

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 21, 2021 3:39 PM
To: Vang, Mai (CI-StPaul)
Cc: Moermond, Marcia (CI-StPaul); Swanson, Christopher (CI-StPaul); Zimny, Joanna (CI-StPaul)
Subject: FW: FW: 1282 Hague Ave - (Q4 2020) Assessment Error/Complaint Inquiry

Please add this to the file for 1282 Hague Ave. Waste Management did confirm that they spoke to Nneka on 05/19/2019 and informed her that she needed to contact the city to request a vacancy.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 21, 2021 3:16 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 1282 Hague Ave - (Q4 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Mary.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, April 21, 2021 2:58 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: 1282 Hague Ave - (Q4 2020) Assessment Error/Complaint Inquiry

Since October 2018 all their quarterly balances have been sent to the city/county for certification.

4th Qtr 2020 64 gal trash service plus 2 finance charges			
10/05/20 MISC TAX	INV T1A	6.59	6.59
10/05/20 MISC TAX	INV T1I	18.92	25.51
10/05/20	INV 06A	67.56	93.07
10/27/20 FIN CHRG	FIN LPR	4.65	97.72
11/30/20 FIN CHRG	FIN LPR	4.65	102.37

This is the only communication we have had with them.

05/15/2019 10:26:09 CWILLI53

LISA IS UPSET SHE INSISTS THAT SHE IS NOT GENERATING TRASH AND SHOULD NOT BE BILLED FOR SERVICE. LISA HAS BEEN ADVISED TO CONTACT THE CITY TO REPORT AS VACANT. LISA INSISTS THAT PROPERTY IS NOT VACANT, AS THEY ARE THERE EVERY DAY, BUT SHE DID VERIFY NO LIVES IN THE HOME BECAUSE IT IS BEING RENOVATED. CUSTOMER ADVISED SEVERAL TIMES THE CITY MUST HAVE NOTIFICATION TO PUT CODES ON ACCOUNT TO STOP BILLING, CUSTOMER INSISTS SHE DOES NOT NEED TO CONTACT THE CITY AND THAT WASTE MANAGEMENT IS LYING ABOUT PROVIDING SERVICE AND THAT SHE WILL SUE WASTE MANAGEMENT. TRIED TO PROVIDE CUSTOMER WITH NUMBER TO REPORT VACANCY CUSTOMER REFUSED. CUSTOMER REQUESTED COPIES OF INVOICES.

05/17/2019 13:56:57 PROBINS6

MAILED LAST 3 COPIES OF INVOICES

Not sure what that was all about – highlighted in yellow - but she never put the account on service hold either by filing a vacancy or by putting the account on vacation hold. Never called us back after that.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Wednesday, April 21, 2021 1:31 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: 1282 Hague Ave - (Q4 2020) Assessment Error/Complaint Inquiry

Mary,

Please see information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Wednesday, April 21, 2021 1:25 PM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: 1282 Hague Ave - (Q4 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1282 HAGUE AVENUE; 032823120166

Property Owner: NNEKA S MORGAN

Phone Number or Email: 646-548-5225; nneka.constantino@gmail.com

Pending Assessment Amount: \$102.37

Quarter Pending Assessment is For: Q42020 Delinquent Garbage Bill; service period Oct-December

Summary of Issue: Property owner states that their property was vacant during this time period. Therefore, they feel that they should not have to pay the assessment. Please provide the following information from Q4 2018 – Present:

- Any changes made to the account
- Any record of contact with property owner
- Any requests for temporary service holds or vacancies

As the hearing for this property is tomorrow, please respond by today at 4:00 PM at the latest.

Thank you for the expediency!



**SAINT PAUL
MINNESOTA**

Clare Pillsbury

Management Assistant I

Saint Paul Public Works

Pronouns: she/her/hers

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