

From: [Pillsbury, Clare \(CI-StPaul\)](#)
To: [Vang, Mai \(CI-StPaul\)](#); [Zimny, Joanna \(CI-StPaul\)](#)
Cc: [Swanson, Christopher \(CI-StPaul\)](#)
Subject: RE: 818 Sherburne Ave
Date: Monday, March 15, 2021 11:22:20 AM
Attachments: [image005.png](#)
[image007.png](#)
[image001.png](#)

Hello Mai,

I was able to contact Highland Sanitation directly. They confirmed that there is no recording of conversations with tenants and that they would not have been able to schedule any bulk item pick ups if they were not the property owner. The Highland Billing representative that I spoke to confirmed that there is no record of the property owner calling about scheduling a bulk item pick up. So it looks as though what probably happened is that the tenants called about the bulky item but were told that the property owner had to call to schedule a bulky item pick up.

Let me know if you have any additional questions. Sorry for the delay!



SAINT PAUL
MINNESOTA

Clare Pillsbury

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From: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Sent: Monday, March 15, 2021 9:31 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>
Subject: RE: 818 Sherburne Ave

Ok, thanks.

Mai Vang
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From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
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To: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>
Subject: RE: 818 Sherburne Ave

Thanks Mai! My apologies on this. I have contacted the hauler several times to try and get an answer. Not sure why H.S has been so unresponsive. That's very unusual. There is only one person that I deal with for billing though so they could be out. I will try calling them if I don't hear back by 12:00 PM.



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From: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Sent: Monday, March 15, 2021 9:22 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>

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Have we follow up on this? It's for tomorrow's hearing.

Mai