

From: [Karen Tuerk](#)
To: [Joanna Zimny](#)
Subject: Re: appealed tax assessment for 1322 Eleanor Ave
Date: Friday, June 30, 2023 4:24:44 PM
Attachments: [image001.png](#)

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

Hi Joanna,

I took a screenshot of the pickup orders with Waste Management (attached). The couch was originally scheduled to be picked up on March 14th and it has a timestamp when it was "serviced" on that day, but it was not. I thought it was because of the snowbanks that were still in the alley so I waited. I have EOW removal so I thought they would pick it up two weeks later, but they did not. That's when I checked my account and saw that it was marked completed. That started my many attempts to try to get ahold of a real person to reschedule (the automated online bulk pickup scheduling process was not working...it may still not be working). When I finally got through to someone at WM they told me the earliest they could reschedule a pickup was on my regularly scheduled trash pickup day @two weeks later. The city collected the couch the week before that second pickup date of May 9th. It was all very frustrating because I initially scheduled my new couch delivery around the day I could dispose of the old one expressly so that it would only be in the alley for a day.

Thanks for your assistance!

On Fri, Jun 30, 2023, 2:22 PM Joanna Zimny <joanna.zimny@ci.stpaul.mn.us> wrote:

Good afternoon,

This email is to confirm that your Appealed Special Tax Assessment property at 1322 Eleanor Avenue has been scheduled for **Tuesday, July 18, 2023 via phone between 10 am and 12 pm.**

Attached are documents related to that appeal. I need to send your cleanup videos as well (through mail express due to large file size), but for some reason they aren't uploading. If they don't go through this afternoon yet, I will send another email to tell you when they were sent.

I have reached out to Public Works to request hauler records for the period of February through June 2023. If you have any items you would like to add to the record for your appeal simply respond to this email and I will add them before your Legislative Hearing.

We will call you into the hearing at 612-619-2499 (*you will not receive a separate link to join nor be able to join yourself, we will simply be calling you*).

Please note that the incoming number from the City shows up as 612-315-7905 so please make sure to answer.



Joanna Zimny

Legislative Hearing Executive Assistant
Legislative Hearing Office

Pronouns: she/her/hers

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and will be available for 6 months.

Scheduled Pickup



Pickup Date

05/09/2023

Service Description

Serviced At - 10:56:29 CDT

Scheduled Pickup



Pickup Date

03/14/2023

Service Description

Serviced At - 15:07:55 CDT

