

#381014 2106 MARSHALL AVE - Q2 2023 ASSESSMENT INQUIRY (WM) - Contesting

Submitted	Received via	Requester
January 19, 2024 at 16:29	Voicemail	Samuel E Czaplewski

Status category	Ticket status	Priority	Group	Assignee
Pending	Pending - Future Event	Normal	PW - Garbage	Lydia Campbell

Assessment No.	Property ID Number	Project Number	Do you need an interpreter?
230113	052823110011	CG2303A2	No

Latitude/Longitude	Location	Other Name	Garbage Hauler
-93.18927,44.94811	2106 MARSHALL AVE	Samuel E Czaplewski	Waste Management

Have you contacted your hauler about this garbage bill before?
No

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2023	03/13/2024

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

Other Telephone	Date of LH (MM/DD/YYYY)
16127889268	02/06/2024

Stated Reason for Appeal (if given)

PO states that this property has been unoccupied since 10/30/2021 when he evicted the tenant. He states that he called Advanced Disposal on 09-23-2021 to place a service hold on the property and should not have been billed. He has been receiving the Assessment Notices, but states that he was paying them because it was easier than trying to contest them. He finally decided to contest because he is preparing to sell the property.

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	Time of LH
Quarter 2 (April - June)	3:00 PM

Samuel E Czaplewski January 19, 2024 at 16:29
Voicemail from +1 (612) 788-9268

Internal note

Call Details
 Call from: +1 (612) 788-9268
 Call to: +1 (651) 413-6624
 Time of call: 2024-01-19 22:27:03 UTC
 Location: Minneapolis, Minnesota, United States
 Length of phone call: 1 minute, 44 seconds

Transcription

My name is Sam. My name is Sam to plesk a. Uh, it's a new applicant to the property at 21. 06, marshall avenue. File number C, g 2304, a one. An assessment. Number 230114. Please call me immediately or as soon as you get this message at 612-788-9268. It's urgent. Again, call sam at 612-788-9268 your bill and may have putting the money on my taxes. That this was cancelled. Uh, the garbage pick up was cancelled, so the holler over a year ago. So give me a call again 612-788-9268. Thank you and have a good day this urgent good bye.

Shelly Barnhart January 22, 2024 at 08:53

Internal note

Outbound call to +1 (612) 788-9268

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 788-9268

Time of call: 2024-01-22 14:46:53 UTC

Called by: Shelly Barnhart

Length of phone call: 6 minutes, 47 seconds

Shelly Barnhart January 22, 2024 at 08:56

Internal note

PROPERTY OWNER OF 2106 MARSHALL AVE IS CALLING REGARDING ASSESSMENT THAT HE RECEIVED FOR \$267.74 PO STATES THAT HE HAD A SERVICE HOLD PUT ON THE PROPERTY LAST YEAR AND DOES NOT UNDERSTAND WHY THIS WAS NOT TAKEN CARE OF .

Lydia Campbell January 26, 2024 at 16:14

Internal note

Outbound call to +1 (612) 788-9268

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 788-9268

Time of call: 2024-01-26 21:24:33 UTC

Called by: Lydia Campbell

Length of phone call: 49 minutes, 53 seconds

Lydia Campbell January 26, 2024 at 16:19

Internal note

Bills and NNPs were being sent to the wrong address for the past few years. They were going to the address of a previous tenant, Nicole.

Spoke to PO. He is an elderly, disabled vet. He states that Nicole was the tenant and she was evicted 10/30/2021. States that he called Advanced Disposal (763-786-7233) on 09/23/2021 and talked to Alexes to put the hold/udrf on the account and change the address into his name.

Asking WM if they have access to old Advanced phone/customer service records to check that. I've also asked WM to check if services were being used.

PO wants to contest as much of these assessments as possible.

Lydia Campbell February 1, 2024 at 14:24

Internal note

Outbound call to +1 (612) 788-9268

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 788-9268

Time of call: 2024-02-01 20:21:55 UTC

Called by: Lydia Campbell

Length of phone call: 2 minutes, 7 seconds

Lydia Campbell February 1, 2024 at 14:25

Internal note

Left voicemail for PO confirming that I have him on the schedule for LH next Tuesday 2-6 and he will receive a phone call between 3pm-4pm.

Lydia Campbell February 5, 2024 at 08:55

Internal note

Outbound call to +1 (612) 788-9268

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 788-9268

Time of call: 2024-02-05 14:53:36 UTC

Called by: Lydia Campbell

Length of phone call: 1 minute, 56 seconds

Lydia Campbell February 5, 2024 at 08:56

Internal note

PO left me a voicemail on my direct line 02-01 @ 3:39PM. From the details, seemed he did not receive my voicemail.

I left another voicemail today with the same details as before.

Lydia Campbell February 5, 2024 at 09:51

Internal note

PO called the City 01-19-2024 requesting a service hold for the property. This was forwarded to the hauler. The City has no record of contact with PO or previous request for a service hold at the property. WM states that they have not had contact with this property until the service hold request forwarded to them in January 2024. The account previously belonged to Advanced Disposal. WM was able to find an old record of contact with Advanced Disposal on 09-23-2021. The notes from this interaction state, "Owner wants bill in tenants name due to having the [resident] pay it. Changed name at the owner's request." PO was not receiving garbage bills or notices of non-payment because they were being sent to the address of the previous tenant, however, PO was receiving the assessment notices. The garbage bill has gone to assessments for the following: 2023 (all quarters); 2022 (all quarters); 2021 (all quarters); 2020 (Q4- different PO).

Support Software by **Zendesk**