

## Pillsbury, Clare (CI-StPaul)

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**From:** Thao, Kayla (CI-StPaul)  
**Sent:** Friday, July 2, 2021 9:06 AM  
**To:** Swanson, Christopher (CI-StPaul)  
**Cc:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: 143 Baker St. W

Hi Chris,

I'm good, thanks!

As always, I appreciate your help. Have a great weekend as well.

Kayla

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**From:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Sent:** Thursday, July 1, 2021 2:53 PM  
**To:** Thao, Kayla (CI-StPaul) <kayla.thao@ci.stpaul.mn.us>  
**Cc:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Subject:** RE: 143 Baker St. W

Hi Kayla,

Hope you are well!

The resident called into her hauler to place a hold on her property on 1/5/2021. Republic confirmed there was a hold on this property from 1/05/2021 – 4/07/2021. Since the bill had already been generated and sent, the resident was supposed to pay the full amount, and the hauler would place a credit on her account for the next billing cycle. It sounds like this info was relayed to the resident. The resident did not pay the bill, so it was sent to the city as an assessment. There was a credit placed on her account for the Q2 2021 bill.

To make this process easier on the resident, we will be removing the assessment. We will do this by submitting a legislative hearing file. The property owner will not have to attend the hearing, and should see the assessment remove in full after 8/25/2021. Her hauler will also remove the credit on the account. Her Q3 2021 bill will include the billing period from 4/7/2021 – 9/30/2021. They should therefore expect their bill to be a bit larger than normal.

We will follow up with this resident and explain this process and what she can expect on her Q3 2021 bill.

Have a wonderful weekend!

Chris

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**From:** Thao, Kayla (CI-StPaul) <[kayla.thao@ci.stpaul.mn.us](mailto:kayla.thao@ci.stpaul.mn.us)>  
**Sent:** Monday, June 28, 2021 1:30 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** RE: 143 Baker St. W

Hi Chris,

I'm good! Hope you are too. Sounds good, thanks for getting back to me.

Kayla

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, June 28, 2021 11:47 AM  
**To:** Thao, Kayla (CI-StPaul) <[kayla.thao@ci.stpaul.mn.us](mailto:kayla.thao@ci.stpaul.mn.us)>  
**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** RE: 143 Baker St. W

Hi Kayla,

I hope you are well! We will look into what is going on at this property and follow up with the resident. I will send you a confirmation email once this has been resolved.

Chris

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**From:** Thao, Kayla (CI-StPaul) <[kayla.thao@ci.stpaul.mn.us](mailto:kayla.thao@ci.stpaul.mn.us)>  
**Sent:** Thursday, June 24, 2021 2:23 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 143 Baker St. W

Hi Chris,

Anna called as she put a "hold" for trash pick-up at this address in January but still received a bill for services. She said she completed all the paper work necessary to have services stopped while she was out of the country.

Can you please help us look into this? If you need more information, you may contact Anna at 651-228-3029.

Thanks,

### **Kayla Thao**

Executive Assistant to Councilmember Rebecca Noecker

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