

#1727749 SERVICE HOLD - Temp - 1093 Breen St - 01/07/2026 - 03/27/2026

Submitted		Received via	Requester			
March 24, 2026 at 10:04 AM		Voicemail	Randy White <randy@reallyfastrealty.com>			
Status category	Ticket status		Type	Priority	Group	Assignee
Pending	Pending - Future Event		Question	Normal	PW - Garbage	Jillian Barden
Latitude/Longitude	Location			Is this a repeat report?		Ward
-93.0268,44.97425	1093 Breen St, St. Paul, Minnesota, 55106			No		Ward 1
Do you need an interpreter?		Please select the reason you are contacting the solid waste team				Billing Year
No		Billing or Assessments				2025
What is your billing or assessment question?			What kind of service hold did you request?			
Service Hold Not Applied			Temporary - 4 to 26 weeks			
What was the requested end date?		What was the requested start date?		Total time spent (sec)		
2026-03-25		2025-07-02		5605		
Time spent last update (sec)		Language	Language confidence		Billing Quarter	
4929		English	High		Multiple Quarters	

Randy White March 24, 2026 at 10:04 AM

Internal note

Voicemail from +1 (952) 334-5671

Call Details:

Call from: +1 (952) 334-5671

Call to: +1 (651) 372-8578

Time of call: 2026-03-24 15:00:44 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Randy White

Length of phone call: 3 minutes, 42 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA2470cf4135d5a6014b44f0fe58e4b2c2/twilio/voicemail/recording>

system March 24, 2026 at 10:04 AM

Internal note

Call transcript:

0 Customer Hi. My name is Randy White. I own Really Fast Realty, and we received a bill from, um,
0 1 of our investment properties at 1093 Breen Street in Saint Paul, and you're trying to
:
bill us for trash. But that has been a vacant property, and we've been renovating for,
uh, 6, 8 months and have not had garbage collection and have not needed garbage

0 collection and therefore don't need to pay anything. Please call me back at (952) 334-
3 5671.

0
0
: **Customer** Thank you.
3
7

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Phil Reilly March 25, 2026 at 11:02 AM

Internal note

Outbound call to +1 (952) 334-5671

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (952) 334-5671

Time of call: 2026-03-25 15:59:13 UTC

Called by: Phil Reilly

Length of phone call: 2 minutes, 51 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAbccab45c1e610e28266c7c190c7afb76/twilio/recording>

Phil Reilly March 25, 2026 at 11:02 AM

Hello Randy,

Thank you for notifying us about a potential discrepancy in your garbage bill due to a vacant home. Our billing specialist will investigate and get back to you with a resolution within a week.

Thank you,

Phil

City of Saint Paul

Public Works - Solid Waste

651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Phil Reilly March 25, 2026 at 11:04 AM

Internal note

PO purchased home 06-25-2025 and it has been vacant and under renovation since. Property is currently on the market. I offered to submit a temp hold for the time it was vacant, ending now as the property is for sale.

Jillian Barden April 4, 2026 at 6:13 PM

Internal note

Partially honored request and removed Q1 bill

