NYC Consumer and Worker Protection

Extra Space Storage Settlement Fund Claim

Who qualifies to receive money from the Settlement Fund?

The NYC Department of Consumer and Worker Protection (DCWP) reached a settlement with Extra Space Storage. You may be eligible to receive money if you:

- ✓ Rented an Extra Space Storage unit in New York City between **March 24, 2023**, and **June 16, 2026**;

  AND

- ✓ Experienced one or more of the following:

  - ☐ Your belongings were damaged because your storage unit had rodents, mold, leaks, bugs, or other unsafe or unclean conditions.
  - ☐ Your rent increased within the first 6 months of renting your storage unit or by more than 50% during your rental.
  - ☐ Your belongings were sold or auctioned without proper notice, or while you were disputing a rent increase or other fees.

Note: Meeting these conditions does not guarantee you will receive restitution. DCWP will review each claim to determine eligibility and any restitution amount.

The deadline to submit a claim is August 1, 2027 or until the Fund runs out.

What information do I need to complete?

Complete the form starting on page 3. The form has sections for different types of claims. You will only need to complete sections that apply to YOU.

- ☐ Section 1: Tell us about yourself.
- ☐ Section 2: Tell us about your Extra Space rental.
- ☐ Section 3: Tell us what happened.
- ☐ Sections 4, 5, and/or 6: Complete only the section(s) that apply to your claim.
  - My belongings were damaged → Section 4
  - My rent increased → Section 5
  - My belongings were sold or auctioned → Section 6
- ☐ Sections 7 and 8: Review and sign affirmation and release.

Documents That We Need to Review Your Claim

These documents help us determine whether you're eligible for restitution and, if you are, the amount you receive.

Please include copies of any of the following documents that relate to your claim.

- Lease or occupancy agreement
- Receipts or payment records
- Photos
- Letters, emails, text messages
- Insurance documents
- Auction notices
- DCWP complaint

Don't have everything?

Submit the documents you do have. If we need additional information to review your claim, we may contact you.

Need Help?

Phone: (212) 436-0306
Email: **ExtraSpaceSettlement@dcwp.nyc.gov**

CONSUMER CLAIM FORM

Complete all required (*) sections.

Section 1: About You *

Name _____

Date of Birth (MM-DD-YYYY) _____

Address _____

_____

Phone _____

Email (*optional*) _____

Preferred language _____

Section 2: About Your Extra Space Rental*

Storage location(s) _____

Rental dates _____

Did you already file a complaint with DCWP? We will review with your claim.

☐ Yes. My record number is (*e.g.*, complaint #006659-2026-CMPL): _____

☐ No

Section 3: Tell Us What Happened*

Check all that apply.

- ☐ Your belongings were damaged because your storage unit had rodents, mold, leaks, bugs, or other unsafe or unclean conditions.
- ☐ Your rent increased within the first 6 months of renting your storage unit or by more than 50% during your rental.
- ☐ Your belongings were sold or auctioned without proper notice, or while you were disputing a rent increase or other fees.

Briefly describe what happened. *Attach additional sheets as necessary.*

Did you report the problem(s) to Extra Space?

- ☐ Yes. Customer Representative: _____
- ☐ No

PAUSE. Only complete Section(s) 4, 5, or 6 if it matches your claim.

Section 4: My Belongings Were Damaged

When did you notice the damage? _____

What caused the damage?

- ☐ Rodents
- ☐ Water
- ☐ Mold
- ☐ Bugs
- ☐ Other _____

What items were damaged and how much were they worth? *Attach additional sheets as necessary.*

What documents can you provide? (please submit copies with your claim)

- ☐ Lease or Occupancy Agreement
- ☐ Photos showing rodents, mold, leaks, bugs, or other unsafe or unclean conditions in your storage unit, or damage to your belongings
- ☐ Receipts, credit card/bank statements
- ☐ Insurance documents
- ☐ Letters, emails, text messages
- ☐ Other _____

Section 5: My Rent Increased

What rent did you originally agree to pay? $_____

What were you later charged? $_____

Approximately when did the increase(s) occur? _____

Were additional fees charged?

☐ Yes

☐ No

If yes, what type of fee was charged? How much was it, and how often were you charged?

What documents can you provide? (please submit copies with your claim)

☐ Lease or Occupancy Agreement

☐ Proof of payment

☐ Letters, emails, text messages

☐ Other _____

Section 6: My Belongings Were Sold or Auctioned

Approximately when did the auction occur? _____

Did you receive notice?

☐ Yes. Date Notice Was Received: _____

☐ No

Were you disputing a rent increase or other fees when your belongings were sold or auctioned off?

☐ Yes. Please explain: _____

☐ No

What items were sold and how much were they worth? *Attach additional sheets as necessary.*

What documents can you provide? (please submit copies with your claim)

- ☐ Lease or Occupancy Agreement
- ☐ Letters, emails, text messages
- ☐ Notice of sale or auction
- ☐ Other _____

Note: If your belongings were sold at auction, you may qualify for restitution. However, restitution is not the full value of your belongings. If your claim is approved, the amount may be based on the difference between what your belongings were worth and what they sold for at auction.

Section 7: Review and Sign Affirmation*

Please read each statement carefully. By signing below, you affirm that:

- The information you provided in this claim form is true and correct to the best of your knowledge.
- You understand that DCWP and its employees are **not** your personal attorney and cannot provide you with legal advice.
- You understand that DCWP will determine whether you are eligible for restitution and, if so, the amount you will receive.
- You understand that restitution may not cover all of your losses, including insurance costs, incidental expenses, or pain and suffering.
- You understand that if your claim is approved, any restitution payment will be mailed to the address you provided.
- You understand that DCWP cannot advise you about whether your restitution payment is taxable.

_____	_____	_____
Signature	Print Name	Date

Section 8: Review and Sign Release of Claims*

Please read this section carefully before signing.

By typing or printing my name and the date below, I verify that all of the information I submitted related to my claim for payment from the Settlement Fund is true, and I affirm that I have not otherwise received any compensation or refund related to the claim set forth herein and that I hereby forever release and discharge Extra Space Storage Inc. from any and all actions, causes of action, suits, debts, dues, sums of money, accounts, reckonings, bonds, bills, specialties, covenants, controversies, agreements, liabilities, promises, variances, trespasses, damages, judgments, extents, executions, claims, and demands, whatsoever, in law, admiralty, or equity, arising from or related to the claim set forth in this form and up to the value of the amount I receive from the Settlement Fund.

_____	_____	_____
Signature	Print Name	Date

Quick Checklist Before You Submit Your Claim

- ☐ I completed all required sections (Sections 1, 2, 3, 7, and 8).
- ☐ I completed the section(s) that apply to my claim (Sections 4, 5, and/or 6).
- ☐ I attached supporting documents, if available.
- ☐ I signed the Affirmation (Section 7).
- ☐ I signed the Release (Section 8).

Submit Your Claim by Email or Mail

Email: ExtraSpaceSettlement@dcwp.nyc.gov

OR

Mail: NYC Department of Consumer and Worker Protection
Attn: Extra Space Settlement
42 Broadway, 5th Floor
New York, NY 10004

Reminder: The deadline to submit a claim is August 1, 2027 or until the Fund runs out.

Need Help?

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Email: ExtraSpaceSettlement@dcwp.nyc.gov