

TIME RECEIVED
November 12, 2015 11:08:58 AM ESTREMOTE CSID
8037654333DURATION
35PAGES
1STATUS
Received

NOV-12-2015 11:56 From:

8037654333

To: OEPP

P.1/1

VIA FACSIMILE: 803-734-5167

November 12, 2015

To: Jamal
South Carolina Office of Ombudsman

RE: Damaged Mailbox Post at 114 Pineview Church Road, Blythewood, SC 29016

As discussed with you this morning, I have been trying since August 21 to get my mailbox post repaired/replaced as it was damaged when my road was repaved. Several mailbox posts on Pineview Church Road were replaced due to damage after the repaving project, which was done by CR Jackson, Inc.

On August 21, I spoke with Susan Cooper in the Richland County Ombudsman Office and was referred to Marie Breakanovich (sp?) (737-1312), who referred me to the Claims Office (737-1260), who referred me to Mr. Blizzard (786-0128).

I spoke with Mr. Blizzard on August 21 and August 26. He advised it was the responsibility of CR Jackson to repair/replace my mailbox post, and he would follow up with them. I never received a status update.

On September 8 and 22, I spoke with Chris Bicks and e-mailed pictures to him showing the damage as I understood him to say CR Jackson was denying responsibility for the damage. I heard nothing more from Mr. Bicks.

On October 27 and November 3, I spoke with Ryan Kohl (sp?) at 737-6342. He assured me he would look into it. To date, I have not heard from him or anyone from CR Jackson, Inc.

While everyone has been polite, my mailbox post is badly damaged and has not been repaired/replaced.

I can be reached on my cell, 8003-331-6091, if anyone would like to discuss further.

Susan Novellino