

#544151 1056 Oxford St N - Q1 2024 Assessment Inquiry (Highland)

| | | |
|----------------------|---------------------|--|
| Submitted | Received via | Requester |
| May 8, 2024 at 09:25 | Mail | Lucy P Bloedoor <lucybloedoor@gmail.com> |

CCs

Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>

| | | | | | |
|------------------------|----------------------|-------------|-----------------|--------------|-----------------|
| Status category | Ticket status | Type | Priority | Group | Assignee |
| Open | Re-opened | Question | Normal | PW - Garbage | Jillian Barden |

| | | | |
|-----------------------|---------------------------|-----------------------|------------------------------------|
| Assessment No. | Property ID Number | Project Number | Do you need an interpreter? |
| 240114 | 262923230024 | CG2402A2 | No |

| | | |
|---------------------------|--|-------------------|
| Latitude/Longitude | Location | Other Name |
| -93.14383,44.9729 | 1056 Oxford St N, Saint Paul, Minnesota, 55103 | Lucy Bloedoor |

| | |
|-----------------------|-----------------------------|
| Garbage Hauler | Rescheduled LH Date: |
| Highland Sanitation | 07/25/2024 |

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Highland Sanitation is billing PO for two non-sufficient fund checks written in Q3 and Q4 of 2023. These checks posted to PO's garbage account on September 18 and November 14 2023, but Highland Sanitation did not know they were non-sufficient fund checks until February 22 2024. PO should be the charged regular service fee of \$112.57, plus late fees, totaling \$129.46 for Q1. Staff recommends reducing Q1 2024 from \$293.27 to \$129.46

| | |
|--|--------------------------------|
| Billing year for Delinquent Garbage Bill Assessment | Date of CP (MM/DD/YYYY) |
| 2024 | 08/14/2024 |

| | |
|--|-------------------------------------|
| Total amount due for Delinquent Garbage Bill Assessment | Legislative Hearing Required |
| 293.27 | Yes |

| | | |
|------------------------|--------------------------------|------------------------|
| Other Telephone | Date of LH (MM/DD/YYYY) | Other Email |
| 6126000723 | 07/11/2024 | lucybloedoor@gmail.com |

Stated Reason for Appeal (if given)

PO is confused by their bill. PO states Highland Sanitation is refusing payment and there are no issues with their bank accounts.

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

No

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) | 10:00 AM |

Lydia Campbell May 8, 2024 at 09:25

Lydia Campbell (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.campbell@ci.stpaul.mn.us | 651-266-6130

From: Lucy Bloedoorn <lucybloedoorn@gmail.com>
Sent: Monday, May 6, 2024 10:11 AM
To: Lydia Campbell <Lydia.Campbell@ci.stpaul.mn.us>
Subject: Fwd: Highland letter

Think Before You Click: This email originated **outside** our organization.

Lydia,

This letter from Highland Sanitation came to me in last Friday's mail.

Also, I trust you'll let me know when the hearing will happen, so I can phone in, or show up.

Thank you.

Lucy Bloedoorn

----- Forwarded message -----

From: Lucy Bloedoorn <lucybloedoorn@gmail.com>
Date: Mon, May 6, 2024 at 10:08 AM
Subject: Highland letter
To: Lucy Bloedoorn <lucybloedoorn@gmail.com>

Lydia Campbell May 8, 2024 at 16:25

Internal note

Jillian Barden -- Can you please reply to this PO. Let her know: 1. The bill she shared is for Q2 and is overdue but not yet an assessment; 2. Details on her Q1 assessment- when/how to contest; 3. The follow-up from Highland in ticket #503774. Also, mention that I am the one who forwarded this request to you (it came to my direct email, so I don't want her to be too confused). Thank you!

Jillian Barden May 9, 2024 at 09:58

Hello Lucy,

Lydia forwarded your case to me and asked me to reach out. I am a Management Assistant and primarily work with garbage tax assessments.

The picture of the bill you sent over to Lydia (dated: May 1, 2024) is actually for your current Quarter 2 (April - June) 2024 bill. The payment was due April 25, 2024. It is an overdue bill that will not be sent for tax assessment until end of June. You can still pay this Quarter 2 (April - July) 2024 bill directly to Highland Sanitation without a legislative hearing. Please submit payment to Highland Sanitation by calling them or sending payment to the address on the letter you received. If you wait to pay this, there will be another late fee added to the bill on May 25th, and another similar overdue letter will be sent out from Highland Sanitation.

Your Quarter 1 (January - March) 2024 bill has been sent for tax assessment. The balance is \$293.27 and payments will need to be made to the City of Saint Paul Assessments Office. Because the Assessments Office holds this bill, there are no additional late fees or interest added to this balance until November. You can also make partial payments to the Assessment Office on this bill, up until November. If you do not agree with the amount that has been assessed to the city, you can request a Legislative Hearing to state your case in person or over the phone. If you request a Hearing for this bill, your Hearing date will either be the morning of July 11 or July 25. I will know the exact date in a few weeks.

We also reached out to Highland Sanitation to try and find out what was going on with your bills and why they are higher than a typical bills. They responded, stating you sent a few checks from two different bank accounts that were returned Non-Sufficient Funds or Account Not Found. There is always an additional fee added when that happens. Highland Sanitation says they emailed you a few times to let you know about your payments failing with no response. They also say you were planning on talking with your bank to straighten everything out, but never reached back out to Highland Sanitation with an update.

If you paid Highland Sanitation within the service period of Quarter 1 (January - March) 2024 and believe the assessment was applied in error, please provide verification of payment and we can investigate the matter further. If you would like to contest the Quarter 1 (January - March) 2024 assessment for any reason and request a legislative hearing, please reply to this email stating you'd like to appeal.

To view and pay the assessment online, visit the website: stpaul.gov/assessments. To pay by check, send your payment to:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Thank you,

Jillian
City of Saint Paul
Public Works - Solid Waste
651-266-6101

Lucy P Bloedoorn May 9, 2024 at 11:14

Lydia, Jillian,

I need to meet with either both of you, or one of you, to present the documentation I have regarding my payment issue with Highland Sanitation. My email communications to and from Highland don't match what is stated in Jillian's letter. My goal is to get this issue resolved by setting up a payment plan with the City. Given my payment history with Highland, I have no reason to believe any future attempts that I would make to pay them directly, would get processed correctly.

Thank you.

Lucy Bloedoorn
612 600 0723

Jillian Barden May 9, 2024 at 14:29

Internal note

Outbound call to +1 (612) 600-0723

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 600-0723

Time of call: 2024-05-09 19:21:03 UTC

Called by: Jillian Barden

Length of phone call: 8 minutes, 11 seconds

Jillian Barden May 9, 2024 at 14:31

Hi again Lucy

Please reply to this email with photos or screenshots of any documents you have that show you made a payment to Highland Sanitation. You can submit a bank statement, receipt, or account ledger with your hauler. Make sure that the date, amount, and - are all visible in the image. You can send a picture, screenshot, or file and attach it to your email reply.

Account and credit card information should be removed or blacked out on statement before submitting.

Jillian
City of Saint Paul
Public Works - Solid Waste
651-266-6101

Lucy P Bloedoorn May 10, 2024 at 12:09

Jillian,

[There's no way for me to send all of the correspondence between me and Highland in one email, as my laptop keeps me from finding the pdf file I put all the emails, in.

So I'm individually forwarding all of the emails to you.

Lucy Bloedoorn

Lydia Campbell May 10, 2024 at 13:51

Internal note

See ticket [#548489](#) for email correspondence between PO and Hauler

Lydia Campbell May 10, 2024 at 14:49

Internal note

Outbound call to +1 (612) 600-0723

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 600-0723

Time of call: 2024-05-10 19:30:20 UTC

Called by: Lydia Campbell

Length of phone call: 19 minutes, 1 second

Lydia Campbell May 10, 2024 at 14:57

Internal note

Spoke to PO directly. Notes from conversation:

- Payments made in 2024:
 - 1/17 for \$95 (record of this shared by Lucy and confirmed by Highland)
 - 1/31 for \$35 (record of this shared by Highland, but no record shared by Lucy yet)
 - PO does not think she has made any payments since this.
- Regarding the high bill-- PO states that she thinks she has a medium cart, she does not have YW service, and she did not set out extra bags or bulkies in 2023.
- PO was not assessed at all in 2023 for garbage.
- In 2023, she contacted Highland regarding an issue where the driver was leaving the lid of her cart open.

Lydia Campbell May 10, 2024 at 15:08

Lucy,

Again, I am so sorry for the issues you're having with your garbage payments. Below are the details from our phone conversation.

- **Can you please share a copy of any payments you've made to Highland since mid-January 2024?**
 - I already have an image of the 1/17/2024 payment that you made.
 - If you had sufficient funds when the checks were cashed, please share any proof that you have, such as emails with the staff at your bank.
- If you are unable to send via email, you can share details in-person and we can make copies here:

- 8AM - 5PM
- 25 W 4th St, Floor 8, St Paul, MN
 - If you call in advance, someone can meet you outside if you're worried about parking. Call 651-266-6101
- The hearing to contest this isn't until July 11 (and there is a backup date of July 25), so there is no rush.

I am waiting to hear back from Highland with responses to some of our questions. Specifically, why your bill is so high. The only additional charges I can think of that would be added are: late fees and/or fee for check bouncing.

Let us know if you have any questions in the meantime.

Lydia

City of Saint Paul
Public Works - Solid Waste
651-266-6101

Jillian Barden May 13, 2024 at 08:39

Internal note

Lucy sent in images of her Garbage can on May 10th. This is the best of 3 images

Jillian Barden May 29, 2024 at 16:43

Hi Lucy,

I apologize for the delayed response. I heard back from Highland Sanitation about your Quarter 1 (January - March) 2024 assessment, and why \$293.27 is owed. Highland is applying returned checks from previous quarters to your Quarter 1 (January - March) bill.

- The Quarter 3 (July - September) 2023 returned check for \$61.61 (sent September 18, 2023) was added to your Quarter 1 (January - March) 2024 bill
- The Quarter 4 (October - December) 2023 returned check for \$120.20 (sent November 14, 2023) was added to your Quarter 1 (January - March) 2024 bill

Highland Sanitation should have sent the City of Saint Paul a pending assessment for Quarter 3 and Quarter 4 each separately instead of adding the returned check fees to the new Quarter 1 (January - March) 2024 bill. I will be recommending a reduction in your assessment at the Legislative Hearing on July 11th. Your attendance is optional.

I will recommend the Quarter 1 (January - March) 2024 assessment of \$293.27 is reduced to \$129.46 for Quarter 1 (January - March) 2024. Here's the breakdown:

- Quarterly rate is \$112.57 for a medium sized 64-gallon cart
- Late fees are \$5.63 each (there are 3 in each quarter)
- $\$112.57 + 5.63(3x) = \129.46

I am recommending the regular quarterly charge for Quarter 1 (January - March) 2024, plus the late fees to remain because that bill was paid with returned checks and was sent to us for assessment in the correct timeframe, which is the proper procedure.

A few questions:

- Have you made a payment to Highland Sanitation for Quarter 2 (April - June) 2024 yet?
- If your bill for Quarter 2 (April - June) 2024 has been paid, what payment method did you use?
- Did you figure out the billing mistakes that were causing the checks to be returned NSF?

Let me know if you have any other questions

Jillian

Lucy P Bloedoorn May 30, 2024 at 08:14

Jillian

I'll go find and print out what documentation I have by this weekend. I'll call and arrange for a drop off time next week.

Lucy

Jillian Barden May 30, 2024 at 08:40

Internal note

Outbound call to +1 (612) 600-0723

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 600-0723

Time of call: 2024-05-30 13:35:50 UTC

Called by: Jillian Barden

Length of phone call: 5 minutes, 6 seconds

Jillian Barden May 30, 2024 at 08:42

Internal note

Called PO to see if she has made a payment for Q2. She has not and wants it sent to the St Paul for assessment again because she is not happy with Highland's service. Recommended to her that she should make that payment. Call was quick because she was driving.

Jillian Barden June 6, 2024 at 16:25

Internal note

Outbound call to +1 (612) 600-0723

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 600-0723

Time of call: 2024-06-06 21:15:45 UTC

Called by: Jillian Barden

Length of phone call: 9 minutes, 47 seconds

Jillian Barden June 6, 2024 at 16:26

Internal note

Called PO to ask if she can make a \$129.46 payment to Highland. Her SS comes on the 12th, and she will make the payment then

Jillian Barden June 10, 2024 at 11:02

Internal note

Highland Sanitation is billing PO for two non-sufficient fund written in Q3 and Q4 of 2023. PO wrote two non-sufficient fund checks in Q1 2024. PO