

1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) -

Assessment Inquiry



Clare Pillsbury

Jun 20 12:45

To

Consortium,
Lydia Campbell
Hello,

We've received an Assessment Inquiry for 1999 Clear Ave, St. Paul, Minnesota, 55119. Please forward to Waste Management for their input.

Ticket ID#: 34509

Ticket Requester: Fannie Pen

Ticket Requester Email: (if available) fanniepen24@outlook.com

Ticket Request Phone Number: (if available) +16512833634

Property ID #: 232922310035

Property Address: 1999 Clear Ave, St. Paul, Minnesota, 55119

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$66.38

Hauler: Waste Management

Ticket Comments: Property owner stated that they were not living at the property during this time period. City records show that there was a UDRF submitted on 2/13/2023. **Please confirm whether**

the UDRF was recieved and applied to the account

provide the following information for Q1 - Q2 2023:

Itemized breakdown of invoice

- Payment History
 - Any UDRF's or temporary service holds submitted
 - Contact with property owner
-

Thank you,

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us
stpaul.gov/garbage

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Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>



Consortium

Jun 20 14:55

To

Clare Pillsbury,

Clare Pillsbury

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

Yes their account was put on vacancy hold - but that didn't exempt them from paying for service from 1.1.23 to 2.17.23.

Which is what that balance of \$66.38 is for.

Start date 11/07/2021

Cancel date 2/18/2023

Qtr 1 2023 Billing - 64 gal trash service, taxes and 3 finance charges - then their **unused service credit**

01/05/23	MISC TAX	INV T1A	7.38	7.38
01/05/23	MISC TAX	INV T1I	21.19	28.57
01/05/23		INV 06A	75.69	104.26
01/31/23	FIN CHRG	FIN LPR	5.21	109.47
02/14/23	CS# 12365346	ADJ 06C	35.32	74.15
02/14/23	CS# 12365346	ADJ T3A	3.44	70.71
02/14/23	CS# 12365346	ADJ T3I	9.89	60.82
02/28/23	FIN CHRG	FIN LPR	2.78	63.60
04/03/23	FIN CHRG	FIN LPR	2.78	66.38
04/05/23	ST PAUL BAL	PMT ICR	66.38	.00

I have this note on the account from January 2023

01/11/2023 13:14:25 YQUESADA

FANNIE REQUEST SEND HOLD APPLICATION . SAID NO ONE LIVES THERE .SHE IS T

RYING TO SELL THE PROPERTY .

Mary,

Please see the information and request below from Clare.

Recycling is a good thing. Please recycle any printed emails.



Clare Pillsbury

Jun 21 14:09

To

Consortium,
Lydia Campbell

Thank you Mary.

It looks like the property owner did reach out to WM on 1/11/2023 to request a service hold. Did someone ever follow up and send one to her? Please look into this and confirm. Also in your email you listed the following start and cancellation dates:

Start date 11/07/2021

Cancel date 2/18/2023

Were these for a prior UDRF that was submitted? If so, they should not have been charged at all for Q1 2023.

Best,

Clare Pillsbury

--

Clare Pillsbury

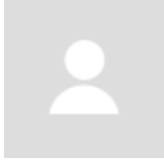
City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>



Consortium

Jun 21 16:07

To

Clare Pillsbury,

Clare Pillsbury

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

This is what the city stated - I was showing you that we put them on hold as of 2.18.23 and that they owed for service from 1.1.23 to 2.17.23

Ticket Comments: Property owner stated that they were not living at the property during this time period. City records show that there was a UDRF submitted on 2/13/2023. **Please confirm whether the UDRF was received and applied to the account**

MP

Mary,

Please see response from Clare.



Clare Pillsbury

Jun 21 16:14

To

Consortium,
Lydia Campbell

Thank you Mary. Please respond to the following request that was included in the last email I sent you by tomorrow at 2:00 PM:

It looks like the property owner did reach out to WM on 1/11/2023 to request a service hold. Did someone ever follow up and send one to her? Please look into this and confirm.

Best,

Clare Pillsbury

--

Clare Pillsbury

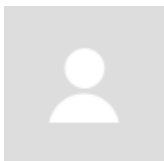
City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>



Consortium

Jun 21 17:00

To

Clare Pillsbury,
Clare Pillsbury

Please see WM request.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

Send me the e-mail that states 1/11/2023 - because every e-mail I can find for this address states 2.13.23

Mary Patch

Mary,

Please see request from Clare.



Clare Pillsbury

Jun 21 17:21

To
Consortium,
Lydia Campbell

You wrote the following in your first email to me:

I have this note on the account from January 2023

01/11/2023 13:14:25 YQUESADA

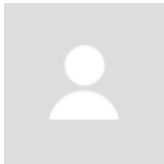
FANNIE REQUEST SEND HOLD APPLICATION . SAID NO ONE LIVES THERE .SHE IS TRYING TO SELL THE PROPERTY .

Best,

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
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Consortium

Jun 21 19:22

To
Clare Pillsbury,
Clare Pillsbury
Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>

Date: June 21, 2023 at 6:23:01 PM CDT

To: Greg Revering <grevering.sph@gmail.com>

Subject: RE: Fwd: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

I have no idea if any one followed u with her – she also claimed she notified the city in October 2022 about a vacancy but you stated you didn't have one.

I assume it was sent to her and it took her until Feb to send it back or notify the city.

We can't be babysitting or hounding everyone about issues either.

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, June 21, 2023 6:19 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

FYI

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: June 21, 2023 at 5:21:45 PM CDT
To: Consortium <grevering.sph@gmail.com>
Cc: Lydia Campbell <Lydia.Campbell@ci.stpaul.mn.us>
Subject: Re: FW: FW: FW: FW: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

You wrote the following in your first email to me:

*I have this note on the account from January 2023
01/11/2023 13:14:25 YQUESADA*

FANNIE REQUEST SEND HOLD APPLICATION . SAID NO ONE LIVES THERE .SHE IS TRYING TO SELL THE PROPERTY .

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Wed, June 21 at 17:00, Consortium wrote:

Please see WM request.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, June 21, 2023 4:57 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Send me the e-mail that states 1/11/2023 - because every e-mail I can find for this address states 2.13.23

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, June 21, 2023 4:52 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,
Please see request from Clare.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, June 21, 2023 4:15 PM
To: Consortium <grevering.sph@gmail.com>
Cc: Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>
Subject: Re: FW: FW: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Mary. Please respond to the following request that was included in the last email I sent you by tomorrow at 2:00 PM:

It looks like the property owner did reach out to WM on 1/11/2023 to request a service hold. Did someone ever follow up and send one to her? Please look into this and confirm.

Best,

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
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On Wed, June 21 at 16:07, Consortium wrote:
Please see WM update.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>

Sent: Wednesday, June 21, 2023 3:44 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

This is what the city stated - I was showing you that we put them on hold as of 2.18.23 and that they owed for service from 1.1.23 to 2.17.23

Ticket Comments: Property owner stated that they were not living at the property during this time period. City records show that there was a UDRF submitted on 2/13/2023. **Please confirm whether the UDRF was received and applied to the account**

MP

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Wednesday, June 21, 2023 3:07 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see response from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Wednesday, June 21, 2023 2:10 PM

To: Consortium <grevering.sph@gmail.com>; Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>

Subject: Re: FW: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Mary.

It looks like the property owner did reach out to WM on 1/11/2023 to request a service hold. Did someone ever follow up and send one to her? Please look into this and confirm. Also in your email you listed the following start and cancellation dates:

Start date 11/07/2021
Cancel date 2/18/2023

Were these for a prior UDRF that was submitted? If so, they should not have been charged at all for Q1 2023.

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Tue, June 20 at 14:55, Consortium wrote:
Please see WM update.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, June 20, 2023 1:40 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Yes their account was put on vacancy hold - but that didn't exempt them from paying for service from 1.1.23 to 2.17.23.

Which is what that balance of \$66.38 is for.

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Cancel date 2/18/2023

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01/11/2023 13:14:25 YQUESADA

FANNIE REQUEST SEND HOLD APPLICATION . SAID NO ONE LIVES THERE .SHE IS TRYING TO SELL THE PROPERTY .

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, June 20, 2023 1:06 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see the information and request below from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Tuesday, June 20, 2023 12:45 PM

To: Consortium <grevering.sph@gmail.com>; Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>

Subject: 1999 Clear Ave, St. Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1999 Clear Ave, St. Paul, Minnesota, 55119. Please forward to Waste Management for their input.

Ticket ID#: 34509

Ticket Requester: Fannie Pen

Ticket Requester Email: (if available) fanniepen24@outlook.com

Ticket Request Phone Number: (if available) +16512833634

Property ID #: 232922310035

Property Address: 1999 Clear Ave, St. Paul, Minnesota, 55119

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$66.38

Hauler: Waste Management

Ticket Comments: Property owner stated that they were not living at the property during this time period. City records show that there was a UDRF submitted on 2/13/2023. **Please confirm whether the UDRF was recieved and applied to the account**

provide the following information for Q1 - Q2 2023:

Itemized breakdown of invoice

- Payment History
- Any UDRF's or temporary service holds submitted
- Contact with property owner

Thank you,

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

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Clare Pillsbury

City of Saint Paul

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Recycling is a good thing. Please recycle any printed emails.



Clare Pillsbury

Jun 22 08:46

To

Consortium,
Lydia Campbell

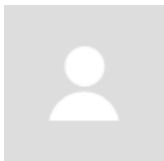
Thank you Mary. It is not our expectation that haulers follow up after sending the property owner a service hold form. I just want to check and see if there was one sent. The property owner's email is fanniepen24@outlook.com. Please check and see if any service holds were sent to this email and we should be able to wrap up that part of the inquiry. Based on the notes that are on the account, there doesn't appear to be any way to see if it was mailed so we can only check email.

Best,

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>



Consortium

Jun 22 12:51

To

Clare Pillsbury,
Clare Pillsbury
Please see WM update and question.

Greg Revering

Chief Manager

St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

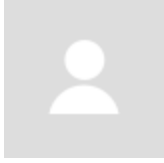
The note on the account states that one was sent - she never sent it back to WM.

She contacted the city.

What difference does it make at this point since we have the service stopped as of 2.13.23

Mary Patch

FYI



Consortium

Jun 22 15:19

To

Clare Pillsbury

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

I had customer service check on this and below is the response I got

Mary,

We have confirmed the agent did indeed email the form to the resident fanniepen24@outlook.com on

Wednesday, January 11, 2023 1:06 PM.

Thanks.