

#1765983 318 Baker St E - Q1 2026 Billing Adjustment - Cart Count

Submitted Received via Requester
April 21, 2026 at 3:23 PM Closed ticket Chris Adams <narrowrivermgt@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>, Kassandrabrown91 <kassandrabrown91@gmail.com>, Officialsocialz1001 <officialsocialz1001@gmail.com>, Tahiro Ab11 <tahiro.ab11@gmail.com>, Walkerdaryana76 <walkerdaryana76@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.07198,44.92641	318 Baker St E, St. Paul, Minnesota, 55107	No	16129781231

Property Type	Other Name	Ward	Cart Sharing Type
Multi-Family (2-4 units)	Chris Adams	Ward 2	New Cart Sharing Application

Cart Sharing understand and agree to the requirements	Do you need an interpreter?	Cart Request Type
Yes	No	Deliver Cart

Please select the reason you are contacting the solid waste team	Billing Year
complete Billing or Assessments	2025-2026

What is your billing or assessment question?	Which cart?
Other	Garbage Cart

Why do you need a new cart?	Property owner or tenant?
Additional cart (additional fee for garbage; no cost for recycling)	Property owner

What size cart would you like delivered?	Scheduled Date	Total time spent (sec)
Large (96 gallons) - WEEKLY	2026-04-14	3450

Time spent last update (sec)	Intent	Intent confidence	Language
20	Misc::Feedback::Complaint	High	English

Language confidence	Sentiment	Sentiment confidence	Adjustment Approved
High	Negative	High	Yes

Original Amount Billed	Reason for adjustment	New Amount Billed	Billing Quarter
250.72	UDRF Request Not Applied	0	Multiple Quarters

Cart Sharing - Approval Status	How many residential dwelling units are at the property?
Approved	2

How many total garbage carts would you like at your property?	Cart Size
	1

Melanie Harding April 21, 2026 at 3:23 PM

Hello Chris,

This is a follow-up on your garbage cart status at 318 Baker St E. We showed that you had 1 medium and 1 large cart at the property, but you reported there were no carts there so we delivered 1 large, 96-gal cart on 4/13. Since you have a 2-unit property, we need to do something to get you in compliance with the City Ordinance.

Here are your options:

1. **Deliver a second garbage cart.** We can get you another garbage cart for the second unit if you think it's needed. Just let us know what size - small, medium, large.
2. **Enroll in Cart Sharing Program.** If you don't need a second cart, we can enroll you in the City's Cart Sharing Program which will give you approval to have 1 cart that's shared between the 2 units.

Which option would you prefer?

Thank you, let me know if you have any questions about this.

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding April 27, 2026 at 7:25 AM

Hello Chris,

I'm following up on my message from last week. In order to keep your property at 318 Baker St E in compliance with St Paul City Ordinance, we either need to deliver a second garbage cart OR enroll the property in the Cart Sharing Program so they can share 1 cart between 2 units. Do you need a second garbage cart at the property or would you like to have them share the 1 cart?

If we don't hear back by Thursday of this week (April 30), we will enroll the property in the Cart Sharing Program.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding May 6, 2026 at 8:28 AM

Internal note

PM did not respond so I am enrolling this property in Cart Sharing. They currently have 96(1) so no cart removal or swap is needed.

Melanie Harding May 6, 2026 at 8:30 AM

Hello Chris,

Your garbage cart sharing application for multi-unit buildings is approved at the address 318 Baker St E, St. Paul, Minnesota, 55107. This approval allows you to share 1 garbage cart between the 2 units at your property as long as there are no overflowing garbage issues.

Please review the Cart Sharing details here: stpaul.gov/cartsharing.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Chris Adams May 7, 2026 at 10:11 AM

Good morning Melanie and Team,

Thank you so much and we actually just got new renters in so wondering if we can add another large 96 gallon cart/can and if you can send the bills to each of them separately?

318 Baker Street East
St. Paul

Unit 1- lower level
Kassandra Brown
Kassandra.brown91@gmail.com
(909) 562-5863

Unit 2 - upper level
Dayana Walker
Walkerdayana76@gmail.com
(320) 330-2239

A few more questions:

Do you need anything else from either of them to transfer the April quarter bill to Kassie?

When is the ~\$147 quarterly/\$49 monthly bill due by?

For Dayana, you can start the new cart/can billing now.

~\$147 quarterly/\$49 monthly

Can you please prorate it to the day you drop it off? So if it gets dropped off next Tuesday, May 12, they would have it for 50 days out of the 91 days so Dayana should only get charged about \$81 for this quarter, correct?

Is there a late fee and if so, how much is that and how many days before that is charged?

Anything else that we should be aware of?

Also, our neighbor Shavontae got billed for a 3rd large cart/can because ours was too close to her garage.

Can you please make sure that is removed that for the last 2 quarters since January?

Also we never had a cart delivered until April, so can you please credit us any previous statement bill before that was delivered?

It caused a lot of issues and we've had to pay the neighbors for extra garbage that they got charged for.

Lastly, are you also in charge of recycling or who collects that and how much does that cost quarterly/monthly?

Thank you so much for your time and helping all this get sorted out!

We hope you have a great rest of your week and weekend!

Chris Adams

NarrowRiverManagement.com

If awaiting a response, please call or text

612-978-1231

Melanie Harding May 7, 2026 at 1:30 PM

Hi Chris,

We show that you currently have 1 Large, 96-gal garbage cart at 318 Baker St E. If we deliver another Large cart, you will no longer be in the Cart Sharing Program, so I'm going to remove you from that program. Cart Sharing is for multi-unit properties that want to share carts between units. Here are some notes and answers to your questions:

- **CART 1:** Your first Large cart was delivered on April 13. The charge for this cart will be prorated on the Quarter 2 bill based on this delivery date.
- **CART 2:** We will deliver another Large cart for you. You'll be getting a separate email that confirms delivery. The charge for this cart will be prorated in Quarter 2 based on the date is delivered.
- **QUARTER 2:** The Quarter 2 (Apr-Jun) bill will arrive in mailboxes in late July or early August.
- **BILLING:** Garbage bills always go to the property owner at the owner's mailing address listed with Ramsey County. In this case, bills will be mailed to John Odhiambo at 12427 Allen Dr, Burnsville MN 55337-3174. We cannot put garbage bills in tentants' names. Also, we cannot split the bill into 2 separate bills for the units. It is viewed as one property and 1 bill will be issued. If the owner wants to pass the quarterly garbage cost along to the tenants, that's between the owner and tenants.
- **LATE FEES:** You won't need to worry about late fees until November each year. That's when unpaid bills are turned over to Ramsey County and placed on the owner's property taxes and charged extra fees.
- **NEIGHBOR:** If the neighbor has a billing issue, please advise them to contact us to sort it out. We can only make billing and cart changes with the owner of the property in question.
- **REQUESTED CREDIT:** We can provide a credit for Quarter 1 (2026) and Quarter 4 (2025) if there were no carts at the property, but that's as far back as we can go. I will send this issue over to our billing specialist.

She will get back to you with the details.

- **RECYCLING:** There are no quarterly bills for recycling. The owner is annually charged \$172.75 per unit on their property taxes. The total for this property is \$345.50 per year. You can have whatever size recycling cart is needed and any quantity. If you need help with recycling carts at this property, let us know.

I hope this information helps. Watch your email for a cart delivery confirmation and watch for something from our billing specialist, Jill, about credits for the last 2 quarters.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding May 7, 2026 at 1:31 PM

Internal note

Creating side ticket for delivery of 96-gal garbage cart.

Melanie Harding May 7, 2026 at 1:40 PM

Internal note

There were no carts at the property prior to Q2. PO is requesting a credit for Q1 and Q4. [Jillian Barden](#) Please credit PO/PM for Q1 and Q4 and let them know this has been completed.

Jillian Barden May 7, 2026 at 3:54 PM

Hello Chris,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. Overpaid amounts are not automatically refunded; they are applied as a credit to the next garbage invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$250.72
- Corrected Invoice Amount: \$0

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

Chris Adams May 8, 2026 at 11:28 AM

Hi Jillian,

Thanks so much for fixing this!

We greatly appreciate it,

Chris Adams

NarrowRiverManagement.com

If awaiting a response, please call or text

612-978-1231

Chris Adams May 8, 2026 at 11:34 AM

Hi Melanie,

Thanks so much for taking the time to answer all of our questions and fixing the error on previous billing! Jillian already responded that she credited the past 2 quarters when we had no trash can.

We greatly appreciate your time and help!

Chris Adams

NarrowRiverManagement.com

If awaiting a response, please call or text

612-978-1231