

# #1727749 SERVICE HOLD - Temp - 1093 Breen St - 01/07/2026 - 03/27/2026

<b>Submitted</b>	<b>Received via</b>	<b>Requester</b>			
March 24, 2026 at 10:04 AM	Voicemail	Randy White <randy@reallyfastrealty.com>			
<b>Status category</b>	<b>Ticket status</b>	<b>Type</b>	<b>Priority</b>	<b>Group</b>	<b>Assignee</b>
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

<b>Latitude/Longitude</b>	<b>Location</b>	<b>Is this a repeat report?</b>	<b>Ward</b>
-93.0268,44.97425	1093 Breen St, St. Paul, Minnesota, 55106	No	Ward 1

<b>Do you need an interpreter?</b>	<b>Please select the reason you are contacting the solid waste team</b>	<b>Billing Year</b>
No	Billing or Assessments	2025

<b>What is your billing or assessment question?</b>	<b>What kind of service hold did you request?</b>
Service Hold Not Applied	Temporary - 4 to 26 weeks

<b>What was the requested end date?</b>	<b>What was the requested start date?</b>	<b>Total time spent (sec)</b>
2026-03-25	2025-07-02	5605

<b>Time spent last update (sec)</b>	<b>Language</b>	<b>Language confidence</b>	<b>Billing Quarter</b>
4929	English	High	Multiple Quarters

**Randy White** March 24, 2026 at 10:04 AM

Internal note

Voicemail from +1 (952) 334-5671  
Call Details:

Call from: +1 (952) 334-5671  
Call to: +1 (651) 372-8578  
Time of call: 2026-03-24 15:00:44 UTC  
Location: Minneapolis, Minnesota, United States  
Answered by: Randy White  
Length of phone call: 3 minutes, 42 seconds  
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA2470cf4135d5a6014b44f0fe58e4b2c2/twilio/voicemail/recording>

**system** March 24, 2026 at 10:04 AM

Internal note

**Call transcript:**

**0 Customer** Hi. My name is Randy White. I own Really Fast Realty, and we received a bill from, um, **0** 1 of our investment properties at 1093 Breen Street in Saint Paul, and you're trying to **:** bill us for trash. But that has been a vacant property, and we've been renovating for, uh, 6, 8 months and have not had garbage collection and have not needed garbage

0 collection and therefore don't need to pay anything. Please call me back at (952) 334-  
3 5671.

0  
0  
: **Customer** Thank you.  
3  
7

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*If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems*

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**Phil Reilly** March 25, 2026 at 11:02 AM

Internal note

Outbound call to +1 (952) 334-5671

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (952) 334-5671

Time of call: 2026-03-25 15:59:13 UTC

Called by: Phil Reilly

Length of phone call: 2 minutes, 51 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAbccab45c1e610e28266c7c190c7afb76/twilio/recording>

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**Phil Reilly** March 25, 2026 at 11:02 AM

Hello Randy,

Thank you for notifying us about a potential discrepancy in your garbage bill due to a vacant home. Our billing specialist will investigate and get back to you with a resolution within a week.

Thank you,

Phil

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City of Saint Paul

Public Works - Solid Waste

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us) | [stpaul.gov/garbage](http://stpaul.gov/garbage)

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**Phil Reilly** March 25, 2026 at 11:04 AM

Internal note

PO purchased home 06-25-2025 and it has been vacant and under renovation since. Property is currently on the market. I offered to submit a temp hold for the time it was vacant, ending now as the property is for sale.

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**Jillian Barden** April 4, 2026 at 6:13 PM

Internal note

Partially honored request and removed Q1 bill

