

# Your Town

[Weather](#) | [traffic](#) | [transit](#)

search  [GO](#)

[< Back to front page](#)

Text size [-](#) [+](#)

ALLSTON BRIGHTON, BACK BAY, BEACON  
HIL, BROOKLINE, CAMBRIDGE, DORCHESTER, DOWNTOWN, FENWAY-KENMORE, JAMAICA  
PLAJ, NORTHEND, ROXBURY, SOMERVILLE, WELLESLEY

## Storm causes truck-rental delays on 'move-in day' in Boston area

Posted by Matt Rocheleau August 31, 2011 05:44 PM

[Print](#) | [Comments \(\)](#)



(Matt Rocheleau for Boston.com)

Looking across Commonwealth Avenue in Allston today, four rental trucks were visible as the annual move-in frenzy was under way.

By **Matt Rocheleau**, Town Correspondent

Three or four weeks ago, Brookline resident Keith Mantia says he reserved a rental truck for today, the last day of the lease on his apartment.

But, like others in the Boston area and in cities along the East Coast hit by Irene, the 24-year-old marketing professional's moving plans hit a road block: U-Haul told him today that his vehicle would not be available until late tomorrow morning.

"They said all of the trucks were delayed 10 to 12 hours because of the hurricane," he said.

"I'm sure we'll try to scramble and get something, but I'm not sure what we'll really be able to do," he added by phone Wednesday afternoon, as roommates remained on hold with the rental company.

The delays added to the controlled chaos that is known as move-in day in Boston, when so many apartments change hands at the end of August.

Ramona Luo, a Boston University alumna, moving from Allston with her two roommates to Brighton said she had reserved a truck a month ago and received a confirmation e-mail. Seven hours before she'd planned to pick up the U-Haul

ADVERTISEMENT

### WELLESLEY REAL ESTATE »

**171**  
Homes  
for sale

**44**  
Rentals  
available

**20**  
Open  
houses this  
week

**2**  
New listings  
this week

FEATURED PROPERTIES

ADVERTISEMENT



Waiting for Twitter to feed in the latest...

[Follow other Boston.com Tweets](#) | [What is Twitter?](#)

today, she was told her reservation had been cancelled.

"I didn't cancel it, and my roommates definitely didn't, either," she said by phone this afternoon on her way to a U-Haul center in Natick to pick up a van as an alternative.

"That's the best they can do," Luo said.

"It's unreal. It's Wednesday," she continued, referring to the time that has passed since Sunday's storm, which save for some downed trees and minor damage left metro Boston relatively unscathed. "There's no reason I shouldn't be able to get the reservation I had made."

A company spokeswoman said today that U-Haul plans to bring around 1,100 additional vehicles from nearby cities that have a surplus into the Boston area on Thursday to help deal with some of the setbacks.

"As a whole, we're seeing [delays] throughout the Eastern Coast because of the storm, but we've been able to move some additional equipment to help handle the situation," said spokeswoman Joanne Fried.

She said the company has a reservation guarantee policy, which provides a \$50 U-Haul credit to customers whose reservations aren't kept. The company has been working to contact customers by e-mail, text and phone to notify them of potential delays and expects to keep its customer service line open later than usual tonight, she said.

"A lot of times when these storms happen, people don't return the equipment as expected," she said. Poor weather can make the moving process slower and storm damage can leave roads blocked, Fried said.

A spokesman at Penske truck rental said that, due to proactive rescheduling that began three to four days prior to the storm, the company has experienced "minimal interruptions," related to the past weekend's weather. Voicemails left for officials at Budget and Hertz rental companies were not returned Wednesday.

At a Budget truck rental location in Allston, two customer service agents were busy making calls to track down available trucks at other local Budget locations. The small lobby was filled with waiting customers, some of whom were admittedly looking for a truck at the last minute.

One of the agents said the weekend's storm had made the rental process more chaotic than usual as the area's fleet of available trucks has been running thin in the wake of Sunday's storm.

The rental woes circulated on social-media sites today.

"Budget rental told us at last minute they can't fill our reservation. U-haul came thru but truck too small. Gonna take 2 trips," wrote one Twitter user from Massachusetts.

"So the truck we reserved 3 weeks ago isn't available and now you only have vans? Isn't that the point of a RESERVATION," wrote one Boston Twitter user, one of at least a dozen local residents who took to the social media platform to vent truck rental frustration.

"Anyone know of last minute moving truck rentals in Boston? Uhaul moved our reservation at the last minute & we have to be out TODAY," wrote another.

Further down the East Coast, a New York City Twitterer wrote, "40 ppl in line to rent a uhaul truck. Have a reservation but dont matter. More like u-hault than uhaul. Stress is makin me make bad jokes."

And, a Washington D.C. user said, "Can anyone from budget rentals help us out? Our truck rental was made at a location that's not open for the next 2

out: Our truck rental was made at a location that's not open for the next 3 days."

E-mail Matt Rocheleau at [mjrochele@gmail.com](mailto:mjrochele@gmail.com).



---

◀ Previous  
entry

Next entry ▶