

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, April 20, 2020 9:00 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)
Subject: RE: FW: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Mary. That was my mistake. I initially misunderstood what the Amanda Lee (Tom Lee's wife who originally called) was telling me about who was the current owner.

Tom Lee is the current owner. Both Ramsey county and City of Saint Paul records list Tom Lee as the current owner. We should have sent this update to the Waste Management with the hauler update as our records show that Tom Lee is the current owner.

You can call the number in the original e-mail (651-260-0231) to verify the name change. It is for Amanda Lee who is Tom Lee's spouse.

Sorry for the confusion. Hopefully things should be a bit clearer from here on out.



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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 20, 2020 8:55 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see Mary's question.

Greg Revering
Chief Manager

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, April 17, 2020 5:24 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Okay so now I am confused – you stated yesterday or so that Nou Lee was the owner. Is Nou a female or male – because the note on the account said something about a mother passing away – but Nou’s name has been on the account since October 2018.

Then who is Tom Lee ??? because there is no sale of property listed on the Ramsey County Tax Website. And am I suppose to call Nou to confirm change of name ??? since I have no phone number for Tom Lee

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 4:56 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Mary,
Please see information 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: Friday, April 17, 2020 4:39 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mary,

I spoke with the resident. The name of the current owner is Tom Lee. I have verified this with county records. I will recommend removing the late fees for the Q4 2019 Assessment as well as the Q1 2020 assessment. Please reach out to the resident to confirm when name on the account has been updated.

Thank you!

Clare Pillsbury



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From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, April 14, 2020 2:59 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Got it. Thanks Mary!



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Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 14, 2020 2:43 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,
Please see update from Mary.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, April 14, 2020 2:39 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

We have had the account in the name of Nou Lee since 10.1.2018 – I went back and checked the name on the invoice for the 4th Qtr 2018 Billing.

The one and only note on the account stating something about a name change was on 2.28.20 – but the agent didn't note anything about who called or what the name should be on the account. Just states "CCI to have the name on the account changed to his name as his mother has passed almost a year ago"

If we would have had a different name on the account other than Nou Lee – our system would tell me what it was and it doesn't – by changing a name, address, phone number on an account – it automatically notes the old and then the new.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 14, 2020 2:28 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Mary,
Please see the information 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, April 14, 2020 2:27 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you for the response Mary. The account should be in the names that you currently have, which are: Nou Lee and Amanda Lee. My question was whether they had actually reached out to request that the property be put in their name. I assume from your response that there are no notes about them calling, correct?

Clare Pillsbury
Management Assistant I
Saint Paul Public Works



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 14, 2020 2:25 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see information and request from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, April 14, 2020 2:18 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

So whose name should the account be in??

It doesn't really state in this e-mail and the only note on the account from 2.28.20 about a name change doesn't note what the new name should be either.

We have the account in the name of Nou Lee, Ramsey County states Tom Lee and below it states Nou Lee and Amanda Lee

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 14, 2020 12:01 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Mary,
Please see information and request 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, April 14, 2020 12:00 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 503 ARLINGTON AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 503 ARLINGTON AVENUE EAST (PID: 202922240104)
Property Owner: Lee, Nou (Amanda Lee)
Phone Number or Email: 651-260-0231; amanda_neuman_lee@hotmail.com
Pending Assessment Amount: \$116.91
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Current owner stated that account for the property should have been switched out of previous owners name and that they have called waste management multiple times to try and get their name on the account. Please confirm whether the property owner has contacted Waste Management about switching the name on the account.

Thank you!



Clare Pillsbury

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