

#13237 775 Hawthorne Ave E - Q2 2022 Assessment Inquiry

Submitted September 28, 2022 at 14:27 **Received via** Web Form **Requester** Vang Xiong <vangxiongus@yahoo.com>

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

Assessment No. 220109 **Property ID Number** 202922440099 **Latitude/Longitude** -93.06786,44.97847

Location 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 **Other Name** Vang Xiong **Garbage Hauler** Waste Management

Rescheduled LH Date: 10/20/2022 **Have you contacted your hauler about this garbage bill before?** Yes

Staff Comments

Hauler records confirm that the invoices and notices of nonpayment were being sent to the wrong mailing address. Staff confirmed that they did send an update to the hauler in April 2020 informing them of the change in mailing address. However, the mailing address was never updated. Therefore staff recommends eliminating the total late fees of \$28.95 and reducing the assessment to \$193.16.

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 222.11 **Legislative Hearing Required** Yes

Accommodation Needs No need interpretation **Other Telephone** 16517551636 **Rescheduled LH Time:** 10:00 AM **Date of LH (MM/DD/YYYY)** 10/6/2022

Stated Reason for Appeal (if given)

Property owner stated that Waste Management failed to mail the invoice to the correct address. On 7/25/2022 they called Waste Management and spoke with a Nicole, a customer service representative, who stated that it was Waste Management's fault that the invoices were sent to the wrong address. The invoice for garbage services was sent to 841 Rose Avenue in St Paul which was their mailing address almost three years ago. When the mailing address changed to 15185 15th St N, Stillwater MN 55082, the property owner called Advanced Disposal, who was the assigned hauler at the time, to update it on the account. The mailing address for the property has also been updated with Ramsey County. Therefore, the invoice should have never been sent to 841 Rose Ave. The property owner stated that the customer service agent explained that the error had occurred when the account transferred from Advanced Disposal to Waste Management. Therefore the property owner stated that they should not have to pay any assessed late fees.

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

Garbage Invoice Dates (i.e. January 1- March 31) April 1 - June 30

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

Vang Xiong September 28, 2022 at 14:27
WM failed to me the bills

Clare Pillsbury September 29, 2022 at 15:28

Thank you for contacting us Vang. I will submit an inquiry to Waste Management to confirm that they sent the bill to the wrong address. I should be able to get back to you with their response by early next week. I just wanted to

confirm whether you would like an accommodations. For the questions about accommodations, you put "No need interpretation." Does that mean that you don't need an interpreter, or that you would like one? If so, I can work to get an interpreter that speaks your native language, or whatever language that you feel most comfortable speaking.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Vang Xiong September 29, 2022 at 15:56

Clare,

I can pay my 2nd quarter tras bill to you, City of St.Paul, without the penalty and without hearing. How do we do about it? I don't want to waste my time for this.

No, I do not want any interpreter.

Vang Xiong

[Sent from Yahoo Mail on Android](#)

Clare Pillsbury September 30, 2022 at 09:06

Thank you for your response Vang. Unfortunately, in order to determine whether the late fees can be removed, I need more information from Waste Management regarding your account. I should be able to confirm whether we can remove the late fees or not early next week. Either way, you do not need to attend the legislative hearing. Please let me know if you have any additional questions or concerns.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Clare Pillsbury October 4, 2022 at 10:56

Internal note

Staff needs to reply to Vang once they have final breakdown of Q2 2022 invoice from Mary.

Vang Xiong October 6, 2022 at 14:30

Hi Clare,

I have a scheduled hearing to day at 10am. I have been waiting since 10am today. No one called me.

I hope there is resolution for my concern. To you meaning less, to me, it's my life. I enclosed everything to you.

I need an answer as soon as possible.

Thank you

Vang Xiong

Cell: 651-755-1689

Office: 651-645-8195

Email: vangxiongus@yahoo.com

245 Ruth St N STE 207, Saint Paul, MN 55119

----- Forwarded Message -----

From: Vang Xiong <vangxiongus@yahoo.com>

To: City of Saint Paul <support+id13237@saintpaul.zendesk.com>; Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Thursday, September 29, 2022 at 03:56:29 PM CDT

Subject: Re: [City of Saint Paul] Re: WM failed to me the bills

Clare,

I can pay my 2nd quarter tras bill to you, City of St.Paul, without the penalty and without hearing. How do we do about it? I don't want to waste my time for this.

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Vang Xiong

[Sent from Yahoo Mail on Android](#)

On Thu, Sep 29, 2022 at 3:28 PM, Clare (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:



SAINT PAUL
MINNESOTA

ZENDESK PILOT

Your request (13237) has been updated. To add additional comments, reply to this email.



Clare (City of Saint Paul)

Sep 29, 2022, 15:28 CDT

Thank you for contacting us Vang. I will submit an inquiry to Waste Management to confirm that they sent the bill to the wrong address. I should be able to get back to you with their response by early next week. I just wanted to confirm whether you would like an accommodations. For the questions about accommodations, you put "No need interpretation." Does that mean that you don't need an interpreter, or that you would like one? If so, I can work to get an interpreter that speaks your native language, or whatever language that you feel most comfortable speaking.

Best,

Clare Pillsbury

Clare Pillsbury
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Vang Xiong

Sep 28, 2022, 14:27 CDT

WM failed to me the bills

Attachment(s)

[1019 Edgerton and 775 Hawthorne April May and June 2022.pdf](#)

This email is a service from City of Saint Paul.
[3QD4XD-4OVQZ]

Clare Pillsbury October 10, 2022 at 09:26

Hello Vang,

Thank you for reaching out. I apologize for the miscommunication and did not realize that you were expecting to attend hearing. I was finally able to hear back from the garbage haulers and they confirmed that they had the wrong mailing address for the account (841 Rose Avenue). Therefore I am going to recommend that the late fees of \$28.95 be removed and the assessment be reduced to \$193.16. You do not need to attend a hearing for the assessment to be removed since I am recommending it. You should get a notice when the assessment is reduced. It should be sometime in late November since the recommendation has to be approved by the City Council on 11/16/2022.

Please let me know if there is anything else that I can do for you.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Vang Xiong October 10, 2022 at 09:55

Good morning Clare,

Thank you for replying back to me. I am standing by and ready to pay my bill, do my responsibility. Please notice me by email or mail the bill to: Vang Xiong, 15185 15th Street North, Stillwater, MN 55082.

I would like to ask you to relay and tell City Council the followings of my concerns:

All haulers knew that their money is guaranteed by City of St. Paul, then, all haulers love to screwup like mine. This is completely unfair to property owners like me. It costs too much time for me. When the haulers did get pay, City of St. Paul Council Must enforce all haulers to mail a letter, text, and call to reach out to landlords or homeowners because the trash bills never arrive for any reason. You know, my issue, Waste management did not care a bit. It was 100% their fault, but all haulers knew their trash payments were promised by City of St. Paul. Clare, if you were in my shoes, what do you do? This is a poor policy from City Council. It MUST be a double standard for all haulers as well. It cost my time to resolve this issue.

I need a letter from City of St. Paul Council that City of St. Paul Council Must enforce all haulers to mail a letter, text, and call to reach out to landlords or home owners before all haulers send unpaid bills to Assessment Department.

Thank you

Vang Xiong

Cell: 651-755-1689

Office: 651-645-8195

Email: vangxiongus@yahoo.com

245 Ruth St N STE 207, Saint Paul, MN 55119

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