

Time of call: 2022-04-04 13:36:11 UTC
Called by: Susan Anderson
Length of phone call: 25 minutes, 40 seconds

Susan Anderson April 4, 2022 at 09:06

Internal note

Francisco Jacobo broke his arm in December 2021 and has issues with his arm so he has been unable to work. He was also in an accident in 03/17/2021 where he injured in arm, back and neck. Is there a way his bills can be repealed?

Susan Anderson April 4, 2022 at 09:20

Internal note

Francisco Jacobo broke his arm in December 2021 and has issues with his arm so he has been unable to work since theb. He was also in an accident in 03/17/2021 where he injured his arm, back and neck. Is there a way his bills can be repealed?

Susan Anderson April 4, 2022 at 09:27

Internal note

Outbound call to +1 (651) 399-0409

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 399-0409
Time of call: 2022-04-04 14:25:28 UTC
Called by: Susan Anderson
Length of phone call: 1 minute, 36 seconds

Susan Anderson April 4, 2022 at 09:30

Internal note

Outbound call to +1 (651) 399-0409

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 399-0409
Time of call: 2022-04-04 14:27:45 UTC
Called by: Susan Anderson
Length of phone call: 3 minutes, 2 seconds

Susan Anderson April 4, 2022 at 09:36

Internal note

SA called Francisco back to suggest he switch his cart size from a medium to a small EOW size in order to lower his garbage bill. He also said he wanted to schedule a Legislative Hearing so he could speak with the hearing officer regarding his inability to pay his bills due to health issues. He had a hard time understanding what I was explaining to him (he speaks Spanish), so I will assign ticket to Clare so she can explain to him in Spanish how to change his cart size and to also schedule him for a hearing.

Clare Pillsbury April 5, 2022 at 09:37

Internal note

Outbound call to +1 (651) 399-0409

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 399-0409
Time of call: 2022-04-05 14:35:48 UTC
Called by: Clare Pillsbury
Length of phone call: 1 minute, 29 seconds

Clare Pillsbury April 5, 2022 at 09:37

Internal note

Staff called property owner and left voicemail in Spanish.

Clare Pillsbury April 12, 2022 at 16:27

Internal note

Staff spoke to property owner and confirmed that they would like to attend a legislative hearing on 4/24/2022 at 10:00 AM.

Clare Pillsbury April 12, 2022 at 16:28

Internal note

Staff made error when typing in preferred LH date and time. It should be 4/21/2022 at 10:00 AM.

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