

#34509 1999 Clear Ave - Q1 2023 Assessment Question

Submitted	Received via	Requester			
June 15, 2023 at 14:42	Phone call (inbound)	Fannie Pen <fanniepen24@outlook.com>			
Status category	Ticket status	Priority	Group	Assignee	Ticket status
On-hold	On-hold	Normal	PW - Garbage	Clare Pillsbury	On-hold

Assessment No.	Property ID Number	Do you need an interpreter?	Latitude/Longitude
230108	232922310035	No	-93.01594,44.98221

Location	Other Name	Garbage Hauler
1999 Clear Ave, St. Paul, Minnesota, 55119	Fannie Pen	Waste Management

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

Hauler records confirm that the Unoccupied Dwelling Registration Form (UDRF) that was submitted on 2/13/2023 was applied to the account on 2/17/2023. Therefore the current assessed amount is for service for a 64-gal cart from 1/1/2023 - 2/17/2023. The property owner was charged \$55.61 for garbage service, plus an additional \$10.77 in late fees (\$66.38). The first late fee of \$5.21 was added based on the original invoiced amount of \$104.26 and the other two late fees of \$2.78 were added after the UDRF was applied to the account. Hauler records do show that the property owner contact Waste Management regarding a vacancy request on 1/11/2023. However, the property owner never filled out and submitted the UDRF that was sent to them on 1/11/2023. Therefore staff recommends approving the assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2023	8/23/2023
Total amount due for Delinquent Garbage Bill Assessment	Legislative Hearing Required
66.38	Yes

Other Telephone	Date of LH (MM/DD/YYYY)
16512833634	7/6/2023

Stated Reason for Appeal (if given)

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.

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

January 1 - March 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 1 (January - March)	9:00 AM

Elizabeth Walsh June 15, 2023 at 14:42

Internal note

Call from: +1 (651) 283-3634
Call to: +1 (651) 413-6624
Time of call: June 15, 2023 at 7:41:36 PM
Answered by: Elizabeth Walsh

Elizabeth Walsh June 15, 2023 at 14:48

Internal note

Inbound call from +1 (651) 283-3634

Call Details

Call from: +1 (651) 283-3634
Call to: +1 (651) 413-6624
Time of call: 2023-06-15 19:41:36 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Elizabeth Walsh
Length of phone call: 6 minutes, 50 seconds

Elizabeth Walsh June 15, 2023 at 14:52

Internal note

PO said she was not living in the house during Q1 and did not utilize trash service. PO is confused about why she is being asked to pay if she had a service hold and did use the trash. PO received the public hearing notice.

Clare Pillsbury June 20, 2023 at 12:26

Internal note

Outbound call to +1 (651) 283-3634

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 283-3634
Time of call: 2023-06-20 17:15:17 UTC
Called by: Clare Pillsbury
Length of phone call: 11 minutes, 24 seconds

Clare Pillsbury June 20, 2023 at 12:40

Internal note

Staff spoke to the property owner and informed that that without a UDRF or temporary service hold being submitted, they could not remove the assessed amount.

Clare Pillsbury June 21, 2023 at 13:47

Internal note

Outbound call to +1 (651) 283-3634

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 283-3634
Time of call: 2023-06-21 18:41:36 UTC
Called by: Clare Pillsbury
Length of phone call: 5 minutes, 40 seconds

Clare Pillsbury June 21, 2023 at 14:12

Internal note

Staff called property owner and confirmed that they would like to attend a legislative hearing on 7/6/2023 at 9:00 AM.

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