

## #1464082 770 Sherburne Ave - Assessment Inquiry

**Submitted**  
October 31, 2025 at 13:49

**Received via**  
Voicemail

**Requester**  
Henry V Tran

**Status category**  
Solved

**Ticket status**  
Solved

**Type**  
Question

**Priority**  
Normal

**Group**  
PW - Garbage

**Assignee**  
Jillian Barden

**Latitude/Longitude**  
-93.13273,44.95651

**Location**  
770 Sherburne Ave, Floor 1, St. Paul, Minnesota, 55104

**Is this a repeat report?**  
No

**Other Telephone**  
16123100680

**Other Name**  
Henry V Tran

**Do you need an interpreter?**  
No

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

**Billing Year**  
2025

**What is your billing or assessment question?**  
Billing Inquiry

**Total time spent (sec)**  
1336

**Time spent last update (sec)**  
210

**Billing Quarter**  
Quarter 2 (April 1 – June 30)

**Henry V Tran** October 31, 2025 at 13:49

Internal note

Voicemail from +1 (612) 310-0680

### Call Details

Call from: +1 (612) 310-0680

Call to: +1 (651) 413-6624

Time of call: 2025-10-31 18:45:17 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 3 minutes, 25 seconds

### Transcription

Yeah, this is angry. I got the e mail, send it to me. Can you give me a call back about the copies or something? Can you give me a call back? At 612-310-0680. I like to talk to you. Okay. See what had been going on thing. Okay, thank you very much. Gimme a call back and get.

**Sophia Yang** October 31, 2025 at 14:29

Internal note

Received assessment letter - does not has garbage service since 2024. Will be at the hearing.

**Sophia Yang** October 31, 2025 at 14:34

Internal note

Outbound call to +1 (612) 310-0680

### Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 310-0680

Time of call: 2025-10-31 19:21:22 UTC  
Called by: Sophia Yang  
Length of phone call: 12 minutes, 47 seconds

---

**Sophia Yang** October 31, 2025 at 15:01

Internal note

Jill, this PO said he doesn't have service for many years. He owed 2024 trash bills but didn't know. He doesn't have a garbage bin and didn't have any service hold on the property.

---

**Jillian Barden** November 6, 2025 at 10:00

Internal note

Cannot see carts on google maps or beacon

---

**Jillian Barden** November 6, 2025 at 15:13

Internal note

Outbound call to +1 (612) 310-0680

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 310-0680

Time of call: 2025-11-06 21:11:42 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 48 seconds

---

**Jillian Barden** November 6, 2025 at 15:16

Internal note

PO probably needs UDRF

Left VM stating we cannot backdate billing/ UDRF no further back than October 1.

If he calls back and I am unavailable, please ask if the property is occupied. Also ask if he would like long term hold or short term hold. If UDRF, ask how many carts are at the property. Assign ticket to me

Thanks!

---

**Jillian Barden** November 14, 2025 at 14:23

Internal note

Probably does not need a hold as he occupies the property