

#17756 308 Como Ave - Q3 2022 Assessment Inquiry

Submitted January 19, 2023 at 18:26
Received via Web Form
Requester Kachi Xiong <ixdinvestments@gmail.com>

CCs

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

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

Assessment No.	Property ID Number	Latitude/Longitude	Location
220115	362923120225	-93.11315,44.96255	308 Como Ave, St. Paul, MN, 55103, USA

Other Name Kachi Xiong
Garbage Hauler Republic Services
Rescheduled LH Date: 2/21/2023

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

Staff was not able to confirm that Waste Management notified the property owner when the account switched over to Republic Services. Hauler records also show that both Waste Management and Republic Services had the incorrect mailing address for the property (11672 Evergreen St NW Coon Rapids MN 55448). The mailing address should have been updated to 1029 Paul Pkwy, Apt 301, Blaine, MN 55434 following the February 2021 hauler update. Therefore, staff recommends removing the late fee amount of \$32.04 and reducing the assessment to \$213.62 since the property owner would not have received the invoices or notices of nonpayment.

Billing year for Delinquent Garbage Bill Assessment 2022
Date of CP (MM/DD/YYYY) 3/8/2023

Total amount due for Delinquent Garbage Bill Assessment 245.66
Legislative Hearing Required Yes

Other Telephone	Rescheduled LH Time:	Date of LH (MM/DD/YYYY)	Other Email
16513876502	3:00 PM	1/5/2023	ixdinvestments@gmail.com

Stated Reason for Appeal (if given)

Property owner stated that they never received a notice when Republic Services took over for Waste Management. They also stated that they never received any of the invoices or notices of nonpayment, which should have been sent to the property tax address at the time (1029 PAUL PKWY NE APT 301 BLAINE MN 55434-3985).

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

No

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment Quarter 3 (July - September)
Time of LH 11:00 AM

Kachi Xiong January 19, 2023 at 18:26

I never received notices of a change to a different hauler. We previously had Waste Management and had it on auto pay. I just noticed that payments were not being made and check on WM website only to find that the account is no longer active. It looks like this change occur in 2022, however I did not receive any notices or invoices. This is a non homestead property so any invoices or notices should had been sent to the previous address on the property tax which is 1029 Paul Parkway NE Apt 301. I recently updated a new address at 11468

Marketplace Dr N Ste 600-1192, Champlin MN 55316-3872. Our email and phone information is also with Waste Management, why did we not get notified? I could have paid the bills on time if we received notices. If there are any fees and interest can we have that removed? I can pay the full balance immediately but I do not agree with the fees and interest if there are any.

Clare Pillsbury January 20, 2023 at 11:39

Internal note

[Sarah Haas](#) I need some insight on this one. The property owner stated that they used to have WM as their hauler but that it was switched to Republic Services. When I search the property using the hauler look up tool, it does appear that they have Republic Services. The notices of nonpayment for this property were also sent by Republic Services. However, the hauler update from November still lists them as a WM property. In addition, I looked up the address on the list of WM properties that were switched to other haulers, and this property did not come up. I am guessing that our records were just not updated. Is that the case? If so, I can have Sue change the assigned hauler for the property on the hauler update. Once you have an answer, feel free to just assign the ticket back to me.

Clare Pillsbury January 20, 2023 at 11:41

Hello Kachi,

Thank you for reaching out about your billing issues with garbage account. I will look into the issue and get back to you once I have more information. You should hear back from me within 3-4 business days. Please contact me if you have any additional questions or concerns.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Sarah Haas January 20, 2023 at 14:09

Internal note

I'd just send sue a note and she can update the hauler form.

Kachi Xiong January 24, 2023 at 14:42

Hi Clare

Would you be able to confirm if the assessment was for a past due bill from a new hauler? This is the last invoice I found from Waste Management, I attached it to this email. When I look up the new hauler on the map it shows Republic Services. Are we not allowed to keep using Waste Management?

Thank you,
Kachi Xiong

Clare Pillsbury January 26, 2023 at 10:17

Hello Kachi,

My apologies for the delay. You currently have two pending assessments for the property (see below):

Project Number	Improvement	Pending Date	Term Years	Pending Amount
CG2204A3	Delinquent Garbage Bill July to September 2022	10/13/2022	1	\$245.66

Project Number	Improvement	Pending Date	Term Years	Pending Amount
CG2301A3	Delinquent Garbage Bill October to December 2022	1/5/2023	1	\$245.66

It appears as though both were from past due bills from Republic Services. Due to issues with missed pick ups last year, Waste Management ended up giving some of their accounts to Republic Services. It appears as though your property was one of these accounts. I am trying to get more information from Waste Management about how they notified customers of the switch. However, since both Waste Management and Republic services had the wrong mailing address for your property, I am recommending that the late fees of \$32.04 on both assessed amounts be removed. That would reduce each assessment to \$213.62, which would be the original invoiced amount.

I can put in a request to reduce the Oct - Dec assessment today. However, the July - Sept assessment will have to be removed via a legislative hearing. You can attend the hearing, but it is not required. If you want to attend, please let me know and I can tell you the date/time that it will occur. Once I submit the recommendation to reduce the assessment, you should see it removed around mid-March. Please let me know if you have any questions or concerns.

Best,

Clare Pillsbury
 Clare Pillsbury
 City of Saint Paul
 Department of Public Works - Garbage
 651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Kachi Xiong January 26, 2023 at 12:26

Hi Clare

Thank you for looking into this and removing the fees. I did contact Waste Management customer service as well and they confirmed that it had switched over to Republic Services in July 2022. However they could not tell me why I was not notified, only that I needed to contact Republic Services. I did call in to Republic Services today and was able to create an account for future bills. If you can give me the date and time just so I have an idea of when to check and make final payments that would be great.

Thank you,
 Kachi Xiong

Clare Pillsbury January 27, 2023 at 08:44

Hello Kachi,

Your Oct - Dec garbage assessment should be reduced by this Monday, January 30. You can check the link that I included below to verify. Your July - Sept garbage assessment should be removed by March 10, 2023. However, if you want to just go ahead and pay the reduced amount of \$213.62 for both right now, that is fine.

<https://eproperty.logis.org/stpaul/assessments/search>

Best,

Clare Pillsbury
 Clare Pillsbury
 City of Saint Paul
 Department of Public Works - Garbage
 651-266-6101

garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Kachi Xiong January 31, 2023 at 10:17

Hi Clare

Thanks for giving me the dates. I went ahead and paid the 213.62 for both assessments so there is only a balance of \$32.04 left. I attached the confirmation to this email in case you need it.

Thank you,
Kachi Xiong

Clare Pillsbury January 31, 2023 at 10:51

Great. Thank you for letting me know Kachi. Feel free to contact Republic Services at 651-286-4590 if you need to make any changes/updates to your account.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

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