

**Mill Plain Self Storage LLC
103 Mill Plain Road
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**Senate Bill 752
An Act Concerning Self Storage Facility Liens.**

February 7, 2013

Please accept this letter as a request that you support Senate Bill 752 modifying current self storage lien laws. Mill Plain Self Storage LLC is a small, independently owned, facility located in Danbury Connecticut. I believe the proposed changes will reduce operator costs while improving communications with the customer and

1. The current law requires that delinquent tenants be sent a notice of default, assertion of landlord's lien rights and notice of the sale of their possessions at auction by certified mail. This notification method adds expense and uncertainty to the process:
 - a. The transient nature of many self storage customers often means that addresses maintained on the facility's records are not up to date and the postal service does not forward certified mail
 - b. The time-frame to move forward on the auction process commences on delivery of the certified letter, yet in many instances, the letter is never delivered bringing to question the validity of the auction process
 - c. The cost of certified mailings, while not great, do increase the facility's costs of collection which impact the customers obligation.
2. Senate Bill 752 changes the method of delivery to allow notification via Verified and First Class mail as well as by Electronic means. The changes serve to reduce notification costs, ultimately benefitting the customer and also improving the likelihood that the notice will reach the customer. Email is often the most reliable means of reaching the self storage customer base as they move from one location to another.
3. The current lien law requires notification of public auctions via local newspaper. This provision is in place to 1) make public notice of the sale and, 2) to maximize the number of bidders at the lien sale with the aim of making the sales competitive to maximize proceeds realized. Society has largely shifted from obtaining its news and information through printed materials to electronic outlets.
 - a. More efficient notifications can be achieved through posts on websites dedicated to storage auctions, mass emails to subscriber lists and postings on facility websites.

- b. Print advertising continues to increase in cost. These costs are added to the customer's balance and, after auction, either increase their shortfall or reduce the net funds returned to them. To the extent the storage facility chooses to pursue the customer in court, the increased cost directly impacts the consumer.

I hope that you will support the adoption of Senate Bill 752.

Regards,



M. Jeffers Ryer

Mill Plain Self Storage, LLC