

#1689359 416 Hope St - Q4 2025 Billing Adjustment - Trash Bags

Submitted	Received via	Requester
March 4, 2026 at 9:38 AM	Voicemail	Tom Gallagher <tgallagher@housinghubmn.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.06773,44.96049	416 Hope St, St. Paul, Minnesota, 55106	No

Start Date - first collection day with no service	How many units will be unoccupied?	Ward
2024-08-01	Two Units	Ward 1

Do you need an interpreter?	Service Hold Request Type
No	Unoccupied Dwelling Registration - over 26 weeks

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2025

What is your billing or assessment question?	What were you charged for?	Property owner or tenant?
Extra Charges on My Bill	Extra Carts, Garbage Bags	Property owner

Total time spent (sec)	Time spent last update (sec)	Language	Language confidence
4089	83	English	High

Adjustment Approved	Original Amount Billed	Reason for adjustment
Yes	140.74	Vacant Land

Billing Quarter
Quarter 4 (October 1 - December 31)

Tom - Dadders Estates March 4, 2026 at 9:38 AM

Internal note

Voicemail from +1 (651) 428-5911
Call Details:

Call from: +1 (651) 428-5911
Call to: +1 (651) 372-8578
Time of call: 2026-03-04 15:37:07 UTC
Location: Minneapolis, Minnesota, United States
Answered by: +1 (651) 428-5911
Length of phone call: 1 minute, 26 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa04732c53eb80d7dc81cb90ed01f91f1/twilio/voice/mail/recording>

system March 4, 2026 at 9:38 AM

Call transcript:

Internal note

0
0 This is Tom Gallagher with Datters Escapes LLC. The property address is 416 Hope. I
: **Customer** keep getting billed for garbage, and we keep accidentally paying for it. But the house
0 burned down 2 years ago, and I have not had trash. The the containers are not there.
4
0
0 So I'm trying to figure out what I need to do to get a refund and to quit billing me for
: **Customer** it. It's it's dirt. It's a it's a lot. There's no trash service. So I don't know if I'm getting
2 charged for the neighbor or what.
3
0
0 But if someone could call me at (651) 428-5911. Please let me know as soon as
: **Customer** possible. Thanks.
3
7

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Phil Reilly March 5, 2026 at 9:01 AM

Internal note

Outbound call to +1 (651) 428-5911

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 428-5911

Time of call: 2026-03-05 14:58:13 UTC

Called by: Phil Reilly

Length of phone call: 3 minutes, 34 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9bd4a5808998df71c41bbbb6f1f3503c/twilio/recording>

Phil Reilly March 5, 2026 at 9:04 AM

Hello Tom,

Thank you for contacting the City of Saint Paul to register Two Units at the address 416 Hope St, St. Paul, Minnesota, 55106 as an unoccupied dwelling due to -. Your request has been received.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

A staff member will follow-up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Phil

City of Saint Paul
Public Works - Solid Waste
651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Phil Reilly March 5, 2026 at 9:05 AM

Internal note

PO reports property burned down in July 2024. Staff has been accidentally paying bills, although they have no carts and no service. Referred to OFS re: a refund.

Jillian Barden March 8, 2026 at 1:37 PM

Internal note

Vacant lot billed for service. Prob needs hearing to remove Q3 too. Already removed entire PID and all info from Q1 base

Jillian Barden March 9, 2026 at 11:04 AM

Hi Tom

It looks like we have some historical cart information for 416 Hope street, which is why you were billed for service. Because 416 Hope is a vacant lot, we can remove the charges for Quarter 4. In order to remove the charges for Quarter 3, I have to present everything at a legislative hearing on March 19. You do not need to attend, but I also cannot promise or guarantee the outcome.

It looks like you also own the mixed residential/commercial property next door. Based on the photos (attached), FCC has been collecting the trash at 786 7th St E when they should not have. I will let FCC know to stop servicing that property, and have our crew pickup the Saint Paul cart (since you are not opted into the program). You might have to reach out to Berquist and make sure they continue to collect you (in case they stopped since FCC was collecting), and to ask them to deliver another cart (assuming you are paying Berquist for two carts).

Also, I show you are not paying the annual recycling special assessment for your property. Would you like to opt into recycling for the residential units upstairs or do you currently have a contract with Eureka for recycling service? You will need to either Opt into the recycling program for the apartment upstairs or sign up for service through Eureka.

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Tom Gallagher March 9, 2026 at 11:09 AM

Ok

Thanks

Yes, I will get signed up on my building on the corner for recycling for the two apartments upstairs

Yes, we've been getting charged for cart service at the mixed-use building forever

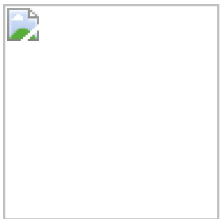
I will contact Berquist or Walters or whoever services that

It definitely seems like the tenants there use it every week

Yes, whatever I could get refunded would be great for 416 Hope

Thanks

Thomas J. Gallagher
Housing Hub, LLC
CFO
General Contractor #BC740829
Mitigation Specialist
351 Kellogg Blvd East
St. Paul, 55101
www.housinghubmn.com
651-428-5911/cell
651-488-2437/office
651-488-2417/fax
Write a Customer Review for Housing Hub [here!](#)



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- 2) That you receive the brochure titled, "Protect Your Family from Lead in your Home", if you are leasing a property built before 1978. Please see attached link for your copy. [Lead Paint Brochure 2013.](#)

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Jillian Barden March 9, 2026 at 3:43 PM

Hi Tom,

I just sent you the general reply for opting into Garbage service by accident. If you decide to opt into garbage with the city instead of Berquist, let me know or reply to that email. To opt into Recycling, there will be a \$172.50 charge on the property taxes per unit, each year. So the address at 786 7th St E would have a charge of roughly \$345 next year on the property tax statement.

I will have our crew stop by next week to grab the city branded garbage cart.

Quarter 4 2025 Garbage Invoice:

- Original Invoiced Amount: \$140.74
- New Invoiced Amount: \$0

If you have any questions, let us know.

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

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