

Lake County Management Team:


I am writing this letter for my request for a \$5000 deposit back related to Tax Default Auction. We understand rules are made to follow; however, the management team is designed to consider specific situations and make adjustments. For example, Amazon made a rule to refund items within 30 days of purchase. When a client asks a manager to fund with a specific situation, the refund still can be done over the 30 days rule.

Please consider following specific situation and facts

1. Good motives: Funds for auction are from all our sisters, brothers and relatives. We have been working with Hope Center, North Coast Opportunity (NCO) to provide housing for their clients. Currently, we are trying to get houses for clients from the Lake County Behavioral Health Department. We arranged for a local person to help us and we are in progress. Reference can be provided as a proof.
2. Specific Situation on June 4, the day of Auction Deadline : Due to my limited English , limited computer skills and my first time in Auction site , I asked my friend to help me with Auction . After a 16 hour shift, I came to my friend to review the updated those properties that we selected. However, I was so tired after a long day of work and fell asleep in the chair while reviewing. Next day, we found these properties were sold . I was very upset, so I called the Bit4assess office. Troy, a staff from the office told us there are still some open properties. Per his instruction, we got 3 property IDs with housing on it.
3. Very rare house is completely gone, out of our imaging, we looked at the address 9802 Ventura Drive , Cobb, CA , one of 3 properties via google.com. It showed a house built in 2007 with 9 photos of this house. We did not expect the house to be in good condition as we saw an improvement of \$6000. We believe the house is severely damaged so that the assessor is unable to give an accurate value. We saw there are other properties that have houses with similar improvement values. We won and I was so excited to tell all the people associated with. On June 5, 2024, I took a day off, was on the way to the bank for a wire transfer when the local person called and texted that there is no house at all at the address where I announced the good news of winning. I was greatly shocked and had a tremulous reaction since.
4. Overwhelming negative impact : I have been working 16 hours almost every day, including weekend and holiday , to help funding for a house. It is overwhelming to image how many days of 16 hours to make \$5000

I respectfully request to consider the specific situations and facts above . Please make one time courtesy.

We look forward to working with Lake County for the clients for their programs and look forward to contributing.

Wen Ni 

June 6, 2024