

#607579 1056 Oxford St N - Q2 2024 Assessment Inquiry

Submitted June 20, 2024 at 12:29
Received via Web Form
Requester Lucy P Bloedoorn <lucybloedoorn@gmail.com>

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

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.14383,44.97293	1056 Oxford St N, Saint Paul, Minnesota, 55103	16126000723	262923230024

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 2 (April - June)	2024

Total amount due for Delinquent Garbage Bill Assessment
113.83

Stated Reason for Appeal (if given)

Highland asserts there were not sufficient funds. I have a record of payments being sent and overdraft fees, nor NSF notices for this matter from my bank.

Garbage Resolution Notes	Garbage Assessment Resolved	Outcome of Assessment Inquiry:
PO was charged NSF fees on Q2 bill for checks written in Q3 and Q4	Yes	Reduced

Approved Assessment Reduction:	New Assessment Amount:	Payment Deducted from:	Other Name
60.00	53.83	Hauler Payment	Lucy Bloedoorn

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

Have you contacted your hauler about this garbage bill before?	Reason for Removal/Reduction:	Do you need an interpreter?
Yes	Invoice Calculation Error	No

Service Level
64 gallons (weekly)

Lucy P Bloedoorn June 20, 2024 at 12:29

Highland asserts there were not sufficient funds. I have a record of payments being sent and no overdraft fees, nor NSF notices for this matter from my bank. I have a receipt from Highland, noting a hand delivered payment of \$130.00 made to them on June 13th, 2023, per advice from City Garbage. I will hand deliver all communications to the garbage Dept. as soon as I can. This has been an extremely stressful situation for me.

Jillian Barden June 20, 2024 at 13:23

Hi Lucy,

It's Jillian again. I have everything I need to request your Quarter 1 (January - March) 2024 assessment to be reduced at the legislative hearing on your behalf. You do not need to hand deliver or email anything else to us at this time. If I need anything, I will let you know.

I understand our system automatically sent you a legislative hearing document this week. You can attend if you wish (in person or over the phone), but it is not required. I will be requesting your assessment to be lowered from \$293.27 to \$129.46 for Quarter 1 (January- March) 2024.

The reason I am requesting the assessment to be lowered to \$129.46 is because that is your regular bill without any additional charges added to it.

Also, I know we talked about it before, but there will be another assessment coming for Quarter 2 (April - June) 2024, but that will take a few weeks to be processed and sent out to you. Assuming Highland is able to process the June 13th 2024 payment without any errors, the remaining balance of around \$120 should be removed through a legislative hearing in September.

If you have any questions, feel free to reach out again.

Jillian
Solid Waste
651-266-6101

Lucy P Bloedoorn June 21, 2024 at 12:53

Jillian,

Given the weirdness of this situation, even though you said you had everything you needed, and because I was told that the hearing officer would look favorably on me making a \$130.00 payment, I'm enclosing a copy of the receipt from Highland. When I went out to the Highland office in Inver Grove, the vibe was suspicious to me, as though they were hiding something, or thought I might do something crazy. ***I don't trust them.*** Is there a way I can pay the City directly for garbage collection?

I thank you and your coworkers for supporting and guiding me in this matter.

Lucy

Jillian Barden June 26, 2024 at 11:57

Hi Lucy

I understand your frustration with this situation. Thank you for making the payment to Highland Sanitation. I reached out to them to confirm the payment

and if the payment posted on their end, and the payment posted on their side.

Their exact response is "Yes, Lucy Bloedorn came into our office and made a payment of \$130.00 and it has cleared for her Q2 2024 invoice. This leaves a balance due of \$113.83."

I just wanted to let you know.

Thanks,

Jillian

Lucy P Bloedorn June 26, 2024 at 15:25

Jillian, thank you.

Lucy

Jillian Barden July 2, 2024 at 13:54

Hi Lucy

I am finishing up your file for the Legislative Hearing next week. Were you planning on attending the hearing? It is not required, but you can attend the hearing by phone or in person. It is scheduled for July 11 at 9:00 am.

I will be recommending your assessment to be reduced from \$293.27 to \$129.46, which is your regular monthly payment. If it is approved, you would make that payment to the city.

Jillian
Solid Waste
651-266-6101

Lucy P Bloedorn July 2, 2024 at 16:27

Jillian,

I think I'll listen in. Given that going forward I'll be paying the City, I can exhale.

Thank you.

Lucy

Lucy P Bloedorn July 2, 2024 at 16:28

Jillian,

I think I'll listen in. Given that going forward I'll be paying the City, I can exhale.

Thank you.

Lucy

Jillian Barden July 3, 2024 at 08:34

Lucy,

Sounds good. We will call you on July 11th, between 9:00 and 10:00 am.

Payments to the city will not start until April 2025, but that is right around the corner. You will still have to make a few more payments to Highland Sanitation, but it won't be long until we take over billing.

Jillian
Solid Waste
651-266-6101

Lucy P Bloedoorn July 3, 2024 at 14:10

Jillian,

Ok, in an effort to hold on to my sanity, as I pay Highland, I will email City Garbage copies of evidence from my bank showing that money was sent. If City Garbage could check to make sure Highland received my payments, I would be less stressed about all of this.

Thanks.

Lucy

Jillian Barden July 10, 2024 at 15:08

Hi Lucy

I am sending a quick note to remind you about your legislative hearing tomorrow. It is scheduled for 10am, but there are only a couple of hearings scheduled for 9am, so we might call you early, if that is ok with you.

Let me know if 10am is better, or if we can call you earlier (f time allows)

Thank you

Jillian

Lucy P Bloedoorn July 11, 2024 at 08:59

Jillian,.

Call me whenever it works for you.

Lucy

Lucy P Bloedoorn July 11, 2024 at 10:08

I'm still here, patience is my long suit.

Lucy

Jillian Barden July 11, 2024 at 10:27

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: 2024-07-11 15:19:18 UTC

Called by: Jillian Barden

Length of phone call: 7 minutes, 53 seconds

Jillian Barden July 11, 2024 at 10:33

Internal note

Called PO to tell her the assessment has been reduced

Jillian Barden July 25, 2024 at 09:42

Internal note

Request [#646654](#) "July Payment" was closed and merged into this request. Last comment in request [#646654](#):

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:** Thursday, July 25, 2024 8:22 AM **To:*** Lydia Campbell Lydia.Campbell@ci.stpaul.mn.us **Subject:**
Fwd: July Payment

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

----- Forwarded message ----- From: **Lucy Bloedoorn** lucybloedoorn@gmail.com Date: Thu, Jul 25, 2024 at 8:19 AM Subject: July Payment To: Highland Sanitation info@highlandsanitation.com

Heather,

July's payment will be made the first week in August, due to cash flow issues.

Lucy Bloedoorn

Jillian Barden August 29, 2024 at 16:12

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: 2024-08-29 21:10:17 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 57 seconds

Jillian Barden August 29, 2024 at 16:24

Hi Lucy

As I stated in the brief VM I left, I was able to get two of the four NSF charges removed from your Quarter 2 (April - June) assessment without going to a Legislative Hearing. There is a high probability the other two NSF charges will not be removed at the hearing because they are for checks written in Quarter 1 (January - March). Per the contract we have with Highland Sanitation, they are allowed to bill NSF charges from the prior quarter. They are not allowed to bill NSF charges prior to Quarter 1 2024 onto your Quarter 2 2024 bill.

It is up to you if you still want to move forward with the legislative hearing for the two remaining charges.

Because I had two charges removed, you now do not owe an assessment for Quarter 2 2024. The only garbage assessment on your property is the \$129.46 for Quarter 1 2024, which was previously \$293.27.

Let me know if you have questions.

Jillian

Lucy P Bloedoorn August 30, 2024 at 14:50

Jillian,

Thanks for making the two old payments go away.

I'm going to review my bank records and see what the situation was regarding, the Quarter 1 (January - March) payment(s). Given that I'm still somewhat confused, I'm not sure what the "prior quarter" is, in this sentence from your email "Per the contract we have with Highland Sanitation, they are allowed to bill NSF charges from the prior quarter." If Highland is asserting NSF, do they mean that my payment bounced, or that it was lost in the

mail? Stating the obvious, those two possibilities are not the same. If, according to my records, I owe Highland money, I'd like to pay that via City Assessments.

If Highland is saying that my payment(s) bounced, I would like an opportunity to present my records at a hearing. I have a JD from William Mitchell, and worked for the St. Paul City Attorney's Office while in law school, representing the PHA at administrative hearings.

I made a payment against the \$129.46 assessment, and plan to pay it off this month.

Lucy Bloedoorn

Jillian Barden August 30, 2024 at 15:26

Hi Lucy

Sorry for the confusing email. When I talked about prior quarters, what I meant to say was Highland states you wrote two bad checks in Quarter 1 2024, and they reversed the charges on February 22, 2024 (Quarter 1). They added two NSF charges to your Quarter 2 bill. Because the check was written in Quarter 1, the NSF fees are allowed to be added to the Quarter 2 bill.

Highland also states the check you wrote in Quarter 4 2023 and the check you wrote in Quarter 3 2023 were also not good. They reversed the payments February 22, 2024 (Quarter 1) and added NSF charges to your account in Quarter 2. They cannot add NSF charges from Quarter 3 2023 and Quarter 4 2023 onto your Quarter 2 2024 bill.

If you do want to attend the hearing. I can schedule it for you once the calendar opens in a few weeks. Highland is stating your checks have either bounced or come back as Account Not Found.

I hope this helped clarify things.

Jillian

Jillian Barden September 13, 2024 at 10:40

Internal note

Lucy is contesting the two remaining NSF fees for the Q1 payments that are on her Q2 bill. She was told by Tracy (HS) on March 13 the four NSF fees (\$30 each) were added to her Quarter 1 bill. The Quarter 1 billing HS provided shows the four NSF fees were applied on Feb 22 but they were not sent to the city for assessment.

Tracy (HS) stated in the March 13 email, "all unpaid balances are turned over to the City of St. Paul. We are unable to carry over balances from one billing quarter to the next."

However on June 4 Susan (HS) stated this about why her Quarter 2 bill was so high: "Her normal 3 month invoice is \$112.57 the difference is the four nsf fees at \$30 each for a total of \$120.00 added to the \$112.57. The nsf fees were not turned into the city for collection on the Q1 invoice as they weren't billed on an invoice yet to this resident."