

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Wednesday, June 22, 2022 4:17 PM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 1053 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

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

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

Please see update from Highland.

*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:** Highland Sanitation <info@highlandsanitation.com>  
**Sent:** Wednesday, June 22, 2022 4:16 PM  
**To:** grevering.sph@gmail.com  
**Subject:** RE: 1053 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Both Q4 2021 and Q1 2022 have been turned in for collection.

On February 3, 2022, the son of this property owner called and told our CSR:

JANICE PASSED AWAY. THEY SOLD THE HOUSE ON 1/28/2022 TOLD THEM WE NEEDED A COPY OF THE WARANTEE DEED. THEY WERE NOT SURE WHAT THAT WAS. TOLD THEM TO CONTACT THE REAL ESTATE AGENT. THEY DIDNT THINK ANY PRORATION HAD BEEN DONE AT TIME OF CLOSING FOR THE TRASH BILL.

We received the warranty deed and updated the account on March 4, 2022.

On March 4, 2022, the new property owner called to set up service, he was informed about the Q4 2021 invoice and the Q1 2022 invoice. This was the conversation:

CALLED TO SET UP SERVICE. CHECKED BEACON EVERYTHING HAD BEEN UPDATED. CHANGED OVER TO HIM. GAVE TO SUE BECAUSE OF THE PAST DUE BALANCE. HE DID SAY THAT SHOULD HAVE BEEN TAKEN CARE OF AT CLOSING.

At NO TIME did anyone put the service on a temporary service hold. The service has never stopped. The Highland Sanitation truck has been there every week during this transition. The assessment is correct.

Q2 2022 Invoice has been paid in full.

*Sincerely,*

*Susan Stewart*

Highland Sanitation & Recycling Inc.

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]

**Sent:** Tuesday, June 21, 2022 3:55 PM

**To:** [info@highlandsanitation.com](mailto:info@highlandsanitation.com)

**Subject:** FW: 1053 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Sue,

Please see the information and request from Clare.

*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:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

**Sent:** Tuesday, June 21, 2022 3:27 PM

**To:** Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>

**Subject:** 1053 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1053 Sherburne Ave, Saint Paul, Minnesota, 55104. Please forward to Highland Sanitation for their input.

**Ticket ID#:** 9271

**Ticket Requester:** Alexander Williams

**Ticket Requester Email: (if available)** [agwill87@gmail.com](mailto:agwill87@gmail.com)

**Ticket Request Phone Number: (if available)** 1 (612) 750-6640

**Property ID #:** 352923230172

**Property Address:** 1053 Sherburne Ave, Saint Paul, Minnesota, 55104

**Quarter Pending Assessment is for:** Quarter 1 (January - March)

**Billing year for Pending Assessment:** 2022

**Pending Assessment Amount:** \$111.07

**Hauler:** Highland Sanitation

**Ticket Comments:** Property owner stated that they bought the property in February 2022 and went the first month without garbage service. Property owner did repairs to the home in that first month and then set up the garbage service with Highland. **Please confirm that the property owner did call to set up garbage in February and provide the following information for Q1 - Q2 2022:**

- Service Level (size and number of carts)
- Itemized breakdown of invoice

- Payment History
- Contact with property owner

Thank you,

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Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>