

Amy Ow

From: Camille Leung
Sent: Thursday, March 9, 2023 8:47 AM
To: Amy Ow
Subject: FW: 88 Cowpens - Lot 11 Highlands
Attachments: HIGHLANDS ESTATE LOT 9,10& 11 ADDRESS.pdf

From: Paula Vraast-Thomsen <pthomsen@smcgov.org>
Sent: Wednesday, March 8, 2023 5:42 PM
To: Chris B. Lim <cblim23@gmail.com>; Camille Leung <cleung@smcgov.org>
Cc: Sophie Mintier <smintier@smcgov.org>
Subject: FW: 88 Cowpens - Lot 11 Highlands

Hello Chris,
Please see attached address letter. Let me know if I may be of further assistance.
Kind regards,
Paula
1-628-207-1820

From: Paula Vraast-Thomsen
Sent: Tuesday, March 7, 2023 1:06 PM
To: Chris B. Lim <cblim23@gmail.com>
Cc: TinTin.Khine@usps.gov; melinda.l.unira@usps.gov
Subject: RE: 88 Cowpens - Lot 11 Highlands

Hello,
Your address does show on GIS and is an official address.
Most services such as internet, depend on Google maps for addresses. I have reached out to Google asking if they would like to update their system and be notified of new addresses / street names. They do not and I am told that Google is updated by users. You may use the attached address letter or you may send this email to AT&T and Xfinity or provide to me their email / contact information and I will verify the address.
Thank you,

Paula Vraast Thomsen

Building Permit Technician



San Mateo County Building Department
455 County Center, 2nd Floor
Redwood City, CA 94063
1-628-207-1820

<https://www.smcgov.org/planning/survey>

Please be sure to insert project address and permit number to subject line for all correspondence.

*Please be aware that I am working from home and off work every other Monday.
Email is the best method in which to contact me as cell service is unreliable where I live. Thank you.*

From: Chris B. Lim <cblim23@gmail.com>
Sent: Tuesday, March 7, 2023 12:31 PM
To: Paula Vraast-Thomsen <pthomsen@smcgov.org>
Cc: Camille Leung <cleung@smcgov.org>; Brandy Vargas <bvargas@smcgov.org>; TinTin.Khine@usps.gov;
melinda.l.unira@usps.gov; Amy Ow <aow@smcgov.org>
Subject: Re: 88 Cowpens - Lot 11 Highlands

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Hello Paula,

CHRIS LIM here, the buyer of 88 Cowpens Way, San Mateo. As of today, we are STILL having a hard time getting certain services to our new home. Specifically, internet services (AT&T and Xfinity). I am not sure why our address does not show up in their systems. However, if we use our neighbors addresses, the services are listed as available. It is as if this property/home does not exist.

We are also having some issues with USPS. Apparently, the house is not registered in the local postman's route. Seems like the same issue as the house address not existing.

I apologize if I am bothering the several people CC'd in this email as I do not know who to turn to anymore. This is a problem I've never encountered.

I appreciate any help I can get. Thank you

Chris B. Lim

----- Forwarded message -----

From: Paula Vraast-Thomsen <pthomsen@smcgov.org>
Date: Thu, Feb 23, 2023 at 6:17 PM
Subject: RE: 88 Cowpens - Lot 11 Highlands
To: John Shroyer <john@johnshroyer.com>, Camille Leung <cleung@smcgov.org>
Cc: Brandy Vargas <bvargas@smcgov.org>, Amy Ow <aow@smcgov.org>, tintin.khine@usps.gov <TinTin.Khine@usps.gov>, Unira-Saria, Melinda L - San Francisco, CA <melinda.l.unira@usps.gov>

Hello,

The address shows up in County GIS site. I have included USPS in this email. Please let me know if you need me to send addressing letters again.

Thank you,

Paula

1-628-207-1820

APN: 041101450
Owner: HIGHLAND ESTATES DEVELOPMENT I, LLC
88 COWPENS WAY, SAN MATEO
Unincorporated



To: Camille Leung <cleung@smcgov.org>

Cc: Brandy Vargas <bvargas@smcgov.org>; Amy Ow <aow@smcgov.org>; Paula Vraast-Thomsen <pthomsen@smcgov.org>

Subject: Re: 88 Cowpens - Lot 11 Highlands

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Thank you!

On Thu, Feb 23, 2023 at 5:04 PM Camille Leung <cleung@smcgov.org> wrote:

I'm including Paula here to help

From: John Shroyer <john@johnshroyer.com>
Sent: Thursday, February 23, 2023 4:21 PM
To: Camille Leung <cleung@smcgov.org>; Brandy Vargas <bvargas@smcgov.org>; Amy Ow <aow@smcgov.org>
Subject: 88 Cowpens - Lot 11 Highlands

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Hi All,

The buyer is saying that the address doesn't exist - Can you help point us in the right direction to get this rectified?

"Buyer is asking for help with the home address. They are trying to setup internet, Recology, etc. But they are having great difficulty because the home does not exist. Even the mailman came by and said for them to register the home. They tried to do that online which did not allow them to. They went to the main post office in Delaware and were told they had to go to the City of San Mateo. This is getting over their head. I think this is something for the developer to address, right? It's a new development and a new street address. Please advise and assist. "

Thank you!