

#21134 1185 Burns Ave - Q4 2022 Assessment Inquiry

Submitted	Received via	Requester
March 20, 2023 at 11:25	Voicemail	Galen Higgins <galenhig@gmail.com>

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

Assessment No.	Property ID Number	Latitude/Longitude
230107	332922430051	-93.05062,44.94902

Location	Other Name	Garbage Hauler
1185 Burns Ave, Saint Paul, Minnesota, 55106	Galen Higgins	Waste Management

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

Hauler records confirmed that they property owner had been backbilled and requested that staff remove the Quarter 4 2022 assessment. According to the contract with the St Paul Consortium of haulers, no hauler is allowed to collect for any previous service periods. Therefore staff recommends removal of the assessment. Waste Management has also credited \$839.74 to the account.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	5/24/2023

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

Other Telephone	Date of LH (MM/DD/YYYY)	Other Email
16122328809	4/6/2023	galenhig@gmail.com

Stated Reason for Appeal (if given)

Property owner reported that they purchased the property in 2018 and were unaware that they needed to set up a garbage account as their garbage had been picked up weekly since they moved in. Last fall, they discovered they had never set up an account and Waste Management told them they owed \$3,000 in unpaid invoices. Property owner then paid WM \$900 in October, another \$900 in November, another \$900 in December and another \$900 in January. Therefore, they do not feel that they should have to pay the assessed amount.

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

Yes

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

October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 4 (October - December)	11:00 AM

Galen Higgins March 20, 2023 at 11:25

Internal note

Voicemail from +1 (612) 232-8809

Call Details

Call from: +1 (612) 232-8809
 Call to: +1 (651) 413-6624
 Time of call: 2023-03-20 16:22:44 UTC
 Location: Minneapolis, Minnesota, United States
 Length of phone call: 1 minute, 56 seconds

Transcription

Hi, my name is Gail higgins. I've been having phone tag with palm claire who originally got back to my message. I called on Friday. My address was 1185 burns avenue. I have a question about trash it has. We want to call me back at 612-232-8809. I'd appreciate thank you so much bye.

Susan Anderson March 20, 2023 at 12:25

Internal note

Outbound call to +1 (612) 232-8809

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 232-8809

Time of call: 2023-03-20 17:09:36 UTC

Called by: Susan Anderson

Length of phone call: 16 minutes, 15 seconds

Susan Anderson March 20, 2023 at 12:32

Internal note

Outbound call to +1 (612) 232-8809

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 232-8809

Time of call: 2023-03-20 17:31:55 UTC

Called by: Susan Anderson

Length of phone call: 56 seconds

Susan Anderson March 20, 2023 at 12:34

Internal note

Galen Higgins located at 1185 Burns Ave, Saint Paul, Minnesota, 55106 contacted the City RE: - Q4 2022 Assessment Inquiry. PO moved into home in 2018 and was unaware that they needed to set up a garbage account as their garbage had been picked up weekly since they moved in. Last fall, they discovered they had never set up an account and WM told them they owed WM \$3,000. PO then paid WM \$900 in October, another \$900 in November, another \$900 in December and another \$900 in January. Now there's an assessment for \$288.89 for Q4 2022 and PO doesn't think he should have to pay it.

Sarah Haas March 20, 2023 at 13:55

Internal note

Please remove assessmetn and contact resident.

They have a credit balance of \$839.74 on their account as of 1.6.23 right now and I do see that we did certify \$288.29 on 1.5.23.

Your can reverse that amount on your end and we will do the same on our end.

Clare Pillsbury March 22, 2023 at 14:54

Internal note

Outbound call to +1 (612) 232-8809

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 232-8809

Time of call: 2023-03-22 19:51:03 UTC

Called by: Clare Pillsbury

Length of phone call: 3 minutes, 29 seconds

Clare Pillsbury March 22, 2023 at 15:07

Internal note

Staff called property owner back to inform them of Sarah's recommendation. Property owner is in agreement with the recommendation.