

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, January 22, 2020 4:51 PM
To: Young, Susan (CI-StPaul); grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul)
Subject: RE: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Susan.

Romack, I believe your records of the current occupant are in error since we have the current occupant as MELISSA KREINDEL and she confirmed this with us. The previous owner was Lisa Rapke Hoffman & Stephen D. Hoffman whose mailing address was 1886 Chardel Court. Therefore, the notices of nonpayment for the quarter, while addressed to Melissa Kreindel, were sent to the incorrect mailing address. Melissa also stated that she contacted Republic on 07/08/2019 to request service for a small cart. It appears as though her name on the original notice of nonpayment would reflect this. Can you confirm this in your records? As the city has records of a 35 gallon every other week cart for the property, I would like to recommend that the Quarter 3 assessment be reduced to a quarterly price of \$60.83 for a small every other week cart.



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

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From: Young, Susan (CI-StPaul)
Sent: Wednesday, January 22, 2020 2:45 PM
To: grevering.sph@gmail.com; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Greg:

The customer has stated the need for 35 gallon Every Other Week Service, the service level which is reflected in the City's records. Why is Republic still charging for Every Week Service, as stated in Frances' email below?

Susan

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, January 22, 2020 11:36 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see Frances email below.

Greg Revering

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, January 22, 2020 9:19 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Clare,
Please see Frances email below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com
o 651-286-4575 c 612-300-7497
w www.republicservices.com



We'll handle it from here.™

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, January 22, 2020 8:52 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Our records indicate that Melissa Kreindel is no longer the property owner she called and canceled her account on 9/30/19

Customer has a 90gal trash from 3/29/19 – 9/30/19
New owner has 30gal every week service from 10/1/19 – now

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
e festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



We'll handle it from here.*

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Tuesday, January 21, 2020 5:42 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: Fwd: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Please see the email below and respond accordingly.

Thank you

Sent from my iPhone

Begin forwarded message:

From: <grevering.sph@gmail.com>
Date: January 21, 2020 at 5:19:44 PM CST
To: <rfranklin3@republicservices.com>
Subject: FW: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing"

Romack,
Please see billing complaint 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: Tuesday, January 21, 2020 4:45 PM

To: grevering.sph@gmail.com

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

Subject: 1000 Hubbard Avenue- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 1000 Hubbard Avenue (PID: 262923330034)

Property Owner: Melissa Kreindel

Phone Number or Email: 9548291307 melissak1982@gmail.com

Pending Assessment Amount: \$117.80

Quarter Pending Assessment is For: Garbage Service, 3 Late Fees; Jul 1 - Sep 30 2019

Summary of Issue: Property owner did not receive required notices of nonpayment from Republic Services as they were sent to the incorrect mailing address. Mailing address was for previous owner (1886 Chardel Ct). City of Saint Paul has record of correct mailing address of 1000 Hubbard Ave. Please contact property owner and update mailing address on file. We will remove late fees of \$15.36 from the assessment.

Property owner also states that they have a small 35-gallon cart on their property, despite being billed for a large 96-gallon cart. Our records confirm that the property should have a 35-gallon **every other week** cart. Please confirm the cart size for the last cart that was delivered to the property.

Thank you!



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Clare Pillsbury

Management Assistant I

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