

#9877 113 Cook Ave W - Q1 2022 Assessments

Submitted **Received via** **Requester**
 July 1, 2022, 13:27 Phone call (inbound) Cheryl Hilyar

CCs

Clare Pillsbury <clare.pillsbury@ci.stpaul.mn.us>

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

Assessment No. **Property ID Number** **Latitude/Longitude**
 220107 302922230044 -93.10472,44.97313

Location **Other Name** **Garbage Hauler**
 113 Cook Ave W, Saint Paul, Minnesota, 55117 Cheryl Hilyar Waste Management

Rescheduled LH Date: **Have you contacted your hauler about this garbage bill before?**
 7/21/2022 No

Staff Comments

Based on the fact that the property owner was ill during the time period in question, staff recommends removing the assessment as a courtesy.

Billing year for Delinquent Garbage Bill Assessment **Date of CP (MM/DD/YYYY)**
 2022 8/17/2022

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

Other Telephone **Rescheduled LH Time:** **Date of LH (MM/DD/YYYY)**
 16515875152 10:00 AM 7/7/2022

Stated Reason for Appeal (if given)

Property owner stated that she was ill and away from the residence in January 2022. They feel as though they should have not been charged for garbage service when they were away from their home.

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

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

January 1 - March 31

Billing period for Delinquent Garbage Bill Assessment **Time of LH**
 Quarter 1 (January - March) 11:00 AM

David Stanton July 1, 2022, 13:27

Internal note

Call from: +1 (651) 587-5152
 Call to: +1 (651) 413-6624
 Time of call: July 1, 2022 at 6:26:28 PM
 Answered by: David Stanton

David Stanton July 1, 2022, 13:34

Internal note

Inbound call from +1 (651) 587-5152

Call Details
 Call from: +1 (651) 587-5152
 Call to: +1 (651) 413-6624
 Time of call: 2022-07-01 18:26:28 UTC

Location: Minneapolis, Minnesota, United States
Answered by: David Stanton
Length of phone call: 7 minutes, 31 seconds

David Stanton July 1, 2022, 13:43

Internal note

See original ticket 5411

Cheryl Hilyar contacted the City and asked wished to speak with Clare regarding LH. [Clare Pillsbury](#) said she could give the PO a call back to discuss and or schedule LH.

Cheryl Hilyar is located at 113 Cook Ave W, Saint Paul, Minnesota, 55117 contacted the City 3/29/2022 RE: - Service Holds and Assessment Issues. The P/O was ill and away from the residence in January 2022. The P/O received a notice of assessment The P/O believes they should not be billed when they are not using their garbage service when they are away from their home. The P/O does not like the public hearing process because she feels that her concerns are not heard. The City explained that the hearings process is optional, but it is an opportunity to voice concerns with the assessment process and garbage concerns.

PO wants to speak with Clare Pillsbury about the LH process and having a LH. There are 3 Assessments.

Clare Pillsbury July 5, 2022, 11:14

Internal note

Outbound call to +1 (651) 587-5152

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 587-5152

Time of call: 2022-07-05 16:13:17 UTC

Called by: Clare Pillsbury

Length of phone call: 45 seconds

Clare Pillsbury July 5, 2022, 11:18

Internal note

Outbound call to +1 (651) 587-5152

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 587-5152

Time of call: 2022-07-05 16:18:05 UTC

Called by: Clare Pillsbury

Length of phone call: 35 seconds

Clare Pillsbury July 5, 2022, 11:19

Internal note

Staff attempted to call the property owner twice. However, they were unable to leave a voicemail.

Clare Pillsbury July 6, 2022, 10:21

Internal note

Outbound call to +1 (651) 587-5152

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 587-5152

Time of call: 2022-07-06 15:20:56 UTC

Called by: Clare Pillsbury

Length of phone call: 41 seconds

Clare Pillsbury July 14, 2022, 08:20

Internal note

Based on the fact that the property owner was ill during the time period in question, staff recommends removing the assessment as a courtesy. Staff will call the property owner to attempt to schedule a legislative hearing to remove the assessment.

Clare Pillsbury July 15, 2022, 13:44

Internal note

Outbound call to +1 (651) 587-5152

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 587-5152

Time of call: 2022-07-15 18:43:23 UTC

Called by: Clare Pillsbury

Length of phone call: 39 seconds

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