

#1875 671 Lafond Ave - Assessment Inquiry

Submitted	Received via	Requester
December 22, 2021 at 11:22 AM	Phone call (inbound)	Susan E Semlak

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Status	Priority	Group	Assignee
Pending	Normal	PW - Garbage	Clare Pillsbury

Assessment No.	Property ID Number	Latitude/Longitude
210118	352923110128	-93.12846,44.96045

Street Address: Ticket Specific	Name: Ticket Specific	Garbage Hauler
671 Lafond Ave, Saint Paul, Minnesota, 55104	Susan E Semlak	Republic Services

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records do show that the customer did update the mailing address for the Republic Services accounts for their properties in Nevada. This appears to have been done online. The property owner did call Republic Services on 12/21/2021 to switch their account at 671 Lafond Ave to paperless billing. They also updated their billing address to 74 Plaza Carmelina Court Henderson, NV 89074. However, since the property owner did not contact Republic Services to update the mailing address for this account before or during Quarter 3 2021, staff recommends approving the assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2021	3/23/2022

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

Phone Number: Ticket Specific	Date of LH (MM/DD/YYYY)
13102913210	1/20/2022

Stated Reason for Appeal (if given)

Property owner wanted to contest the late fees on their assessment as they feel that their invoice should have been sent to their current home address of 274 Plaza Carmelina Court Henderson, NV 89074. They stated that they did update their mailing address with Republic Services in 2019 for one of their accounts (#306204121372) and assumed that since all of their accounts with Republic were linked, the account for 671 Lafond Ave would also update the mailing address.

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

Yes

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 3 (July - September)	10:00 AM

Clare Pillsbury December 22, 2021 at 11:22 AM

Internal note

Call from: +1 (310) 291-3210

Call to: +1 (651) 413-6624

Time of call: December 22, 2021 at 5:21:27 PM

Answered by: Clare Pillsbury

Clare Pillsbury December 22, 2021 at 11:41 AM

Internal note

Consultation call
Initiated by: Clare Pillsbury
Received by: DSI

DSI December 22, 2021 at 11:41 AM

Internal note

Call transferred.
From: Clare Pillsbury
To: DSI

DSI December 22, 2021 at 11:41 AM

Internal note

Inbound call from +1 (310) 291-3210

Call Details
Call from: +1 (310) 291-3210
Call to: +1 (651) 413-6624
Time of call: 2021-12-22 17:21:27 UTC
Location: Gardena, California, United States
Answered by: DSI
Length of phone call: 19 minutes, 57 seconds

Clare Pillsbury December 22, 2021 at 11:48 AM

Internal note

Staff spoke to property owner about their Q3 2021 Delinquent Garbage Assessment inquiry and then transferred them to DSI to inquire about their Property Clean Up Assessment.

Clare Pillsbury December 28, 2021 at 9:33 AM

Internal note

Outbound call to +1 (310) 291-3210

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (310) 291-3210
Time of call: 2021-12-28 15:31:22 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 28 seconds

Clare Pillsbury January 3, 2022 at 2:38 PM

Internal note

Outbound call to +1 (310) 291-3210

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (310) 291-3210
Time of call: 2022-01-03 20:37:26 UTC
Called by: Clare Pillsbury
Length of phone call: 1 minute, 14 seconds

David Stanton January 3, 2022 at 2:56 PM

Internal note

The property owner returned a call to Clare Pillsbury, 2:50pm on 1/3/2021.

Clare Pillsbury January 3, 2022 at 3:11 PM

Internal note

Outbound call to +1 (310) 291-3210

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (310) 291-3210
Time of call: 2022-01-03 21:04:19 UTC
Called by: Clare Pillsbury
Length of phone call: 6 minutes, 50 seconds

Clare Pillsbury January 3, 2022 at 3:13 PM

Internal note

Staff spoke to property owner regarding recommendation. Property owner was upset, stating that they had requested that Republic Services update the mailing address for all of their accounts. Staff told them that they would check with their supervisor regarding their policy on updating addresses and get back to them.

Clare Pillsbury January 18, 2022 at 9:14 AM

Internal note

Outbound call to +1 (310) 291-3210

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (310) 291-3210
Time of call: 2022-01-18 15:11:02 UTC
Called by: Clare Pillsbury
Length of phone call: 3 minutes, 40 seconds

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