

## Pillsbury, Clare (CI-StPaul)

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**From:** Black, Alisha (CI-StPaul)  
**Sent:** Tuesday, June 30, 2020 2:01 PM  
**To:** Swanson, Christopher (CI-StPaul)  
**Cc:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: 2101 DUDLEY AVE - (Q1 2020) Assessment Error/Complaint Inquiry  
**Attachments:** 2101 Dudley Ave .pdf; administrator@aspenswaste.com\_20200630\_092734.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

This looks like it was an assessment issue, and I do not have a UDRF for this property. The attached looks like the resident submitted a Service Hold to the hauler.



**Alisha Black**

*Office Assistant III*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

**P:** 651-266-5692

**F:** 651-266-6222

[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)

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[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

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**From:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Sent:** Tuesday, June 30, 2020 1:28 PM  
**To:** Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>  
**Subject:** FW: 2101 DUDLEY AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Please review and tell me if I need to do anything further.

cs

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, June 30, 2020 9:59 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 2101 DUDLEY AVE - (Q1 2020) Assessment Error/Complaint Inquiry

**Think Before You Click: This email originated outside our organization.**

Chris,  
Please see update from Stacey.

*Greg Revering*  
Chief Manager

St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Sent:** Tuesday, June 30, 2020 9:36 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** RE: 2101 DUDLEY AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Good Morning Greg

I can confirm we did not receive a service hold request for this customer back in December for January – March 2020 service. We did though receive one recently in which the hold has been placed on the account for 5/18/20-8/3/20 (see first attachment). The second attachment is a copy of the notes from the customer's account which include not only the driver's route sheet but also documentation about his call to us back on 5/1. As you will read the customer stated the reason for the service hold was not because he was going somewhere or for medical reasons but because he doesn't generate a lot of trash and doesn't use the service.

Please advise if the city would like any further information or if there are any steps to be taken on our end

Thank you

Stacey Sanders  
Aspen Waste Systems  
Office Operations Manager  
[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)  
612-884-8017

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[www.aspenwaste.com](http://www.aspenwaste.com)



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, June 30, 2020 9:10 AM  
**To:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: 2101 DUDLEY AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Stacey,  
Please see information and request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, June 30, 2020 8:52 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 2101 DUDLEY AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Aspen Waste:

**Property Address & PID:** 2101 DUDLEY AVE (PID: 202923140003)  
**Property Owner:** HENRY A PATTERSON  
**Phone Number or Email:** 651-644-4178 ; [patterson.henrya@gmail.com](mailto:patterson.henrya@gmail.com)  
**Pending Assessment Amount:** \$66.20  
**Quarter Pending Assessment is For:** Garbage Service Small Cart EOW; 3 Late Fees; Jan 1-Mar 31 2020

**Summary of Issue:** Property owner requested a vacation hold from January - late March in December 2019. They stated that the only pick up made by Aspen Waste during this period was on March 30, 2020. However, they are still being charged for Q1 2020. When they called Aspen to complain, the customer service representative stated that they had no record of a request for a vacation hold and stated that the property owner should have mailed or emailed the request in December. However, the property owner was not informed of this when they requested the hold in December. **Please confirm whether a vacation hold was requested in December 2019 and whether there were no scheduled pick ups from January – March 2020.** Please also provide the following information:

1. History of contact between property owner and Aspen from December 2019 – June 2020
2. Documentation of service hold requests entered from December 2019 – June 2020

Thank you!



**Clare Pillsbury**

*Management Assistant I*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

**P:** 651-266-8862

**F:** 651-266-6222

[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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