

#4548 999 Armstrong Ave - Q4 2021 Assessment Inquiry

Submitted March 11, 2022 at 10:28 AM
Received via Voicemail
Requester Joseph D Klainert <klainert@msn.com>

CCs

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

Status On-hold
Priority Normal
Group PW - Garbage
Assignee Clare Pillsbury

Property ID Number 112823320035
Latitude/Longitude -93.14241,44.92528
Project No. 220100

Location 999 Armstrong Ave, Saint Paul, Minnesota, 55102
Other Name Marcella Klainert
Garbage Hauler Advanced Disposal

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler confirmed that the account has been closed since 10/1/201. Therefore staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment 2021
Date of CP (MM/DD/YYYY) 5/25/2022

Total amount due for Delinquent Garbage Bill Assessment 75.91
Legislative Hearing Required Yes

Other Telephone 12183458881
Date of LH (MM/DD/YYYY) 4/4/2022

Stated Reason for Appeal (if given)

Mother was moved to assisted living facility in last year. They called Advanced Disposal in October after to cancel service. After receiving notices about an unpaid garbage invoice, they called Advanced Disposal again to pay the invoice over the phone. When they spoke with CSR, they stated that the property owner had a credit on the account but that the property owner would have to speak to the city about the assessment. They have been paying garbage bills, despite the property still being vacant. According to city records there was a vacancy request submitted on 11/15/2021 that should have been applied.

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

Yes

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

October - December 2021

Billing period for Delinquent Garbage Bill Assessment Quarter 4 (October - December)
Time of LH 1:00 PM

Caller +1 (218) 345-8881 March 11, 2022 at 10:28

Internal note

Voicemail from +1 (218) 345-8881

Call Details

Call from: +1 (218) 345-8881

Call to: +1 (651) 413-6624

Time of call: 2022-03-11 16:24:34 UTC

Location: Alborn, Minnesota, United States

Length of phone call: 2 minutes, 8 seconds

Transcription

Yeah, I have a question about assessment. Apparently, if you could give me a call back, I'd appreciate it. You can reach me at 218-345-8881. The assessment number is 220-1004 marcella kleiner. At 999 armstrong, thank you.

David Stanton March 11, 2022 at 10:40

Internal note

Marcella Klainert located at 999 Armstrong Ave, Saint Paul, Minnesota, 55102 contacted the City 3/11/2022 RE: - Assessment Inquiry.

David Stanton March 11, 2022 at 12:12

Internal note

Outbound call to +1 (218) 345-8881

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (218) 345-8881

Time of call: 2022-03-11 18:10:29 UTC

Called by: David Stanton

Length of phone call: 1 minute, 35 seconds

David Stanton March 11, 2022 at 12:13

Internal note

Marcella Klainert located at 999 Armstrong Ave, Saint Paul, Minnesota, 55102 contacted the City 3/11/2022 RE: - Assessment Inquiry. City called the P/O back on 3/8/2022 and left VM to call the City back and reference this ticket, [#4548](#).

David Stanton March 15, 2022 at 08:57

Internal note

Outbound call to +1 (218) 345-8881

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (218) 345-8881

Time of call: 2022-03-15 13:54:17 UTC

Called by: David Stanton

Length of phone call: 2 minutes, 46 seconds

David Stanton March 15, 2022 at 08:59

Internal note

Ticket 4709 Joe Klainert returned call on for 3/15/2022 9AM for Clare to speak about the assessment at 999 Armstrong Av.

Clare Pillsbury March 15, 2022 at 13:18

Internal note

Outbound call to +1 (218) 345-8881

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (218) 345-8881

Time of call: 2022-03-15 18:02:12 UTC

Called by: Clare Pillsbury

Length of phone call: 16 minutes, 22 seconds

Clare Pillsbury March 22, 2022 at 10:35

Internal note

Outbound call to +1 (218) 349-3371

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (218) 349-3371

Time of call: 2022-03-22 15:35:20 UTC

Called by: Clare Pillsbury

Length of phone call: 22 seconds

Clare Pillsbury March 22, 2022 at 10:36

Internal note

Staff tried to contact property owner to communicate recommendation to them. However there was no answer and the voicemail was full.

Support Software by **Zendesk**