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To: Vermont House of Representatives
Committee on Economic Development

From: Charity R. Clark, Chief of Staff
Vermont Attorney General's Office

Date: January 14, 2020

Re: Complaints filed with the Attorney General's Office's Consumer Assistance
Program concerning self-storage units

I have attached a spreadsheet of all the complaints received by the Attorney General's Office's Consumer Assistance Program in the years 2017, 2018, and 2019.

Attachment

| Matter Name | Opened Date | Matter Summary | Claimed Losses |
|--|-------------|--|----------------|
| Austin, Mark (K&A Leasing, LLC) CAP | 9/27/2019 | Consumer rented a storage unit. Business told consumer they were selling his stuff. Consumer then moved two truck loads out on the weekend but didn't finish. Business then said they would overlook, and seize his property, and sell property for \$300. Business now wants \$300 for consumers property left over from consumer. Amount of loss:\$390 | \$0.00 |
| Lockwood, Lenn (Brigham Road Storage) CAP | 6/11/2019 | Consumer alleges that he had a verbal agreement that his things would not be sold. Consumer would like his belongings returned. | \$50,000.00 |
| Beatson, Catherine (North Star Self Storage) CAP | 4/18/2019 | Consumer rented a storage unit that had structural damage. The units damage allowed water and other elements from outside to damage the goods inside of the unit. Insurance the business instructed the consumer to purchase doesn't know who the consumer is, even though the consumer had been paying money towards this insurance for months. Consumer has multiple videos and photos that they are willing to send upon request. | \$0.00 |
| Lilley, Constance (Moody Transport LLC) CAP | 3/13/2019 | Consumer thought her house was sold and put a down payment of \$1,000 for the purchase of a trailer to be used for storage but wants a refund now. | \$1,000.00 |
| Eton, Darwin (Charley Brown's) CAP | 6/19/2018 | Consumer is filing a complaint against Charley Brown Vehicle maintenance and repair service. The consumer claims that the business' storage of his tractor led to significant rust damage and vehicle degradation. Requests refund and compensation for damages. | |
| LaValley, Emily (West street self storage) CAP | 5/25/2018 | Consumer is filing a complaint against West Side Self-Storage. They arranged for a storage unit and were assured that they could make payments after moving her stuff in, but was unable to make the payment in the following week because the owner was consistently out of the office. Wants to know what happened to her possessions and is seeking a refund if her possessions were discarded. | \$0.00 |
| Wendell, Jasmine (Brandon Self Storage) CAP | 3/30/2018 | The consumer states that she haven't pay the rent fee on time due to misunderstandings. She wants her delayed fee to be canceled. | \$0.00 |
| Trahan, Thomas (Essex Mini Storage Co) CAP | 3/19/2018 | Essex Mini Storage said if consumer does not pay \$615.00, his unit will be sold on April 17, 2018. Consumer is willing to pay but wants CAP's assistance in prolonging the selling of his unit. | \$715.00 |
| McCrimmon, Samantha (Jericho Mini Storage) CAP | 1/29/2018 | Mr. Raphael owes the consumer \$50 for a security deposit return on a storage unit. Mr. Raphael claims he sent the deposit to an address that Ms. McCrimmon previously gave him, but she hasn't received the money and says she never gave him another address. | \$50.00 |

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| Brown, Lorna on behalf of Edney, Grace (Town Line Self Storage) CAP | 11/13/2017 | Consumer sends check to business each month, but the business has not been depositing her checks in a timely manner. | \$0.00 |
| McKibben, Stephen (Store it All Storage) CAP | 10/19/2017 | Consumer is having trouble with a storage company he's currently renting a unit from. Identifies that business is not compliant with Vermont statutes. | \$0.00 |
| Larkin, Lenore (BC Moving and Storage, Inc.) CAP | 3/31/2017 | Consumer has been harassed and is being presented with an inaccurate statement. The business did not give her a copy of the statement because the business only had a single copy. The consumer would like a copy of her account number and all payments made and amounts outstanding associated with that account number, etc. | \$0.00 |
| Beaucage, Sara (Barre Store It All) CAP | 2/21/2017 | Consumer rented a storage unit. Personal belongings were ruined because of a leaking roof, and the consumer wants to be paid for the value of their lost possessions (\$4197) because of their "Protection Plan Lease" | \$4,197.00 |
| Craven, Kevin (Store It All Self Storage) CAP | 2/9/2017 | Consumer reports belongings in storage unit damaged by black mold. Consumer noted holes in the roof of the storage unit and took pictures of damage. Consumer reached out to business and sent pictures and reported damages. Consumer requested a settlement of \$700 and accepted on offer to settle on \$300. Consumer has not received settlement and now requests the original \$700 | \$1,000.00 |
| Young, Cheryl (Tuscany Self Storage) CAP | 12/5/2016 | Rented unit from them and haven't returned deposit | \$0.00 |
| Ogus, Robert (Rt. 116 Self Storage) CAP | 8/9/2016 | The consumer had a contract with the business to store his belongings in one of their storage units in 2012. The consumer had the business billing his debit card monthly. In 2014 the consumer cancelled his card and forgot to notify the business, he had also since changed phone numbers. Because of his failure to notify the business and update his billing information the business sold the contents of his unit. The consumer is requesting \$2500, representing what the consumer has paid over the years and return of all his tools and other possessions. | \$2,500.00 |
| Jerome, Stephen (Single Track, LLC d/b/a Chase Moving and Storage) CAP | 8/8/2016 | Rented a storage unit in June and moved out, but hasn't received his money back. The consumer initially paid \$180 as a deposit for the unit. They used it from June 1st to July 2nd and then asked for their deposit back. This request have been ignored and an additional \$90 was charged to the consumer's credit card on August 1st. Consumer is requesting a refund for the full \$270. | \$270.00 |
| Buongiorno, Tiffany (Store It All Self Storage) CAP | 6/15/2016 | Storage unit ruined all of their belongings from water damage. Consumer bought insurance, but business has conflicting responses. | \$1,470.00 |

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|---|-------------|--|----------------|
| Tetrault, Dawn (Green State Storage) CAP | 5/10/2016 | Consumer reports she entered a rental agreement with Green State Storage in July 2001. At the time, the building appeared to be in good repair and looked like a safe facility. She did not return from 2010-2015, but continued to make all payments. When she entered in July 2015, the place was completely run down, and so much junk and trash in the lot that she was unable to enter her unit. The owner also placed a lock on her unit although she had been making the payments. In August 2015, as soon as she entered her storage facility she saw all of her furniture covered in mold, and the floor was so wet you could see mildew spots on the ceiling. Entire boxes of her belongings had been ruined, as well as her furniture. She spent \$60 a month to store her belongings for close to 15 years. Upon contacting the business for their insurance information to make a claim, she was told that she signed something saying they are not responsible for her belongings. She was not provided with a copy of this document. The business has refused to reimburse the consumer, and haven't taken any action to redress the situation. Consumer spent over \$10,000 storing furniture. | \$7,500.00 |
| Brown, Joseph (Store It All Self Storage) CAP | 2/24/2016 | Consumer reports billing issue with business. Consumer thought a payment arrangement was set up to pay \$30, but then business took \$40 and are making changes to the arrangement. | |