

#7650 692 Point Douglas Rd S - Q4 2021 Assessment Inquiry

Submitted	Received via	Requester
May 20, 2022, 09:02	Phone call (inbound)	Carol Lewis

CCs

Clare Pillsbury <clare.pillsbury@ci.stpaul.mn.us>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Status	Priority	Group	Assignee
On-hold	Normal	PW - Garbage	Clare Pillsbury

Assessment No.	Property ID Number	Latitude/Longitude
220108	112822340025	-93.0159,44.92037

Location	Other Name	Garbage Hauler
692 Point Douglas Rd S, Saint Paul, Minnesota, 55119	Carol Lewis	Waste Management

Rescheduled LH Date:	Have you contacted your hauler about this garbage bill before?
7/7/2022	Yes

Staff Comments

Hauler records show that there was no contact between the property owner and the hauler in October 2021. They property owner did attempt to make a payment in December 2021 but it was declined. It looks like there was at least one other declined payment. Therefore staff recommends approving the assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2021	8/18/2022

Total amount due for Delinquent Garbage Bill Assessment	Legislative Hearing Required
75.91	Yes

Other Telephone	Rescheduled LH Time:	Date of LH (MM/DD/YYYY)
16517396955	11:00 AM	4/7/2022

Stated Reason for Appeal (if given)

Property owner stated that they have experienced difficulties with WM in trying to pay their garbage bill. They made their garbage payment for Q4 2021 by e-check on 10/2/2021. A representative from Waste Management (Kim) then contacted the property owner on October to let them know that their check was refused. The property owner talked to Waste Management later on in October and the representative (Kim) stated that the bank authorized the check. However, in December the bank contacted the property owner to inform them that the check had not gone through. They called Waste Management on Jan 20 and Paid \$69.84 towards the bill.

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

Yes

Garbage Assessment Resolved	Garbage Invoice Dates (i.e. January 1- March 31)
Yes	October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 4 (October - December)	1:00 PM

Susan Anderson May 20, 2022, 09:02

Internal note

Call from: +1 (651) 739-6955
 Call to: +1 (651) 413-6624
 Time of call: May 20, 2022 at 2:01:30 PM
 Answered by: Susan Anderson

Susan Anderson May 20, 2022, 09:06

Internal note

Consultation call
Initiated by: Susan Anderson
Received by: +1 (651) 266-8862

Susan Anderson May 20, 2022, 09:09

Internal note

Inbound call from +1 (651) 739-6955

Call Details

Call from: +1 (651) 739-6955
Call to: +1 (651) 413-6624
Time of call: 2022-05-20 14:01:30 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Susan Anderson
Length of phone call: 7 minutes, 38 seconds

Susan Anderson May 20, 2022, 09:23

Internal note

[Clare Pillsbury](#) See original ticket [#4745](#). Carol Lewis located at 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 contacted the City on 05/20/2022 RE: - Request for legislative hearing. Please call today (05/20/2022) after 1pm) to schedule a time.

Clare Pillsbury May 20, 2022, 09:30

Internal note

[Susan Anderson](#) will do! Thanks for letting me know.

Clare Pillsbury May 20, 2022, 13:41

Internal note

Outbound call to +1 (651) 739-6955

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 739-6955
Time of call: 2022-05-20 18:39:51 UTC
Called by: Clare Pillsbury
Length of phone call: 1 minute, 35 seconds

Clare Pillsbury May 20, 2022, 13:43

Internal note

Staff called property owner and left a voicemail with available legislative hearing times in July 2022

Clare Pillsbury May 23, 2022, 13:20

Internal note

Outbound call to +1 (651) 739-6955

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 739-6955
Time of call: 2022-05-23 17:59:11 UTC
Called by: Clare Pillsbury
Length of phone call: 20 minutes, 52 seconds

Clare Pillsbury May 23, 2022, 13:20

Internal note

Property owner would like to attend the hearing on July 7th, 2022 at 11:00 AM. Property owner sent a check to the city for \$69.84 on 4/11/2022. However, the check was sent back by the city due to it being over the amount. The letter that they received stated that they property owner should only have to pay \$46.56. They also stated that they did not receive an invoice for Q2 2022.

Clare Pillsbury May 23, 2022, 13:21

Internal note

Property owner did state that they would send a copy of the letter that they received to city staff who would look into why the payment was declined. Staff will also check to see whether an invoice was sent for Q2 2022.

Clare Pillsbury May 27, 2022, 14:43

Internal note

Updated Assessment Information. Sent by Assessment Office on 5/27/2022:

692 Point Douglas Rd S.
New Project #CG2201A1-1
New Assessment [#220108](#)
LH: 7/7/2022

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