moving to a larger storage unit, belongings have been covered in dirt. Business has not successfully addressed the issue with attempted repairs to the unit. Says following complaints, received a late fee notice and demand to remove items imminently, which poses as a hardship to consumer, who reports transportation difficulties and health concerns.	\$0.00
Dion, Stephen (Flynn Avenue Self Storage) CAP	3/1/2021	Consumer reports business increased rent and storage unit has leaks.	\$800.00
Nolan (Pioneer Storage) CAP	12/24/2020	Consumer reports they pay for a climate controlled unit. Reports damage to belongings inside unit where a faulty valve caused sprinklers to flood the unit. Says the business removed personal items and stored them in an outside locked bin and notified they planned to discard if not picked up within 15 days. Consumer reports difficulty retrieving items within the timeframe due to transportation and scheduling difficulties. Says this is everything they own.	\$0.00
Judd, Brian (Store It All Self Storage) CAP	12/1/2020	Consumer reports billing dispute. Says signed storage agreement in July for \$40/month plus insurance, which was \$50/month. Consumer says fees increased, up to \$60/month. While consumer disagrees with the amount charged, they continue to pay, because they are concerned about the company withholding or disposal of their items.	\$30.00
Manning, Kelly (Store It All Self Storage) CAP	9/29/2020	Consumer has been locked out of storage unit for paying late. Says the office manager said she can pay late.	\$0.00