

#13412 783 Hague Ave - Q2 2022 Assessment Inquiry

Submitted October 3, 2022 at 15:33
Received via Phone call (inbound)
Requester Nancy Spangrud <nspangrud@gmail.com>

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

Assessment No. 220109
Property ID Number 022823120265
Latitude/Longitude -93.1334,44.94598

Location 783 Hague Ave, Saint Paul, Minnesota, 55104
Garbage Hauler Republic Services
Rescheduled LH Date: 10/20/2022

Have you contacted your hauler about this garbage bill before?
 Yes

Staff Comments

Hauler records show that the mailing address for 783 Hague Ave was updated to 781 Hague Ave starting in Quarter 2 2022. Currently the account is set up for electronic billing and all invoices are being sent to the following email address: gary@garydavidkeast.com. In addition, staff verified that the notices of nonpayment for Quarter 2 2022 were sent to the following address: Avon Row Assn, 781 Hague Ave, Saint Paul, MN 55104. Therefore staff recommends approval of the assessment. It should be noted that hauler records show that the mailing address for 781 Ave Hague is currently listed as 783 Hague, which may have caused confusion.

Billing year for Delinquent Garbage Bill Assessment 2022
Date of CP (MM/DD/YYYY) 11/16/2022

Total amount due for Delinquent Garbage Bill Assessment 101.39
Legislative Hearing Required Yes

Rescheduled LH Time: 9:00 AM
Date of LH (MM/DD/YYYY) 10/6/2022

Stated Reason for Appeal (if given)

The 783 Hague Ave property should be paid by the Avon Row Condo Association and the bill should be sent to 781 Hague Ave. However, the property owner owner is getting billed at 783 Hague Ave. Property owner has called Republic Services to resolve the issue and has not been able to get this issue resolved.

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

Billing period for Delinquent Garbage Bill Assessment Quarter 2 (April - June)
Time of LH 9:00 AM

Clare Pillsbury October 3, 2022 at 15:33

Internal note

Call from: +1 (952) 240-2925
 Call to: +1 (651) 413-6624
 Time of call: October 3, 2022 at 8:32:59 PM
 Answered by: Clare Pillsbury

Clare Pillsbury October 3, 2022 at 15:34

Internal note

[Sarah Haas](#) do you know who we would contact about this? My guess would be fire. Let me know and I can get back to the property owner.

Clare Pillsbury October 3, 2022 at 15:46

Internal note

Inbound call from +1 (952) 240-2925

Call Details

Call from: +1 (952) 240-2925

Call to: +1 (651) 413-6624

Time of call: 2022-10-03 20:32:59 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Clare Pillsbury

Length of phone call: 13 minutes, 51 seconds

Clare Pillsbury October 12, 2022 at 12:10

Internal note

Property owner called back on ticket [#13764](#). Staff reviewed hauler response on ticket and saw that the invoice had been paid. Property owner said that they may have set up a separate account and therefore are getting double billed.

Clare Pillsbury October 17, 2022 at 10:38

Internal note

Outbound call to +1 (952) 240-2925

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 240-2925

Time of call: 2022-10-17 15:23:43 UTC

Called by: Clare Pillsbury

Length of phone call: 14 minutes, 57 seconds

Clare Pillsbury October 18, 2022 at 14:07

Internal note

Outbound call to +1 (952) 240-2925

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 240-2925

Time of call: 2022-10-18 19:04:34 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 29 seconds

Clare Pillsbury October 18, 2022 at 15:06

Internal note

Staff left a voicemail with the property owner to inform them of their final recommendation to approve the assessed amount (see staff recommendation).

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