

#3174 765 Cortland Ct - Q4 2021 Assessment Inquiry

Submitted	Received via	Requester
January 25, 2022 at 11:40 AM	Web Form	Rebecca Lee <plesha610@gmail.com>

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>, Susan Anderson <susan.anderson@ci.stpaul.mn.us>

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

Assessment No.	Property ID Number	Latitude/Longitude
220102	302922340035	-93.09667,44.96428

Location	Other Name	Garbage Hauler
765 Cortland Pl, Saint Paul, Minnesota, 55117	Rebecca Lee	Waste Management

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that Rebecca did call about a service hold on 8/12/2021 on behalf of her mother's account for 765 Cortland Place. They were told that they would be emailed a temporary service hold form to fill out. They were also told to access the service hold on the Saint Paul website. The service hold was never received by the hauler following this call. Rebecca then called again on 8/19/2021 after creating a new account for the property in their name. Notes from the call show that she stated that she would submit a temporary service hold form. Hauler records again showed that there was no temporary service hold submitted. Therefore staff recommends approving the assessment. Staff would like to note that that they did request a service hold for the property on 1/25/2022.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2021	5/25/2022

Total amount due for Delinquent Garbage Bill Assessment	Legislative Hearing Required
175.82	Yes

Other Telephone	Date of LH (MM/DD/YYYY)	Other Email
16124431290	04/07/2022	plesha610@gmail.com

Stated Reason for Appeal (if given)

Property owner, Rebecca Lee, called to say she received an "Invoice and Final Notice" from the City for a 4Q 2021 garbage bill for one of her "vacant" rental properties. Lee claims she phoned WM on 07-31-2021 to request a service hold be put into effect at 765 Cortland Pl. The WM CS Rep told her verbally she would put the property "on hold" and that it would go into effect within 30 days, which would have been the end of August. The CS Rep also told Lee to "call back" when she wanted to resume service at the address. At the time of the Lee's hold request, the CS Rep also gave her a new ID number of 000252707363009, which may only include the 765 Cortland Ct. Property. Her previous ID number (which could possibly still be in effect for her other two rental properties is 21-98447-83004.) The old ID number is under the name of her deceased mother, Badri N. Johnson. The new number is under Lee's name. The CS Rep did not request Lee to fill out a UDRF or temporary service hold, which is required by both the City and the haulers. Since Lee claims her request was mismanaged by WM because she was never directed to fill out a form, Lee would like to request the 4Q amount of \$175.82 be removed. She paid \$105.33 for 2Q 2021 on July 5th. Lee does not know why the assessment amount for 4Q is so much more than the 3Q payment. Oddly, WM did not charge her any fee for services at 765 Cortland Pl for 1Q 2022.

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

No

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

October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment Time of LH

Quarter 3 (July - September)

2:00 PM

Susan Anderson January 25, 2022 at 11:40

Internal note

Stated Reason for Appeal:

Property owner, Rebecca Lee, called to say she received an "Invoice and Final Notice" from the City for a 4Q 2021 garbage bill for one of her "vacant" rental properties. Lee claims she phoned WM on 07-31-2021 to request a service hold be put into effect at 765 Cortland Pl. The WM CS Rep told her verbally she would put the property "on hold" and that it would go into effect within 30 days, which would have been the end of August. The CS Rep also told Lee to "call back" when she wanted to resume service at the address. At the time of the Lee's hold request, the CS Rep also gave her a new ID number of 000252707363009, which may only include the 765 Cortland Ct. Property. Her previous ID number (which could possibly still be in effect for her other two rental properties is 21-98447-83004.) The old ID number is under the name of her deceased mother, Badri N. Johnson. The new number is under Lee's name.

The CS Rep did not request Lee to fill out a UDRF or temporary service hold, which is required by both the City and the haulers. Since Lee claims her request was mismanaged by WM because she was never directed to fill out a form, Lee would like to request the 4Q amount of \$175.82 be removed. She paid \$105.33 for 2Q 2021 on July 5th. Lee does not know why the assessment amount for 4Q is so much more than the 3Q payment. Oddly, WM did not charge her any fee for services at 765 Cortland Pl for 1Q 2022.

Clare Pillsbury February 1, 2022 at 09:30

Internal note

Outbound call to +1 (612) 443-1290

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 443-1290

Time of call: 2022-02-01 15:13:37 UTC

Called by: Clare Pillsbury

Length of phone call: 17 minutes, 1 second

Clare Pillsbury February 1, 2022 at 09:41

Internal note

Staff called property owner to communicate recommendation. Property owner requested a legislative hearing on 4/6/2022 at 11:00 AM.

Clare Pillsbury March 30, 2022 at 15:23

Internal note

Outbound call to +1 (612) 443-1290

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 443-1290

Time of call: 2022-03-30 20:17:23 UTC

Called by: Clare Pillsbury

Length of phone call: 6 minutes, 32 seconds

Clare Pillsbury March 30, 2022 at 15:25

Internal note

Staff called property owner to inform them of new legislative hearing date of 4/7/2022 at 2:00 PM