

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, February 19, 2021 3:21 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)
Subject: RE: FW: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Thank you Mary!



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, February 19, 2021 9:40 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Think Before You Click: This email originated outside our organization.

Clare,
Please see update from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, February 19, 2021 9:39 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

2nd Qtr 2020 – Unit 1 – this one was on hold status for the whole quarter – 64 gal trash

04/05/20	MISC TAX	INV T1A	15.40	15.40
04/05/20	MISC TAX	INV T1I	44.21	59.61
04/05/20		INV 06A	67.56	127.17
04/05/20		INV 06P	90.32	217.49
04/27/20	FIN CHRG	FIN LPR	10.87	228.36
05/27/20	FIN CHRG	FIN LPR	10.87	239.23
06/16/20	CS# 9906852	ADJ 06C	90.32	148.91
06/16/20	CS# 9906852	ADJ T3A	15.40	133.51
06/16/20	CS# 9906852	ADJ T3I	44.21	89.30
06/16/20	CS# 9906852	ADJ 06C	67.56	21.74
06/16/20	CS# 9906852	ADJ RLR	21.74	.00

Unit 2 – start date was 12.1.2019 – 64 gal trash

04/05/20	MISC TAX	INV T1A	15.40	15.40
04/05/20	MISC TAX	INV T1I	44.21	59.61
04/05/20		INV 06A	67.56	127.17
04/05/20		INV 06P	90.32	217.49
04/27/20	FIN CHRG	FIN LPR	10.87	228.36
05/27/20	FIN CHRG	FIN LPR	10.87	239.23
06/26/20	FIN CHRG	FIN LPR	10.87	250.10
07/06/20	ST PAUL BAL	PMT MSC	250.10	.00

Unit 3 - start date was 12.1.2019 – started with a 96 gal and then changed to a 64 gal - that is what the adjustment was for.

04/05/20	MISC TAX	INV T1A	16.45	16.45
04/05/20	MISC TAX	INV T1I	47.23	63.68
04/05/20		INV 06A	72.18	135.86
04/05/20		INV 06P	96.50	232.36
04/08/20	CS# 9743281	ADJ 06C	3.98	228.38
04/08/20	CS# 9743281	ADJ T3A	.39	227.99
04/08/20	CS# 9743281	ADJ T3I	1.12	226.87
04/27/20	FIN CHRG	FIN LPR	11.34	238.21
05/27/20	FIN CHRG	FIN LPR	11.34	249.55
06/26/20	FIN CHRG	FIN LPR	11.34	260.89
07/06/20	ST PAUL BAL	PMT MSC	260.89	.00

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, February 19, 2021 8:59 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Friday, February 19, 2021 8:54 AM

To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Thank you Mary! It looks like the property owner is also asking about the billing for Q2 2020 since there appears to be an assessment for that time period as well. Can you provide the following information for Q2 2020:

- Itemized invoice breakdown
- Base Service Level (It looks like it would have been two 64-gal carts for two months and three 64-gal carts for one month, correct?)
- Contact with property owner



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Clare Pillsbury

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Clare.Pillsbury@ci.stpaul.mn.us

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

Sent: Friday, February 12, 2021 4:55 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

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Please see update from Mary.

Greg Revering

Chief Manager
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grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, February 12, 2021 4:43 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

The city had this on the June 2020 Hauler List – but not under “Updates”.

So on this form dated 4.23.20 – he states 2 of 3 units.
Customer service had told him to fill out two forms one for each unit since he had three accounts with us.

04/08/2020 15:19:49 JEDGE1

PROPERTY MANAGER CALLING IN REGARDING TO NEEDING TO PUT THE ACCOUNT ON HOLD WHILE RENOVATIONS ARE BEING DONE; FORWARDED EMAIL WITH HOLD FORM AND ADVISED TO FILE ONE FOR EACH UNIT OF THE PROPERTY AS EACH HAS A SEPERATE ACCOUNT; PROPERTY IS MISSING 2 CONTAINERS - WILL CALL BACK

No other correspondence on the other two accounts (Unit 2 & Unit 3). Until someone called the end of Jan 2020 for a cart.

But prior to all of this - we didn't know he had taken over this property until Feb 2020 – when I set up three separate accounts for this P/O starting as of 12.1.2019. Unit 1 was put on vacation hold in Feb when we were informed and we credited the account back to 12.1.2019. The service was resumed as of 5.3.20. So what two units were on vacancy hold - Unit 2 & 3???

So this whole time we are mailing out past due notices and they couldn't call in until now to get this straightened out.

Unit One 3rd Qtr Service from 5.3.20 to 9.30.20 – 64 gal service, taxes and 3 finance charges.

8611650	07/06/20	MISC TAX	INV T1A	10.86	10.86
8611650	07/06/20	MISC TAX	INV T1I	31.18	42.04
8611650	07/06/20		INV 06A	67.56	109.60
8611650	07/06/20		INV 06P	43.80	153.40
8611650	07/27/20	FIN CHRG	FIN LPR	7.67	161.07
8611650	08/26/20	FIN CHRG	FIN LPR	7.67	168.74
8611650	09/29/20	FIN CHRG	FIN LPR	7.67	176.41
8611650	10/05/20	ST PAUL BAL	PMT MSC	176.41	.00

Unit One 4th Qtr – Service from 10.1.20 to 12.31.20 – 64 gal service, taxes and 3 finance charges.

8687506	10/05/20	MISC TAX	INV T1A	6.59	6.59
8687506	10/05/20	MISC TAX	INV T1I	18.92	25.51
8687506	10/05/20		INV 06A	67.56	93.07
8687506	10/27/20	FIN CHRG	FIN LPR	4.65	97.72
8687506	11/30/20	FIN CHRG	FIN LPR	4.65	102.37
8687506	12/30/20	FIN CHRG	FIN LPR	4.65	107.02
8687506	01/05/21	ST PAUL BAL	PMT MSC	107.02	.00

Unit Two 3rd & 4th Qtr – 64 gal service, taxes and finance charges.

8611651 07/06/20 MISC TAX INV T1A 6.59 6.59

8611651 07/06/20 MISC TAX	INV T1I	18.92	25.51
8611651 07/06/20	INV 06A	67.56	93.07
8611651 07/27/20 FIN CHRG	FIN LPR	4.65	97.72
8611651 08/26/20 FIN CHRG	FIN LPR	4.65	102.37
8611651 09/29/20 FIN CHRG	FIN LPR	4.65	107.02
8611651 10/05/20 ST PAUL BAL	PMT MSC		107.02 .00
8687507 10/05/20 MISC TAX	INV T1A	6.59	6.59
8687507 10/05/20 MISC TAX	INV T1I	18.92	25.51
8687507 10/05/20	INV 06A	67.56	93.07
8687507 10/27/20 FIN CHRG	FIN LPR	4.65	97.72
8687507 11/30/20 FIN CHRG	FIN LPR	4.65	102.37
8687507 12/30/20 FIN CHRG	FIN LPR	4.65	107.02
8687507 01/05/21 ST PAUL BAL	PMT MSC		107.02 .00

Unit Three – 3rd & 4th Qtr – 64 gal service, taxes and finance charges.

8611652 07/06/20 MISC TAX	INV T1A	6.59	6.59
8611652 07/06/20 MISC TAX	INV T1I	18.92	25.51
8611652 07/06/20	INV 06A	67.56	93.07
8611652 07/27/20 FIN CHRG	FIN LPR	4.65	97.72
8611652 08/26/20 FIN CHRG	FIN LPR	4.65	102.37
8611652 09/29/20 FIN CHRG	FIN LPR	4.65	107.02
8611652 10/05/20 ST PAUL BAL	PMT MSC		107.02 .00
8687508 10/05/20 MISC TAX	INV T1A	6.59	6.59
8687508 10/05/20 MISC TAX	INV T1I	18.92	25.51
8687508 10/05/20	INV 06A	67.56	93.07
8687508 10/27/20 FIN CHRG	FIN LPR	4.65	97.72
8687508 11/30/20 FIN CHRG	FIN LPR	4.65	102.37
8687508 12/30/20 FIN CHRG	FIN LPR	4.65	107.02
8687508 01/05/21 ST PAUL BAL	PMT MSC		107.02 .00

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

Sent: Friday, February 12, 2021 3:03 PM

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

Subject: [EXTERNAL] FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see request below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Friday, February 12, 2021 2:30 PM

To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Have we received a response on this one yet?



SAINT PAUL
MINNESOTA

Clare Pillsbury

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Clare.Pillsbury@ci.stpaul.mn.us
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From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, February 9, 2021 9:29 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Hello Mary,

Sorry for the delay. Here is a copy of the vacancy form that was filled out for the property.



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www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, February 4, 2021 8:06 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

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Please see request from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, February 4, 2021 4:56 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Can I get a copy of the vacancy form he filled out – the city is saying two units and he told customer service the other day one unit.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, February 4, 2021 12:28 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see request below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, February 4, 2021 12:11 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Thank you Mary! According to our records, there was a vacancy submitted for this property on 04/24/2020 for two out of the three units. It looks like we sent this on the June 2020 hauler update sheet. Please send us the following information for Q3 and Q4 2020 invoices:

- Itemized invoice breakdown
- Base Service Level (Number and Sizes of Carts)
- Payment history
- Contact with property owner



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P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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

Sent: Tuesday, February 2, 2021 4:05 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

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Clare,
Please see question from Mary.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, February 2, 2021 3:57 PM

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

Subject: RE: FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

For what unit did he submit the vacancy for ?

We have this set up with three separate accounts - Unit 1 (64 gal service), Unit 2(64 gal service /but there is a ticket in to deliver a 64 gal cart on Thursday and no notes telling me why) and Unit 3 (was a 96 gal up until 4.23.20 when we removed that cart and gave him a 64 gal trash cart)
I show Unit 1 was put on vacation hold as of Dec 2019 and that we resumed the service there as of 5.3.20.
Nothing noted for the other two units.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, February 2, 2021 2:18 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see information and request below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, February 2, 2021 1:05 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 277 SHERBURNE AVE - (Q3 & Q4 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 277 SHERBURNE AVE (PID: 36-29-23-13-0133)
Property Owner: Jestin Sorenson
Phone Number or Email: 763-607-7297; qualityhomesofthetwincities@gmail.com
Pending Assessment Amount: \$390.45; \$307.10
Quarter Pending Assessment is For: Q3 & Q4 2020 Delinquent Garbage Assessment

Summary of Issue: Property owner submitted a vacancy on 04/24/2020. Please confirm how many units were listed as vacant and time period during which the vacancy was applied. Please also provide the following information for Q2 2020 – Q1 2021:

- Invoice and Payment History
- Number of Service Units billed & Cart Sizes
- Cart Removal/Deliveries

Thank you!



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Management Assistant I

Saint Paul Public Works

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