

## #18864 1307 Osceola Ave - Q3 2022 Assessment Inquiry (UDRF)

<b>Submitted</b>	<b>Received via</b>	<b>Requester</b>
February 13, 2023 at 13:19	Phone call (inbound)	Tatiana Butkova

**CCs**

Sarah Haas &lt;sarah.haas@ci.stpaul.mn.us&gt;

<b>Status</b>	<b>Priority</b>	<b>Group</b>	<b>Assignee</b>	<b>Ticket status</b>
On-hold	Normal	PW - Garbage	Clare Pillsbury	On-hold

<b>Assessment No.</b>	<b>Property ID Number</b>	<b>Latitude/Longitude</b>
220113	032823430103	-93.1554,44.93601

<b>Location</b>	<b>Other Name</b>	<b>Garbage Hauler</b>
1307 Osceola Ave, Saint Paul, Minnesota, 55105	Tatiana	Waste Management

<b>Rescheduled LH Date:</b>	<b>Have you contacted your hauler about this garbage bill before?</b>
2/21/2023	Yes

**Staff Comments**

City records show that an email was sent to Waste Management on 7/7/2023 to notify them of the UDRF. Therefore, staff recommends reducing the assessment to \$23.27 to reflect the time period of 7/1/2022 - 7/31/2022 when there was service at the property.

<b>Billing year for Delinquent Garbage Bill Assessment</b>	<b>Date of CP (MM/DD/YYYY)</b>
2022	3/8/2023

<b>Total amount due for Delinquent Garbage Bill Assessment</b>	<b>Legislative Hearing Required</b>
69.49	Yes

<b>Rescheduled LH Time:</b>	<b>Date of LH (MM/DD/YYYY)</b>	<b>Other Email</b>
3:00 PM	1/5/2023	rlaurent@homesteadroad.com

**Stated Reason for Appeal (if given)**

Property owner stated that they submitted a UDRF on 8/1/2022. However, the assessment for Quarter 3 2022 appears to be the full service charge for a 35-gal cart.

<b>Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?</b>
Yes

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

July 1 - September 30

<b>Billing period for Delinquent Garbage Bill Assessment</b>	<b>Time of LH</b>
Quarter 3 (July - September)	9:00 AM

**Lydia Campbell** February 13, 2023 at 13:19

Internal note

Call from: +1 (612) 806-6470  
 Call to: +1 (651) 413-6624  
 Time of call: February 13, 2023 at 7:19:10 PM  
 Answered by: Lydia Campbell

**Lydia Campbell** February 13, 2023 at 13:37

Internal note

Inbound call from +1 (612) 806-6470

Call Details  
 Call from: +1 (612) 806-6470  
 Call to: +1 (651) 413-6624

Time of call: 2023-02-13 19:19:10 UTC  
Location: Minnesota, United States  
Answered by: Lydia Campbell  
Length of phone call: 18 minutes, 3 seconds

---

**Lydia Campbell** February 13, 2023 at 13:41

Internal note

current owner received an assessment for this property despite it having a UDRF, I looked into it and the UDRF was submitted mid July, the assessment is just for one month of service in Q3 so I told her that she will have to pay it

she requested to know whether other residents have also complained about the inability to have pro-rated serviced like in the case of UDRFs requests (rather than having the UDRF go into effect the first of the following month)-- Needs follow-up

See ticket [#10011](#) for details on the UDRF

---

**Lydia Campbell** February 13, 2023 at 13:47

Internal note

I searched through the list of recommendations and am unable to find any suggestion similar to this

I will check in with Sarah to make sure that I didn't miss anything and to ask about additional potential for joining a community forum about the coordinate collection program

---

**Lydia Campbell** February 13, 2023 at 15:17

Internal note

I messed up-- she was charged for a full quarter, not just a month. Needs to be called back

---

**Lydia Campbell** February 13, 2023 at 15:53

Internal note

Outbound call to +1 (612) 806-6470

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 806-6470

Time of call: 2023-02-13 21:50:38 UTC

Called by: Lydia Campbell

Length of phone call: 2 minutes, 43 seconds

---

**Lydia Campbell** February 13, 2023 at 15:56

Internal note

Update/Clarification: UDRF went into effect August 1, 2022, assessment is showing what looks like a bill for a 32-gal cart for a full quarter 3 (\$69.49) when it should only have been for service in July, Tatiana does not know what size cart was at that property previously

---

**Clare Pillsbury** February 16, 2023 at 16:15

Internal note

Since city records show that an email was sent to WM on 7/7/2023 to notify them of the UDRF staff recommends reducing the assessment to \$23.27 to reflect the time period of 7/1/2022 - 7/31/2022 when there was service at the property. Staff will call property owner tomorrow (2/16/2023).

---

**Clare Pillsbury** February 17, 2023 at 12:21

Internal note

Update: Hauler requested that the assessment be reduced to \$26.77.

---

**Clare Pillsbury** February 17, 2023 at 12:25

Internal note

Outbound call to +1 (612) 806-6470

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 806-6470

Time of call: 2023-02-17 18:22:33 UTC  
Called by: Clare Pillsbury  
Length of phone call: 2 minutes, 45 seconds

---

**Clare Pillsbury** February 17, 2023 at 12:36

Internal note

Staff called property owner to communicate recommendation. Property owner stated that they would pay the reduced amount and that they did not need to attend the layover legislative hearing on 2/21/2023.

---

Support Software by **Zendesk**