



Kosta Kondratenko <kosta@headstudios.com.au>

Storage Fees payment declined - Kennards Self Storage

20 messages

southport@kss.com.au <southport@kss.com.au>
To: kosta@headstudios.com.au

27 November 2023 at 08:32

27/11/2023 (08:31:58)

RE: Automated Credit Card Payment (Declined) | AgreeNo: 500002187 | Unit(s): J041

Dear Kosta,

Your credit card payment for Storage Fees was declined for \$235.40 at 08:31:58 on November 27, 2023. Please contact us to arrange alternative payment or to provide updated credit card details.

Thank you for storing your goods at Kennards Self Storage - .

Your current account balance is \$235.40

Yours Sincerely,

Centre Manager**Kennards Self Storage**

TEL 0756495875

MAIL 1 Olympic Circuit, SOUTHPORT QLD 4215

EMAIL southport@kss.com.au WEB www.kss.com.au



 **StatementKESOU500002187.pdf**
310K

Kosta Kondratenko <kosta@headstudios.com.au>
To: southport@kss.com.au

27 November 2023 at 09:27

Dear Centre Manager,

I am writing concerning a recent invoice related to my storage unit at Kennards Self Storage, located at 1 Olympic Circuit, SOUTHPORT QLD 4215.

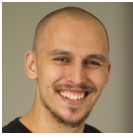
On the invoice, I was charged an \$85 security callout fee. I acknowledge that I inadvertently failed to enter my entry code on a visit, triggering the alarm. However, I recall being informed that the security callout fee is \$65. Could you please provide clarification on the charge of \$85?

In addition, the invoice includes charges for lock cutting and a new lock. I would like to bring to your attention that I have already paid \$25 for these services on 17th November. For your reference, I have attached the receipt of this payment.

I kindly request that the invoice be reviewed and adjusted to reflect the actual services rendered and the fees paid. Your prompt attention to this matter and a revised invoice reflecting the correct charges would be greatly appreciated.

Thank you for your time and assistance.

Sincerely,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au
<https://headstudios.com.au/>

[Quoted text hidden]

 **lock-cutting-cost.pdf**
274K

Kosta Kondratenko <kosta@headstudios.com.au>
To: southport@kss.com.au

5 December 2023 at 08:55

[Quoted text hidden]

 **lock-cutting-cost.pdf**
274K

Kosta Kondratenko <kosta@headstudios.com.au>
To: southport@kss.com.au

5 December 2023 at 12:02

Dear Centre Manager,

I am writing to address several concerns related to my account and recent experiences with your staff at the Southport location. I seek clarification and resolution on the following points:

Billing Discrepancies: On November 27th, I received a statement for \$235, which unexpectedly included a \$25 lock cutting fee. This fee had already been paid, as evidenced by an EFTPOS receipt and acknowledged by your team on November 17th. Furthermore, the statement listed a security fee of \$85, contrary to the \$65 fee I was verbally informed of. These discrepancies require correction.

Customer Service and Communication Issues: My attempt to address these billing errors via email remained unanswered. Additionally, my visit to your facility on December 5th to resolve these issues was met with unproductive and confrontational responses from your staff, culminating in a threat to call the police. This is unacceptable and requires immediate attention.

Request for Action: To resolve these issues, I request:

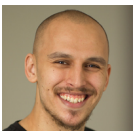
- Acknowledgment and correction of the billing errors in the statement dated November 27th.
- Removal of the \$25 lock cutting fee already paid and an adjustment of the security fee to the initially stated \$65.
- Waiver of the \$15 late fee, considering the ongoing miscommunication.
- A formal apology for the inconvenience and unsatisfactory customer service.
- Attached to this email are supporting documents, including the email correspondence from November 17th and the EFTPOS receipt, substantiating my claims.

I am prepared to settle the adjusted invoice upon confirmation of these corrections. It is imperative for Kennards Self Storage to take responsibility for these errors and ensure such situations do not recur. I value a quick and amicable resolution to this matter and hope to continue using your services upon satisfactory resolution.

Please address these concerns promptly. Failure to respond appropriately may compel me to seek further advice from consumer protection agencies.

I look forward to your prompt and positive response.

Sincerely,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au