



Re: Emily Miller - Storage of Personal Items

From Doug Miller <doug_miller@hotmail.com>
Date Fri 6/5/2026 3:00 PM
To CMR LLC <mobilere restoration704@gmail.com>

Reed I want to be clear on one of the reasons I am asking for clarity on where her belongings are located.

Emily needs immediate access to retrieve her U.S. passport and any other essential personal documents that were packed with her belongings. A passport is a federal government document — it is not personal property that can be held pending resolution of a billing dispute.

I'll await the response on the requested details-via email-and separately how you propose to remedy the passport while you prepare the other requested details.

Sent while walking into stuff (from my iPhone)

On Jun 4, 2026, at 10:32 PM, Doug Miller <doug_miller@hotmail.com> wrote:

I am asking for details on the charges. At this stage we need everything in writing.

On Jun 4, 2026, at 3:51 PM, CMR LLC <mobilere restoration704@gmail.com> wrote:

I am right handed and have third degree burns on that hand. I can't keep this up with my left hand and pulling over to respond.

Thank you,

4205 Pleasant Road
Ft. Mill, SC 29708
Phone: 803-335-1701
Fax 803-335-1706
mobilere restoration704@gmail.com

On Thu, Jun 4, 2026, 4:22 PM Doug Miller <doug_miller@hotmail.com> wrote:
| I have a copy of the invoice. It has a total, with no additional detail.

I need details of the hours, rate, materials utilized, and the \$500 monthly storage fee (size of unit stored, etc). Emily does not have the location of her belongings, only your address on Pleasant Rd which conflicts with your LLC address - neither of which may actually be where her belongings are stored.

Need details. Respectfully, not answering these questions implies guilt, or at minimum awareness this bill should have gone through the property insurance claim from the landlord. How you choose to proceed from where we are at is your decision.

From: Doug Miller <doug_miller@hotmail.com>
Sent: Thursday, June 4, 2026 4:06 PM
To: CMR LLC <mobilerestoration704@gmail.com>
Subject: Re: Emily Miller - Storage of Personal Items

Noted. The owner of this business Jerome/Reed Poole appears to be in no hurry to receive payment and may end up spending more time in legal proceedings than it would have taken to answer these questions. You/he could have had your payment in 15 mins if you'd simply responded in kind.

We will be in touch.

From: CMR LLC <mobilerestoration704@gmail.com>
Sent: Thursday, June 4, 2026 3:56 PM
To: Doug Miller <doug_miller@hotmail.com>
Subject: Re: Emily Miller - Storage of Personal Items

The owner of this business has responded. Emily has a copy of our detailed invoice, and all contents are stored at our facility. She has our address as well.

Thanks

Thank you,

[4205 Pleasant Road](#)
[Ft. Mill, SC 29708](#)
Phone: 803-335-1701
Fax 803-335-1706
mobilerestoration704@gmail.com

On Thu, Jun 4, 2026, 3:38 PM Doug Miller <doug_miller@hotmail.com> wrote:

To whomever responded since your message was unsigned.. you were dealing with a young adult who has never worked through an issue like this

before. Hopefully you are appreciative that you now have a contact who can work through with you.

Before we go further, I'd like to request a fully itemized bill listing each charge — the base moving/service charges, any storage fees to date, the additional storage fee you've referenced, and the original reduction as it was applied. Please also note the date each charge began accruing. We also need to know where her belongings are being stored.

I'm not asking this to be difficult; I simply can't review, reconcile, or pay an amount I haven't seen broken out. Once I have the itemized statement in writing, I'll respond promptly with payment or any specific questions. Candidly, \$4200 for moving her belongings and \$500 a month for storage (4-6x the going rate in CLT area) needs explanation. Additionally, it is clear your agent did NOT verify the insurance policy prior to work commencing - we would have moved her things ourselves had we know the fees were not covered.

Given that, I'd ask that any additional storage fee be held until the itemized bill has been provided and I've had a reasonable opportunity to review it — it isn't reasonable for a new charge to begin while the underlying amount is still unclear.

I do appreciate the goodwill you've extended and want to bring this to a clean close. An itemized statement is the fastest way to get us there. I would also like a signature on the response so I am clear who is responding.

Thank you, Doug Miller

From: CMR LLC <mobilerestoration704@gmail.com>

Sent: Thursday, June 4, 2026 3:20 PM

To: Doug Miller <doug_miller@hotmail.com>

Subject: Re: Emily Miller - Storage of Personal Items

If I sit and answer all of these questions, I will also charge a comparable rate as would an attorney.

The original reduction that I offered was contingent on this being paid within that week. We are not a financial institution but I do try and help when I can. At this point, the additional storage fee will apply as of tomorrow. It has been over a week since I have heard from Emily until this morning, and I had to call her. She didn't respond to my text as well.

Good will can only go so far Mr Miller. Thanks

Thank you,

[4205 Pleasant Road](#)

[Ft. Mill, SC 29708](#)

Phone: 803-335-1701

Fax 803-335-1706

mobilere restoration704@gmail.com

On Thu, Jun 4, 2026, 2:58 PM Doug Miller <doug_miller@hotmail.com> wrote:

Hello, this message is for Kelly Forrest...

I am reaching out on behalf of Emily Miller, who is copied on this message. I also left a message this morning for Reed Poole at 704-576-0798.

I understand Reed indicated Emily needs to collect her belongings **by tomorrow** for an additional month of storage will be charged at \$500. We are out of town until Sunday. We are requesting an extension through next week to allow time to resolve the questions below before any additional charges are applied or any deadlines enforced. Given that this matter involves an active legal review, we ask that CMR pause any storage clock or move-back deadlines until we have had an opportunity to receive and review your responses. Any additional charges applied during an active dispute will be part of our legal review.

I also wanted to share; Reed communicated to Emily that reviewing with a lawyer would be a waste of money. We are not disputing that CMR performed work, and our primary legal focus is not CMR — it is the landlord, Aria Communities and Henderson Properties, who directed this move. However, CMR's cooperation in clarifying the facts below will help establish where responsibility lies, and we believe it is in CMR's interest to assist in that clarification.

We have the following questions we need answered before this matter can be resolved:

1. Our understanding is the original move fee was \$4,200, which has since been offered at \$2,100. What specific services are included in that fee?
2. What is included in the \$500 monthly storage fee, and where are Emily's belongings physically being stored?
3. Our understanding is that Emily did not contact CMR to initiate this move. Can you confirm who contacted CMR and requested this service?
4. Did CMR have any prior contact or existing working relationship with Aria Communities or Henderson Properties before this move occurred? Have you had any contact with them since?
5. Claim number 202605-11-4000019 appears on CMR's invoice. I want to be transparent: my understanding is that Emily provided that number herself, under duress while movers were already present in her

apartment. She provided the only insurance information she had available — because her property manager had previously represented to tenants that they would handle the water damage issue (outside of personal property damage). We need to understand whether CMR verified that the claim number provided corresponded to applicable coverage before beginning work. In the restoration industry, confirming coverage type prior to commencing services is standard professional practice so given that and statements made to Emily from the landlord, we did not expect fees associated with their property repair.

6. We need confirmation of the exact date/time packing began, and the date/time Emily signed the CMR authorization document, and how that correlated with the timing that Restoration company indicated the move was required (Carolina CPR)

Our position is straightforward: this move was initiated at the landlord's direction so that remediation work could be performed on Emily's unit following a pipe burst in a neighboring apartment — damage Emily did not cause. Emily did not request this move, did not select CMR, and was placed in an impossible position — with movers already in her home — before she had agreed to anything or understood the financial implications.

We are a local family with roots here. As a local, small business, we appreciate your support in resolving this issue. We know you want to get paid for the work you've done; our goal is to ensure the right party pays for that work.

We appreciate your prompt response given the deadline Reed has communicated.

Thank you,
Doug Miller
704-930-8470

cc: Emily Miller