

Amy Ow

From: Tim Sullivan
Sent: Monday, June 6, 2022 5:34 PM
To: Amy Ow
Cc: Camille Leung
Subject: FW: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Amy,

Sorry I didn't copy you on this email I sent in response to the Highlands construction noise issue today. Chan responded to my message by calling me and we spoke on the subject, with an understanding that Sheriff's Office deputies may need to be called if violations occur after hours.

Thanks,
Tim

From: Tim Sullivan
Sent: Monday, June 6, 2022 3:23 PM
To: dclam76@gmail.com
Cc: Camille Leung <cleung@smcgov.org>
Subject: FW: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hello Chan,

I've been asked to investigate the construction hours violation you describe from Saturday. When you have a moment, would you please describe what you observed, either by email or phone? We have been told that no work was done on Saturday by the permit holder. Which may be a miscommunication. Any details you can share would help us better address the complaint. Also, if it helps, here are the conditions for Saturday work that we have:

- The grading and construction activity would be kept to the hours of 7:00 AM to 7:00 PM, Monday through Friday. Saturday hours (8:00 AM to 5:00 PM) are permitted upon the discretion of County approval based on input from nearby residents and businesses. Saturday construction (8:00 AM to 5:00 PM) would be allowed once the buildings are fully enclosed. Noise generating grading and construction activities shall not occur at any time on Sundays, Thanksgiving and Christmas.

Thank you,
Tim Sullivan

Tim Sullivan

Code Compliance Manager
San Mateo County Planning and Building Dept.
455 County Center, 2nd Floor
Redwood City, CA 94063
(650) 363-7821 Office
tjsullivan@smcgov.org

From: Chan Lam <dclam76@gmail.com>

Sent: Saturday, June 4, 2022 7:53 AM

To: Dave Michaels <dm94402@gmail.com>

Cc: Amy Ow <aow@smcgov.org>; Andrew Chen <achen@oceanfish.org>; Bradley Richter <bradley.richter@gmail.com>; Camille Leung <cleung@smcgov.org>; Chris Misner <chrismisner@yahoo.com>; Christine Tam <ctamsm@gmail.com>; Dan Cheung <dan@cheungusa.com>; Dan Tu <dantuart@gmail.com>; Dave Pine <dpine@smcgov.org>; Deke & Corrin Brown <d.cbrown@comcast.net>; Diane Clarkson Hamilton <diane.clarkson@gmail.com>; Emily Bond <emily.p.bond@gmail.com>; Mark Luechtefeld <mluechtefeld@gmail.com>; Max Miller <brobeall@gmail.com>; Mitchell Trott <m.trott@comcast.net>; Pamela Merkadeau <pamela@merkadeau.com>; Sam Naifeh <samnaifeh@sbcglobal.net>; Steve Monowitz <smonowitz@smcgov.org>; Tom Finke <tomfinke2010@gmail.com>; bob.p@nexgenbuilders.com

Subject: Re: Complaint about noise from new house construction at San Mateo Highlands Lot 11

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.

Camilla and Bob,

I've been very patient throughout this construction but I would like express my disappointment and concern with the lack of respect of the neighbors around the construction site.

I live right across from the construction (2076). I'm composing this email at 7:45 in the morning taking time out of my morning workout because of construction noise of your heavy construction equipment. Seems like they either do not know what the construction hours are for Saturdays or don't really care. Either of these reasons are unacceptable.

This past week's activities have tested my patience. The constant loud noise, the dust generated and all the extra cars in the neighborhood are a huge disruption. My cars are dusty because of all the construction. As mentioned in past messages, many of us are working from home and this causes added stress and strain to our lives.

Your constant assurance that the crews will follow rules and construction will be complete soon is not enough and quite frankly not real. I expect more from a reputable company and the county.

I'm more than happy to chat more. I'm sure others in the neighborhood would join.

Thanks,
Chan



On Thu, Jun 2, 2022 at 17:36 Dave Michaels <dm94402@gmail.com> wrote:

Dear Staff, is there a reason NexGen was not required to use sound dampeners for their gas generators on lots 9-11, and will these be required on lots 5-8? These dampeners are not expensive and cut down the noise pollution exponentially. With everyone working from home it seems that this is the least the county can do from a harm reduction standpoint. Many of the subcontractors in the neighborhood such as spray foam roofers now voluntarily use these dampeners to reduce impact on neighbors.

This is one of the better known brands:

<https://www.zombiebox.com/shop/>

Very truly yours,
Dave

On Wed, May 18, 2022 at 9:24 AM Camille Leung <cleung@smcgov.org> wrote:

Hi Mark and Tom,

I spoke with Bob. For Lot 11, he has an appt with PG&E today for gas service and anticipates being able connect to electricity within 1 week – then no more generator. He is working towards the final inspection (landscaping and paving), but Lot 11 is a little behind Lots 9 and 10 as it started later (he anticipates Lots 9 and 10 will be finalized within 2 weeks). Hopefully 1 more month until Lot 11 it is finalized.

Thank you for your patience.

From: Mark Luechtefeld <mluechtefeld@gmail.com>

Sent: Tuesday, May 17, 2022 3:32 PM

To: Tom Finke <tomfinke2010@gmail.com>

Cc: Camille Leung <cleung@smcgov.org>; bob.p@nexgenbuilders.com; Amy Ow <aow@smcgov.org>; Andrew Chen <achen@oceanfish.org>; Bradley Richter <bradley.richter@gmail.com>; Chan Lam <dclam76@gmail.com>; Christine Tam <ctamsm@gmail.com>; Dan Cheung <dan@cheungusa.com>; Dan Tu <dantuart@gmail.com>; Dave Michaels <dm94402@gmail.com>; Deke & Corrin Brown <d.cbrown@comcast.net>; Emily Bond <emily.p.bond@gmail.com>; Max Miller <brobeall@gmail.com>; Mitchell Trott <m.trott@comcast.net>; Pamela Merkadeau <pamela@merkadeau.com>; Sam Naifeh <samnaifeh@sbcglobal.net>

Subject: Re: Complaint about noise from new house construction at San Mateo Highlands Lot 11

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Thanks Tom.

@Camile & Bob, To provide my input, I work from home and hear constant noise and rumbling throughout the day for the past 3 months. I'm several houses up the block from the site ([2031 New Brunswick Dr](#)). I can only imagine how this is impacting my neighbors who are closer to the site. I too would like to know when this will end. Thank you!

On Tue, May 17, 2022 at 9:27 AM Tom Finke <tomfinke2010@gmail.com> wrote:

Hi Camille and Bob,

Bob's estimate regarding noisy machinery was not accurate. The heavy equipment at Lot 11 has been operating for three months now, and it's still going. A sample video is attached. The construction noise and ground-shaking vibration have been incredibly disruptive to the families and neighbors here in our area of the San Mateo Highlands. This morning my younger kid was awakened once again by the 'beep beep beep' sound of a bulldozer/loader. The community here in the Highlands has been tortured by this project for 2 years now. 2 years! What's the latest estimate for a project completion date?

Thanks,
Tom

(my immediate neighbors are copied on this email)

On Wed, Mar 16, 2022 at 12:34 PM Camille Leung <cleung@smcgov.org> wrote:

Hi Tom,

Bob says 2 more weeks for noisy machinery (hopefully little to no jack hammering). He estimates 1-2 months to final project now that PG&E connection is progressing.

Thanks

From: Tom Finke <tomfinke2010@gmail.com>

Sent: Friday, March 11, 2022 11:43 AM

To: Camille Leung <cleung@smcgov.org>; bob.p@nexgenbuilders.com

Cc: Amy Ow <aow@smcgov.org>; Christine Tam <ctamsm@gmail.com>; Chan Lam <dclam76@gmail.com>; Dan Cheung <dan@cheungusa.com>; Emily Bond <emily.p.bond@gmail.com>; Max Miller <brobeall@gmail.com>; Sam Naifeh <samnaifeh@sbcglobal.net>; Dave Michaels <dm94402@gmail.com>; Deke & Corrin Brown <d.cbrown@comcast.net>; Pamela Merkadeau <pamela@merkadeau.com>; Tom Finke <tomfinke2010@gmail.com>

Subject: Re: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hi Bob and Camille,

Regarding the house on Lot 11, their new storm drain has been under construction for over a month now. Today the crew is jackhammering the street and sidewalks. The noise from the backhoes, power generators, and especially the jackhammers is ridiculously loud. It's very hard on those of us in the neighborhood who study and work from home.

My family and my neighbors' families have been listening to the construction noise from this house and the two houses at the end of Cobblehill Place for 2 years. That's a long time, and it's really been a nightmare for all of us in the neighborhood. Can you provide any timeline as to when these three houses will be complete?

Thank you,

Tom Finke

[2067 New Brunswick Dr, San Mateo, CA 94402](#)

(my immediate neighbors are copied)

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

From: Dave Michaels <dm94402@gmail.com>

Date: Tue, Feb 22, 2022 at 8:44 AM

Subject: Re: Highlands noise and road use by builder

To: Camille Leung <cleung@smcgov.org>

Cc: Steve Monowitz <smonowitz@smcgov.org>, Dave Pine <dpine@smcgov.org>, Amy Ow <aow@smcgov.org>

Good morning.

It sounds like what you're saying is rather than or the cost to rent the appropriate and street-legal vehicle to transport this gravel and dirt between the lots - one time - the builder instead repurposed an excavator and used it as an inefficient hauler. Instead of a street-legal dump truck, they used the excavator shovel to transport shovelfuls of gravel and dirt, bit by bit over many hours, nonstop between the lots, back and forth across in front of our homes. Perhaps they already had an excavator and a laborer onsite and it was more expedient - for them - to do it this way. This sounds like corner-cutting by the builder, outside of the realm of accepted best practices, and possibly not even legal, to benefit their bottom line at the public's expense. The neighborhood has to incur this cost — undue wear and tear to the road, debilitating excessive and constant noise, loss of enjoyment, increased safety vigilance, safety risk, and strong potential of gravel and rock damage to our parked cars. And we're expected to believe this is OK just because it didn't take place "outside of the allowed construction hours"?

I did not see brake lights, headlights, turn signal, license plate, or guide car. Half of the several dozen trips were done backwards without alert sounds. I do not believe this was even legal activity.

The county had no idea this was happening because there was no monitoring except from the public itself.

On Fri, Feb 18, 2022 at 3:26 PM Camille Leung <cleung@smcgov.org> wrote:

Thanks Dave. I spoke to Bob (the contractor) today regarding the back-and-forth backhoe trips. For the bioretention basins on Lots 9 and 10, he stored the gravel and dirt on Lot 11 and then had to transport them back to fill the basins on Lots 9 and 10. He is now done with the bioretention basins. He won't be storing any more materials on other lots and therefore won't need to go back-and-forth like he was. I asked him to comply with the construction hours and he says he has. The houses are nearing completion. Thank you for your patience.

From: Tom Finke <tomfinke2010@gmail.com>
Date: Mon, Feb 21, 2022 at 8:21 PM
Subject: Re: Highlands noise and road use by builder
To: cleung <cleung@smcgov.org>
Cc: Steve Monowitz <smonowitz@smcgov.org>, Dave Pine <dpine@smcgov.org>, Amy Ow <aow@smcgov.org>, Dave Michaels <dm94402@gmail.com>, Tom Finke <tomfinke2010@gmail.com>

Hello Camille, Steve, Amy, and Supervisor Pine,

On behalf of my family and a number of the neighboring families who live on New Brunswick Drive near the Chamberlain Group projects on Cowpens Way and Cobblehill Place, I'd like to agree with Dave Michaels, and mention that the ground-shaking construction noise lately has been very disruptive, especially because so many of us still work from home. Last week there were four heavy equipment vehicles including 2 backhoes working on the Cowpens house. We've been subjected to construction noise from these projects for almost two years(!) now, and it doesn't make sense that such major work is still occurring two years into the project timeline.

Regards,
Tom Finke and Christine Tam
[2067 New Brunswick Drive, San Mateo, CA 94402](https://www.google.com/maps/place/2067+New+Brunswick+Drive,+San+Mateo,+CA+94402)

From: Dave Michaels <dm94402@gmail.com>

Sent: Friday, February 18, 2022 1:49 PM

To: Steve Monowitz <smonowitz@smcgov.org>; Dave Pine <dpine@smcgov.org>; Camille Leung <cleung@smcgov.org>; Amy Ow <aow@smcgov.org>

Subject: Highlands noise and road use by builder

Dear Staff, Supervisor Pine (and neighborhood Bcc'd)

There has been a backhoe or other earth mover driving across Cobblehill and New Brunswick between the subject lot on an ongoing (and at times near-constant) basis. For example, dozens of times today alone. Between lots 9/10 to lot 11, it drives backwards.

Does the permit allow for this kind of ongoing use of the roads between the subject lots?

Is this safe?

Is this necessary?

Is there a reason a second backhoe can't be used instead, in order to avoid this excessive road use and noise?

Thank you for your time and consideration.

Very truly yours,

Dave

On Tue, May 18, 2021 at 7:43 PM Tom Finke <tomfinke2010@gmail.com> wrote:

Hi Camille, thank you for following up.

- Tom

On Mon, May 17, 2021 at 11:00 AM Camille Leung <cleung@smcgov.org> wrote:

Hi Tom,

Thanks for your feedback regarding Saturday work hours. Specifically, NOI 1.3 (construction hours) says (bold added for emphasis):

The grading and construction activity would be kept to the hours of 7:00 AM to 7:00 PM, Monday through Friday. Saturday hours (8:00 AM to 5:00 PM) are permitted upon the discretion of County approval based on input from nearby residents and businesses. **Saturday construction (8:00 AM to 5:00 PM) would be**

allowed once the buildings are fully enclosed. Noise generating grading and construction activities shall not occur at any time on Sundays, Thanksgiving and Christmas.

In speaking with the Superintendent, the need for the generator last Saturday was unanticipated. I was able to obtain more information. While the Superintendent scheduled the work on Saturday, as permitted by NOI 1.3, he did not anticipate the subcontractor's use of the pneumatic nail gun (which needed the use of the generator), as the County's Nailing Inspection for the Lath was already completed and passed. The subcontractor was finishing up some loose ends. As the Superintendent was not present at the site, this took him by surprise as well. As he stated to me last week, he will not be running the generator on Saturdays until the job is complete.

We appreciate your patience and will continue to try to work together the best we can until this project is completed.

Thank you

From: Tom Finke <tomfinke2010@gmail.com>

Sent: Sunday, May 16, 2021 8:23 PM

To: Camille Leung <cleung@smcgov.org>

Cc: Robert Pellegrine <robertpellegrine@yahoo.com>; bob.p@nexgenbuilders.com; Amy Ow <aow@smcgov.org>; Jessica Henderson-McBean <JHenderson-McBean@swca.com>; Chan Lam <dclam76@gmail.com>; Dan Cheung <dan@cheungusa.com>; Emily Bond <emily.p.bond@gmail.com>; Max Miller <brobeall@gmail.com>; Sam Naifeh <samnaifeh@sbcglobal.net>; Dave Michaels <dm94402@gmail.com>; Christine Tam <ctamsm@gmail.com>; Deke & Corrin Brown <d.cbrown@comcast.net>

Subject: Re: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hi Camille,

Thanks for following up and for gathering this information. Some information you've received may not be accurate, because the generator is not in the garage, it's in the front yard. You can see it in the YouTube video I provided below. Here's the link again <https://youtu.be/5TzbWakYRCs>. The date of this video is Saturday May 8.

NOI-1.3 says: "construction activity would be kept to the hours of 7:00 AM to 7:00 PM, Monday through Friday. Saturday hours (8:00 AM to 5:00 PM) are permitted upon the discretion of County approval based on input from nearby residents". The County did not ask for input from me or from other nearby residents regarding the Saturday work hours (and in general my neighbors and I do not approve of the Saturday work hours). If the County has permitted Saturday work hours without asking for input from nearby residents, isn't that a violation of NOI-1.3?

Thanks,

Tom

On Wed, May 12, 2021 at 1:54 PM Camille Leung <cleung@smcgov.org> wrote:

Hi Tom,

I spoke with Jessie and Bob today and this is what I learned. Regarding use of generators and NOI 1.2 (use of electrically powered equipment), generators are needed as PG&E service is extremely delayed; unfortunately, the houses are likely going to be connected to electricity just prior to final of the building permits. Bob has done as much as he could to get the houses to get connected earlier.

The generator that is being run now is the stucco subcontractor's generator; stucco will likely be done this week. The plastic needed to contain stucco drips in the backyard prevents the generator from also being located in the backyard, as workers could be asphyxiated by generator fumes. Therefore, the generator is located for now in the garage.

After the stucco is completed, Bob will still need a generator but it will be located in the backyard again.

Regarding NOI 1.3 (construction hours), Bob said that last Saturday, he was not on-site, and workers may have used the radio or the generator. He said that he has asked the workers not to use their radio and he says he will not be running the generator on Saturdays until the job is complete. Construction should be completed by the end of the month.

Thank you for your patience

From: Tom Finke <tomfinke2010@gmail.com>

Sent: Tuesday, May 11, 2021 1:00 PM

To: Camille Leung <cleung@smcgov.org>

Cc: Robert Pellegrine <robertpellegrine@yahoo.com>; bob.p@nexgenbuilders.com; Amy Ow <aow@smcgov.org>; Jessica Henderson-McBean <JHenderson-McBean@swca.com>; Chan Lam <dclam76@gmail.com>; Dan Cheung <dan@cheungusa.com>; Emily Bond <emily.p.bond@gmail.com>; Max Miller <brobeall@gmail.com>; Sam Naifeh <samnaifeh@sbcglobal.net>; Dave Michaels <dm94402@gmail.com>; Christine Tam <ctamsm@gmail.com>; Deke & Corrin Brown <d.cbrown@comcast.net>; Tom Finke <tomfinke2010@gmail.com>

Subject: Re: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hi Camille,

[copied on this email are some of my nearby neighbors in the Highlands who are most affected by this issue]

After my previous email in March, there were quite a few more days when the Chamberlain Group's workers were using a gasoline-powered generator in the same unenclosed noisy fashion, but I didn't mention it because I want the house construction to be completed as soon as possible. But this past Saturday morning, the noise level was just unacceptable again.

This video will give you an idea of how loud it is: <https://youtu.be/5TzbWakYRCs>. It sounds a lot louder in person.

Since this is my third formal complaint regarding Chamberlain Group's violation of mitigation measures NOI-1.2 and NOI-1.3, what penalties can the County impose on Chamberlain Group for repeated violations?

Thanks,

Tom

On Fri, Mar 12, 2021 at 8:59 AM Tom Finke <tomfinke2010@gmail.com> wrote:

Ok, thanks Camille.

On Fri, Mar 12, 2021 at 8:44 AM Camille Leung <cleung@smcgov.org> wrote:

Hi Tom,

FYI, I spoke with Bob again this morning. He will be using the generator at the front of the property today as he has workers working on the back deck. Today will be the last day he uses the generator for a while.

Thanks

From: Camille Leung

Sent: Tuesday, March 9, 2021 9:26 AM

To: Tom Finke <tomfinke2010@gmail.com>; Robert Pellegrine <robertpellegrine@yahoo.com>; bob.p@nexgenbuilders.com

Cc: Amy Ow <aow@smcgov.org>; Jessica Henderson-McBean <JHenderson-McBean@swca.com>

Subject: RE: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hi Tom,

I spoke with Bob this morning. He's going to be done with the generator today for a while. He will be doing drywall taping over the next 8-10 days which will not need the generator. When he starts the generator back up after the drywall taping, he will move it to the backyard. He will keep the radio noise down.

Thanks

From: Tom Finke <tomfinke2010@gmail.com>

Sent: Monday, March 8, 2021 1:36 PM

To: Camille Leung <cleung@smcgov.org>; Robert Pellegrine <robertpellegrine@yahoo.com>; bob.p@nexgenbuilders.com

Cc: Amy Ow <aow@smcgov.org>

Subject: Re: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hello Camille and Bob (I don't have Jessie's email address),

Once again I'm writing to complain about noise from the new house construction project on Lot 11 in the San Mateo Highlands, next to my house at [2067 New Brunswick Drive](#).

Over the past several days, the workers on site have been using a gasoline-powered generator in front of the house again. On top of that they are playing music at a volume loud enough to be heard over the generator, which is already loud.

Apparently Nexgen Builders don't know or don't care what their workers are doing on site. Please ask them again to move the generator either inside the house or to the back of the house - this fixed the noise problem sufficiently last time.

My family and my neighbor's family are all still working and studying from home due to the pandemic, so the additional noise is really having a negative impact on us.

Thank you,

Tom

On Thu, Dec 17, 2020 at 12:20 PM Camille Leung <cleung@smcgov.org> wrote:

I have forwarded your email to Jessie, the mitigation monitor, who will work with Bob on this. Thanks

From: Tom Finke <tomfinke2010@gmail.com>

Sent: Thursday, December 17, 2020 12:01 PM

To: Robert Pellegrine <robertpellegrine@yahoo.com>

Cc: Camille Leung <cleung@smcgov.org>; bob.p@nexgenbuilders.com

Subject: Complaint about noise from new house construction at San Mateo Highlands Lot 11

Hello Bob and Camille,

I'm writing to complain about the construction noise from the new house construction project on Lot 11 in the San Mateo Highlands, next to my house at [2067 New Brunswick Drive](#). My family has endured five months of construction noise so far, which has been particularly painful due to the Covid-19 pandemic, since my wife and I are both working from home, and both of my children are attending school online at home.

At this point, the noise of the gasoline-powered generator used by the construction crew day after day has become unacceptable. This video link will give you an idea of how loud it is: <https://youtu.be/6zACU6BQY-U>. Every day. While my kids are trying to attend school.

This past Saturday I spoke in person onsite with Bob about the noise. He indicated it may be months before Nexgen Builders are able to run a power line from the nearest utility pole, so he suggested in the meantime moving the generator to the back of the house, which should decrease the noise level. Today is Thursday, and the generator has not been moved.

The Highlands Estates project conditions of approval document contains the following items:

Mitigation Measure NOI-1:

The Project Applicant shall require that the following noise reduction practices be implemented by including them in the contractor construction documents:

- 1. Equipment and trucks used for project grading and construction would utilize the best available noise control techniques (e.g. improved exhaust mufflers, equipment redesign, use of intake silencers, ducts, engine enclosures, and acoustically-attenuating shields or shrouds) in order to minimize construction noise impacts.*
- 2. Equipment used for project grading and construction would be hydraulically or electrically powered impact tools (e.g. jack hammers and pavement breakers) wherever possible to avoid noise associated with compressed air exhaust from pneumatically—powered tools. Compressed air exhaust silencers would be used on other equipment. Other quieter procedures would be used such as drilling rather than impact equipment whenever feasible.*
- 3. The grading and construction activity would be kept to the hours of 7:00 AM to 7:00 PM, Monday through Friday. Saturday hours (8:00 AM to 5:00 PM) are permitted upon the discretion of County approval based on input from nearby residents and businesses. Saturday construction (8:00 AM to 5:00 PM) would be allowed*

once the buildings are fully enclosed. Noise generating grading and construction activities shall not occur at any time on Sundays, Thanksgiving, and Christmas.

4. Residential property owners within 200 feet of planned construction areas shall be notified of the construction schedule in writing, prior to construction; the project sponsor shall designate a "disturbance coordinator" who shall be responsible for responding to any local complaints regarding construction noise; the coordinator (who may be an employee of the developer or general contractor) shall determine the cause of the complaint and shall require that reasonable measures warranted to correct the problem be implemented; a telephone number of the noise disturbance coordinator shall be conspicuously posted at the construction site fence and on the notification sent to neighbors adjacent to the site.

I can prove that each one of these items has been violated. But before we go down that legal road, how about at least moving the gasoline-powered generator to the back of the house.

Thank you,

Tom

--

Mark
650 284 9605