

#276635 749 Scheffer Ave - Q2 2023 Assessment Inquiry (WM) - LH REMOVE

Submitted	Received via	Requester		
November 8, 2023 at 09:55	Mail	Katherine Rodel <anirt73@yahoo.com>		
Status category	Ticket status	Priority	Group	Assignee
Pending	Pending - Future Event	Normal	PW - Garbage	Lydia Campbell

Property ID Number	Do you need an interpreter?	Hauler Response Over 24 hours	
112823430248	No	Yes	
Latitude/Longitude	Location	Other Name	Garbage Hauler
-93.13182,44.92125	749 Scheffer Ave, St. Paul, Minnesota, 55102	Katherine Rodel	Waste Management
Have you contacted your hauler about this garbage bill before?			
Yes			
Billing year for Delinquent Garbage Bill Assessment	Date City Staff Sent Message to Hauler		
2022	November 9, 2023		
Total amount due for Delinquent Garbage Bill Assessment	Other Telephone	Other Email	
119.89	6513438145	anirt73@yahoo.com	
Stated Reason for Appeal (if given)			
PO states that they already paid the garbage bills for both Q1 & Q2 2023.			
Billing period for Delinquent Garbage Bill Assessment			
Quarter 2 (April - June)			

Lydia Campbell November 8, 2023 at 09:55

Lydia Campbell (she/her)

Garbage Program Specialist | City of Saint Paul

lydia.campbell@ci.stpaul.mn.us | 651-266-6130

Internal note

DeMay, Patti (CI-StPaul) November 8, 2023 at 09:55

Hi, Lydia –

All of this information started with a phone call from a resident months ago. Katherine recently provided the information I had asked her for in the attached email. If I'm looking at everything correctly, I would say that Waste Management was in error on the Jan-March invoice of \$119.89. You can see the payment on Ck#3182. None of the other units paid with that check show an outstanding balance for that quarter.

Ck#3749 looks like it deals with payments for the third quarter (which, correctly, does not show up on Katherine's account). However, the Ap-June quarter still shows a pending balance. So I think she will still have to provide check information for that one.

Anyway, I got in way deeper on this than I expected and just thought it would be easier to forward everything to you now. Once you verify this information, I'm sure you'll let the property owner know that the levied assessment will not be certified to her taxes.

Thanks!

Patti

From: Katherine Rodel <anirt73@yahoo.com> **Sent:** Thursday, November 2, 2023 1:33 PM **To:** Patti DeMay <Patti.DeMay@ci.stpaul.mn.us> **Subject:** Trash Bill 749 Scheffer Ave Waste Management

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

Hello Patti,

I had spoken with you a couple months ago about my trash bill. I have a management company for my townhouse and you needed more info from them as proof of payment for the Jan-March and April-June trash bills. I am attaching what they have sent me.

I tried to forward this to you from the other email I had sent you but it looked like it had sent 53 times or something strange like that so I apologize if you got an excessive amount of emails from me! I never heard back so I just want to make sure this is taken care of before Nov 15th.

Thank you,

Katherine Rodel

Owner at 749 Scheffer Avenue

[Sent from Yahoo Mail for iPad](#)

Lydia Campbell November 9, 2023 at 17:03

Internal note

Currently Levied:

Delinquent Garbage Bill January to March 2023 8/23/2023 1 \$119.89

Currently Pending:

Delinquent Garbage Bill April to June 2023 9/18/2023 1 \$119.89

Lydia Campbell November 9, 2023 at 17:05

Dear Katherine,

Your information from forwarded to me by Patti DeMay. Thank you for contacting the city regarding your pending assessment for 749 Scheffer Ave, St. Paul, Minnesota, 55102. You stated that you have already made the payment to the hauler and would like to have the assessment removed.

Since you have already included proof of payment for your garbage bill, I will begin the process of investigating the issue with your hauler.

You can expect to hear from me next week with more information.

Lydia

City of Saint Paul
Public Works - Solid Waste
651-266-6101

Lydia Campbell November 9, 2023 at 17:10

Internal note

Attached documents show:
01/05/2023 -- paid \$104.26
07/12/2013 -- paid \$104.26

Lydia Campbell November 13, 2023 at 17:05

Internal note

See ticket [#282511](#) -- PO requesting update

Lydia Campbell November 14, 2023 at 14:44

Internal note

Outbound call to +1 (651) 343-8145

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (651) 343-8145

Time of call: 2023-11-14 20:42:58 UTC

Called by: Lydia Campbell

Length of phone call: 1 minute, 48 seconds

Lydia Campbell November 14, 2023 at 14:45

Internal note

Left voicemail for PO letting her know that I am waiting on a reply from the hauler.

Lydia Campbell November 22, 2023 at 10:31

Katherine,

I am reaching out to let you know that I have not forgotten about the issue with the delinquent garbage bill at the property 749 Scheffer Ave in Saint Paul. I have been waiting on a response from the hauler since November 9. I have prompted them twice for an answer and reached out to the manager again today.

Thank you for your patience,

Lydia

Katherine Rodel November 22, 2023 at 10:57

Hello,

Thank you for the update. I'll wait to hear from you. Hopefully Waste Management will get back to you soon!

Best,

Katherine Rodel

[Sent from Yahoo Mail for iPhone](#)

Katherine Rodel December 13, 2023 at 12:48

Good afternoon Lydia,

I am wondering if there's been any movement on this issue with Waste Management. I'm putting my house on the market and don't want to have this as an issue when trying to sell it.

Have you heard anything?

Thank you,

Katherine Rodel

[Sent from Yahoo Mail for iPad](#)

Lydia Campbell December 14, 2023 at 09:31

Katherine,

On Monday, my supervisor reached out to Waste Management to escalate this issue. If we do not hear back, I am prepared to request removal of the assessment from July-September. I cannot recommend removal of the amount from January-March since the removal period for it closed. If you want to pursue that matter further, let me know and I will ask the tax assessment office if you have any other option for contesting it.

As for the July-September charge, the process will continue as such, this issue will go to a legislative hearing on January 11, 2023. At the hearing, I will recommend a removal of the full amount and I expect that it will be approved. If it is approved by the hearing officer, it will be sent to City Council for final approval and removed from your account.

You are welcome to attend the hearing in-person or by phone, but you do not need to. If you would like to attend, please let me know.

If we hear back from Waste Management with any new evidence/argument, I will let you know.

I am so sorry for how long this process has taken. Thank you for your patience,

Lydia

Lydia Campbell December 14, 2023 at 11:01

Katherine,

FYI, I realize that I sent some incorrect information in my most recent email. I will be in touch as soon as possible with the correct details.

I apologize for any confusion.

Lydia

Lydia Campbell December 14, 2023 at 11:14

Katherine,

Waste Management finally confirmed that yes, they received your payments for Jan-Mar & Apr-Jun. The payments were misapplied to someone else's account. They will be issuing a credit to you for \$208.52. Please let me know if you do not receive that credit.

The process I mentioned for a legislative hearing in January will continue for the Apr-Jun bill/assessment. Again, please let me know if you would like to attend.

I need to get in touch with our tax assessment team about the process for removing your Jan-Mar bill/assessment.

So sorry for the confusion!

Lydia

Lydia Campbell December 14, 2023 at 11:17

Internal note

WM confirmed that payments for both Q1 & Q2 2023 were received for 749 Scheffer Ave. The payments had been applied to the wrong account. WM is going to add a credit of \$208.52 to the Scheffer account.

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