

#9287 1609 Sherburne Ave - Q1 2022 Assessment Inquiry

Submitted June 21, 2022, 10:32 **Received via** Phone call (inbound) **Requester** Leanne Thom <rosescguy@msn.com>

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

Assessment No. 220107 **Property ID Number** 332923140059 **Latitude/Longitude** -93.16831,44.95675

Location 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 **Other Name** Leanne Thom **Garbage Hauler** Waste Management

Rescheduled LH Date: 7/21/2022 **Have you contacted your hauler about this garbage bill before?** Yes

Staff Comments

Hauler records show that there are no records of a temporary service hold that was requested before or during Q1 2022. There are also no records of any CSR informing the former property owner that the temporary service hold should have been applied. Therefore staff recommends approving the assessment.

Billing year for Delinquent Garbage Bill Assessment 2022 **Date of CP (MM/DD/YYYY)** 8/17/2022

Total amount due for Delinquent Garbage Bill Assessment 74.94 **Legislative Hearing Required** Yes

Other Telephone 16516441688 **Rescheduled LH Time:** 10:00 AM **Date of LH (MM/DD/YYYY)** 7/7/2022

Stated Reason for Appeal (if given)

Property owner stated that they spoke with Waste Management CSR who stated that the property owner should not have been charged for this service period as they had a temporary service hold in place.

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

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

January 1 - March 31

Billing period for Delinquent Garbage Bill Assessment Quarter 1 (January - March) **Time of LH** 11:00 AM

Clare Pillsbury June 21, 2022, 10:32

Internal note

Call from: +1 (651) 644-1688
Call to: +1 (651) 413-6624
Time of call: June 21, 2022 at 3:32:18 PM
Answered by: Clare Pillsbury

Clare Pillsbury June 21, 2022, 10:45

Internal note

Inbound call from +1 (651) 644-1688

Call Details
Call from: +1 (651) 644-1688
Call to: +1 (651) 413-6624
Time of call: 2022-06-21 15:32:18 UTC
Location: Saint paul, Minnesota, United States

Answered by: Clare Pillsbury
Length of phone call: 13 minutes, 5 seconds

Clare Pillsbury July 7, 2022, 14:13

Internal note

Outbound call to +1 (651) 644-1688

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 644-1688

Time of call: 2022-07-07 19:11:52 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 34 seconds

Clare Pillsbury July 7, 2022, 14:14

Internal note

Staff left voicemail with former property owner to inform them that there are no records of a temporary service hold that was requested before or during Q1 2022. There are also no records of any CSR informing the former property owner that the temporary service hold should have been applied. Therefore staff recommends approving the assessment.

Clare Pillsbury July 13, 2022, 16:30

Internal note

Staff spoke to property owner on ticket [#10337](#) and informed them of their recommendation to approve the assessment. Property owner stated that they would like further contest the assessment at a legislative hearing. Staff scheduled them for a LH on 7/21/2022 at 10:00 AM.

Clare Pillsbury July 15, 2022, 14:41

Internal note

Reassigning to Garbage Manager to forward to Consortium Contact

Support Software by **Zendesk**