

#1802 1050 Virginia St - Assessment Inquiry

Submitted December 20, 2021 at 1:28 PM
Received via Phone call (inbound)
Requester John Pantelis, Sr

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Status On-hold
Priority Normal
Group PW - Garbage
Assignee Clare Pillsbury

Assessment No. 210116
Property ID Number 252923130080
Latitude/Longitude -93.11464,44.97288

Street Address: Ticket Specific 1050 Virginia St, Saint Paul, Minnesota, 55117
Name: Ticket Specific John Pantelis, Sr.
Garbage Hauler Advanced Disposal

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler requested that staff remove assessment. Therefore staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment

2021

Date of CP (MM/DD/YYYY)

3/23/2022

Total amount due for Delinquent Garbage Bill Assessment

48.50

Legislative Hearing Required

Yes

Phone Number: Ticket Specific

16514882271

Date of LH (MM/DD/YYYY)

1/6/2022

Stated Reason for Appeal (if given)

The property owner stated that they sent a temporary service hold request to Advanced Disposal in July of 2021. This temporary service hold was scheduled from 7/17/21 through 12/5/21. However, the property owner stated that they still received a bill for Quarter 3 2021 of \$48.50.

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment

Quarter 3 (July - September)

Time of LH

10:00 AM

David Stanton December 20, 2021 at 1:28 PM

Internal note

Call from: +1 (651) 488-2271

Call to: +1 (651) 413-6624

Time of call: December 20, 2021 at 7:28:06 PM

Answered by: David Stanton

David Stanton December 20, 2021 at 1:48 PM

Internal note

Inbound call from +1 (651) 488-2271

Call Details

Call from: +1 (651) 488-2271

Call to: +1 (651) 413-6624

Time of call: 2021-12-20 19:28:06 UTC

Location: Saint paul, Minnesota, United States
Answered by: David Stanton
Length of phone call: 20 minutes, 46 seconds

David Stanton December 20, 2021 at 1:53 PM

Internal note

The resident contacted the City on 12/20/2021 RE 1050 Virginia St, Saint Paul, Minnesota, 55117 Assessment Inquiry. The resident sent a temporary service hold request in July of 2021 to place the hold on Garbage with Advanced Disposal. The resident scheduled a 6 month hold with the hauler. The resident received a bill for \$48.50 even though there is supposed to be a service hold. The hauler update was verified, but no information was listed for the address at 1050 Virginia St. Please contact the resident regarding the assessment inquiry to find out why this bill was generated. Please contact the resident after 2:30pm to correspond. The resident does not have e-mail available.

Clare Pillsbury December 20, 2021 at 2:29 PM

Internal note

[David Stanton](#) Thanks for the thorough description! I am just confused about the following line "The hauler update was verified, but no information was listed for the address at 1050 Virginia St." What do you mean by "no information was listed?"

David Stanton December 20, 2021 at 2:44 PM

Internal note

What is meant by "no information was listed" is that all of the address information shows - there was not a hold listed on the hauler report when verified.

Clare Pillsbury December 20, 2021 at 2:52 PM

Internal note

[David Stanton](#) Got it. It looks like it was a service hold. I will reach out to the hauler then. Thank you!

Clare Pillsbury December 21, 2021 at 3:43 PM

Internal note

Outbound call to +1 (651) 488-2271

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 488-2271

Time of call: 2021-12-21 21:30:48 UTC

Called by: Clare Pillsbury

Length of phone call: 12 minutes, 56 seconds

Clare Pillsbury December 21, 2021 at 3:49 PM

Internal note

Staff reached out to property owner to update them on the hauler's response. The property owner stated that they had also made a payment to Advanced Disposal of \$31.20 on 10/19/2021. This was to pay an invoice received in October for the same amount. Staff told property owner that they would reach out to the hauler about this invoice.

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