

## No Addresses – No Problem (*mostly*) “How to” Guide

This How To Guide provides many pointers on how to thrive today in our Village with 108-year tradition of not having standard addresses. This tradition is cherished by many and is frustrating – especially for newcomers joining the life and times within the culture and charm of our amazing town. Whether these pointers are helpful short term or longer term – we look forward to keeping them evolving and updated as a useful tool for our Residents.



### Optimizing Your Experiences with Today’s No Standard Addresses

- **Your Home Location Sign**- Residents in Carmel have a house “name,” that should be visible from this street. Names are determined by owners; Carmel folklore discourages renaming with change of ownership. Your sign out front should also include your house’s name and directional address (its physical location), the same as you provide for deliveries and service providers.  
Note: the more your neighbors also post their house name and directional addresses, the more confirming references there are to unfamiliar delivery drivers and people finding for your residence.
- **Online and “Ship To” Forms** (or calling into a call center) that require physical locations require a leading numeral(s). The ideal # to use is the number of positions from the corner where your house or building is located. If your directional address (location description) is rejected - this is when the fun begins. Sometimes a simple “OK” this is correct is all that is needed, as an exception.
- **Transact local**, where feasible. Local vendors and providers know of our non-standard ways.
- **For standard packages via USPS** (when it can be made during regular PO hours) and it requires an official standard address, use the following **\_\_ (First & Last Name)\_\_, 56B 5th Ave Lot 1 (Your PO Box), Carmel-by-the-Sea, CA 93921**. This “56B 5th Ave Lot 1, Carmel-by-the-Sea, 93921” is the only “official” standard address in our Village. This standard address shows in all online systems and maps.  
Of course, for known standard postal mail delivery use your **First & Last Name, PO Box #xxxx, Carmel-by-the-Sea, Ca 93921-xxxx**.  
NOTE: It is strongly recommended to always use the 4-digit extension to any address you provide as well as the directional addresses you provide. With this immediately accessible PO Box information – if the item is received at the Post Office – it is placed into your PO Box and not rejected as undeliverable.
- **Subscribe to online delivery notifications**. They clarify how, when and package location, including the shipper information. If anything is off, you can often update the details.
- **UPS and FedEx** shippers are commonly OK with our directional addresses, especially when the package shipping label has the same information on the signage in front of your house improving delivery accuracy.
- **Amazon Delivery** tips: A) If you know they are shipping via UPS or FedEx, your directional address will be successful (online forms often require an initial number) B) If your package is small and/or you are OK with Post Office pickup, use your standard PO Box address, or the physical address of the Post Office shown above. C) Increasingly Amazon delivers with their trucks and staff that change frequently who benefit from optimal house signs and other tips covered here.
- **Refrigerated or pharmaceutical deliveries** often use non-standard shippers. For these it is especially important A) be sure the directional address you’ve provided matches the signage in front of your residence, B) be sure to know your neighbors (in case they is a mis-delivery nearby), C) be sure the shipper has your phone contact details, and they accept special delivery instructions D) be sure to sign up for delivery confirmations sent to you via phone, text and/or email. E) if you are shipping to our 93921 Post Office, prior arrangements should be made to notify you of package arrival with temporary refrigerator storage for your pickup.



- **Service Providers** (cleaning, landscaping, repairs etc.) locating your house; once again, clear visible signage at your entry with your house name and directional address location is best – with your phone number for delivery instructions if needed. You can also point them to the “Maps: Carmel Home Names” or other tools below.
- For new **Utility** setup or changes (cable, garbage, phone/internet, electricity, water etc.)
  - \* use your APN (Assessor’s Parcel Number) for this setup, or block and lot numbers as provided on the Carmel City website.
  - \* ask your neighbors what they’ve used to identify their location with Utilities and adapt to your location.
  - \* ask the prior renter or home owner for their account numbers from each Utility (possibly the realtor can request this information if you don’t have direct access to prior occupant). Use this account information when calling to set up your new account and your services.
- **Non-routine Shipments** (such as furniture delivery) Be sure to provide this vendor your contact phone numbers for specific delivery instructions and advanced delivery notifications. WINE - If you order wine it cannot be left at your door, it has to sign for in person, so you must be home. You also can’t ship wine to a PO Box, so you ship to 56B 5th (box #) and then you can pick up your wine.
- **Government ID’s** – Driver’s License-Real ID-Identification Cards, and USA Passports  
Real ID requires - proof that you live in California, with TWO DIFFERENT printed documents that show your California mailing address. BOTH documents must show your first and last name with the same mailing address that is listed on your REAL ID application. One document MUST show both your P.O. Box and physical (residence) address (commonly a PG&E or tax bill), and one document has only the P.O. Box. Renewals of Passports and Global Entry only require a current Government issue ID, on showing your PO Box # is accepted.
- **Other helpful Online Tools** for your location identification and sharing: Google Plus Code, Apple Drop Pin, “what3words” and the Google’s “Carmel House Names” maps can be shared with vendors or people looking for your home.



**Financial Institutions** often require proof of physical residence or location. It is common that you will need to interact live with the business; these generally cannot only be conducted online. What is acceptable may vary based on the institution. Many all-new loans, credit cards, trusts or insurance engagements will often require multiple verifications or special exceptions.

- many may accept our directional addresses online as long as you begin this address with a number. Of course, use your standard PO Box # as the “mail to” address
- some may accept the Carmel-by-the-Sea Post Office address with your PO Box (as above) online. Of course, use your standard PO Box # as the “mail to” address
- request a special exception approval on the physical address location you provided online. Of course, use your standard PO Box # as the “mail to” address
- ask if there is a local/branch business office that can confirm your physical location and no standard addresses
- provide a copy of a utility bill (e.g., PG&E – that includes your physical location and your PO Box)
- provide a copy of your Driver’s License or other Government issued identification
- ask if they accept a copy of your bank mortgage, tax bill, deed, or other property record for your home, as proof of location and ownership
- ask if they accept the legal description of our locations with your Tax ID APN (Assessor Parcel Number), all available on our City’s website [here](#). And [here](#) is the City’s webpage that reinforces that there are no standard addresses as well as reinforcing the APN # use. If you are having trouble obtaining the APN information - contact the Community Planning and Building Department for assistance at (831) 620-2010.



## Ideal & Correct Location Descriptions – Directional Addresses

- Your front door is the first street identified in describing your physical location, the second street identified should be the nearest cross street.
- Use SE, SW, NW, NE, W, N, E or S identifying the side of the street and direction from nearest cross street.
- Include your house name at the end of the location description, or on a second address line.
- If on the corner - A good example of the Carmel Woman’s Club would be either “0 San Carlos and 9th SW Corner” with or without the leading “0” or “1”
- If not on the corner – An example is our American Legion on “2 Dolores, SE of 8th” or “Dolores 2 SE of 8th”, the second building from the corner, facing Dolores with nearest cross street 8th Avenue.

**Note:** It is strongly recommended that if you are unsure what your correct Directional Address should be or is, please contact the Community Planning and Building Department for help ([831\) 620-2010](tel:8316202010).

## Carmel-by-the-Sea US Postal Office 93921

Our Post Office is located on 5<sup>th</sup> Avenue between Dolores and San Carlos, Phone (831) 625-4470. There are over 5000 physical PO Boxes in our Post Office: as of Spring 2024 there are 3200 in use. Sunday it is closed. Service Counter is open Monday-to-Friday 9am to 4:00pm and Saturdays from 12-2 a Package Pickup Window is only in the middle of the PO Box area.

## Your FREE United States PO Box

Carmel-by-the-Sea residents (property owners.) qualify for a free PO Box. For owners, they ask to see your current tax bill. Annual verification (proof) is required. Larger PO Boxes are available for an annual fee. For Renters, please check with your property owner, the Post Office Service Desk for required documentation or you can also sign up for a PO Box for a fee.

## Special Postal Mail Delivery for Housebound

Housebound residents can apply with the City at the City Hall information desk for free house delivery if you qualify. This service is provided by Peninsula Messenger Service and is paid for by our tax dollars.

## Yes, You’ve Got USPS Mail

Sign up to receive email notifications from USPS that you have postal mail waiting. Sign up for Informed Delivery, by USPS you digitally preview most upcoming mail and shipments by way of your email address. The email includes images of the address side of letter-sized mail pieces and packages processed through USPS's automated equipment. Sign up at [informedelivery.usps.com](https://informedelivery.usps.com)

## Other Village PO Box Providers

There are fee-for-service providers offering Boxes and more that may better fit your needs. In town they include PAK Mail across from our Post Office, and Carmel Office Supply on Lincoln, SE of Ocean. Near Hwy 1 & Rio these providers include UPS Store in the Crossroads and Carmel Mail & Ship near Barnyard.

## Safety Fire, Police, Ambulance

Carmel-by-the-Sea staffs its own, onsite Police, Fire & Ambulance crews as a significant portion of our tax dollars. This provides our residents, businesses and visitors with exemplary service. This speedy service is validated in monthly reports included in the City Council packets. It is further supported by The National Library of Medicine analyzed 37 million calls. Carmel’s average EMS response time is 3.5 minutes compared to 7 minutes nationwide. Calls placed into 911 are handled in town, to staff that know our village, its locations and navigation. Additionally calls made from cell phones carry the GIS identifiers that pin down location of the caller. Also, increasing all residents providing directional address signs in front of homes speeds in pinpointing location of needed emergency services.



Please let us know if you have questions, ideas or more – [info@carmelresidents.org](mailto:info@carmelresidents.org)