

#18864 1307 Osceola Ave - Q3 2022 Assessment Inquiry (UDRF)

Submitted	Received via	Requester
February 13, 2023 at 13:19	Phone call (inbound)	Tatiana Butkova

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Status	Priority	Group	Assignee	Ticket status
On-hold	Normal	PW - Garbage	Clare Pillsbury	On-hold

Assessment No.	Property ID Number	Latitude/Longitude
220113	032823430103	-93.1554,44.93601

Location	Other Name	Garbage Hauler
1307 Osceola Ave, Saint Paul, Minnesota, 55105	Tatiana	Waste Management

Rescheduled LH Date:	Have you contacted your hauler about this garbage bill before?
2/21/2023	Yes

Staff Comments

City records show that an email was sent to Waste Management on 7/7/2023 to notify them of the UDRF. Therefore, staff recommends reducing the assessment to \$23.27 to reflect the time period of 7/1/2022 - 7/31/2022 when there was service at the property.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	3/8/2023

Total amount due for Delinquent Garbage Bill Assessment	Legislative Hearing Required
69.49	Yes

Rescheduled LH Time:	Date of LH (MM/DD/YYYY)	Other Email
3:00 PM	1/5/2023	rlaurent@homesteadroad.com

Stated Reason for Appeal (if given)

Property owner stated that they submitted a UDRF on 8/1/2022. However, the assessment for Quarter 3 2022 appears to be the full service charge for a 35-gal cart.

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 3 (July - September)	9:00 AM

Lydia Campbell February 13, 2023 at 13:19

Internal note

Call from: +1 (612) 806-6470
 Call to: +1 (651) 413-6624
 Time of call: February 13, 2023 at 7:19:10 PM
 Answered by: Lydia Campbell

Lydia Campbell February 13, 2023 at 13:37

Internal note

Inbound call from +1 (612) 806-6470

Call Details
 Call from: +1 (612) 806-6470
 Call to: +1 (651) 413-6624

Time of call: 2023-02-13 19:19:10 UTC
Location: Minnesota, United States
Answered by: Lydia Campbell
Length of phone call: 18 minutes, 3 seconds

Lydia Campbell February 13, 2023 at 13:41

Internal note

current owner received an assessment for this property despite it having a UDRF, I looked into it and the UDRF was submitted mid July, the assessment is just for one month of service in Q3 so I told her that she will have to pay it

she requested to know whether other residents have also complained about the inability to have pro-rated serviced like in the case of UDRFs requests (rather than having the UDRF go into effect the first of the following month)-- Needs follow-up

See ticket [#10011](#) for details on the UDRF

Lydia Campbell February 13, 2023 at 13:47

Internal note

I searched through the list of recommendations and am unable to find any suggestion similar to this

I will check in with Sarah to make sure that I didn't miss anything and to ask about additional potential for joining a community forum about the coordinate collection program

Lydia Campbell February 13, 2023 at 15:17

Internal note

I messed up-- she was charged for a full quarter, not just a month. Needs to be called back

Lydia Campbell February 13, 2023 at 15:53

Internal note

Outbound call to +1 (612) 806-6470

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 806-6470

Time of call: 2023-02-13 21:50:38 UTC

Called by: Lydia Campbell

Length of phone call: 2 minutes, 43 seconds

Lydia Campbell February 13, 2023 at 15:56

Internal note

Update/Clarification: UDRF went into effect August 1, 2022, assessment is showing what looks like a bill for a 32-gal cart for a full quarter 3 (\$69.49) when it should only have been for service in July, Tatiana does not know what size cart was at that property previously

Clare Pillsbury February 16, 2023 at 16:15

Internal note

Since city records show that an email was sent to WM on 7/7/2023 to notify them of the UDRF staff recommends reducing the assessment to \$23.27 to reflect the time period of 7/1/2022 - 7/31/2022 when there was service at the property. Staff will call property owner tomorrow (2/16/2023).

Clare Pillsbury February 17, 2023 at 12:21

Internal note

Update: Hauler requested that the assessment be reduced to \$26.77.

Clare Pillsbury February 17, 2023 at 12:25

Internal note

Outbound call to +1 (612) 806-6470

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 806-6470

Time of call: 2023-02-17 18:22:33 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 45 seconds

Clare Pillsbury February 17, 2023 at 12:36

Internal note

Staff called property owner to communicate recommendation. Property owner stated that they would pay the reduced amount and that they did not need to attend the layover legislative hearing on 2/21/2023.

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