

#1673958 649 ASBURY ST - Q3 2025 Legislative Hearing - Service Hold Not Applied

Submitted	Received via	Requester
February 24, 2026 at 8:30 AM	Inbound phone	Leann <evolve2truewellness@gmail.com>

Status category	Ticket status	Type	Group	Assignee
Open	Open	Question	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.16552,44.96075	649 Asbury St, St. Paul, Minnesota, 55104	No	16513366972

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
342923220191	Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment
58.47

Stated Reason for Appeal (if given)

When Aunt passed away, a hold was placed with previous hauler in Jan or Feb 2025. Hold info did not transfer.

Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Leann	Yes

Legislative Hearing Required	Do you need an interpreter?	Service Level
Yes	No	35 gallons (every other week)

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2025

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Garbage Bags	1636

Time spent last update (sec)	Billing Quarter	Hauler
366	Quarter 4 (October 1 - December 31)	FCC Environmental

Sophia Yang February 24, 2026 at 8:30 AM

Internal note

Call from: +1 (651) 336-6972

Call to: +1 (651) 372-8578

Time of call: February 24, 2026 at 2:29:43 PM UTC

Answered by: Sophia Yang

Sophia Yang February 24, 2026 at 8:43 AM

Internal note

Inbound call from +1 (651) 336-6972

Call Details:

Call from: +1 (651) 336-6972

Call to: +1 (651) 372-8578

Time of call: 2026-02-24 14:29:43 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Sophia Yang

Length of phone call: 13 minutes, 52 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAf6041c073ba44215a7fd735927d37cc0/twilio/call/recording>

Sophia Yang February 24, 2026 at 8:44 AM

Internal note

PO disputing charges for 3Q and 4Q bills. She said they didn't live in this place and the property was put on hold because her Aunt who owns the place died.

Jillian Barden February 25, 2026 at 3:46 PM

Internal note

It appears Darlene passed in Dec 2024

Jillian Barden February 27, 2026 at 11:06 AM

Internal note

Outbound call to +1 (651) 336-6972

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 336-6972

Time of call: 2026-02-27 16:51:09 UTC

Called by: Jillian Barden

Length of phone call: 15 minutes, 20 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAec0df69f2ac2cb87135116f5b238a14d/twilio/recording>

Jillian Barden February 27, 2026 at 11:07 AM

Internal note

house was in probate, placed hold in late 2024 or late 2025. needs hearing for q3

Jillian Barden February 27, 2026 at 11:32 AM

Internal note

PO's aunt passed in Dec 2024. Home was in probate, and PO purchased home in Sept.

When Aunt passed away, a hold was placed with previous hauler in Jan or Feb 2025. Hold info did not transfer.

PO is aware that the Q2 2025 was certified

Jillian Barden March 11, 2026 at 12:28 PM

Internal note

vacant property until son moved into home in Jan

