#1939820 DECISION NEEDED: 429 Fry St - Billling/Refund Inquiry

Submitted	Received via	Requester
July 22, 2026 at 3:59 PM	Voicemail	Ian Prince - Grand Realty <ian@grandrealtymgmt.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Lydia Kopf

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.16979,44.9543	429 Fry St, Saint Paul, Minnesota, 55104	16127436796	332923410084

Billing period for Delinquent Garbage Bill Assessment
Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment
2026

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
752.16	260155	11:00

Date of LH (MM/DD/YYYY)	Rescheduled LH Date:	Other Name
08/13/2026	08/27/2026	Ian

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)	Ward	Date of CP (MM/DD/YYYY)
January 1, 2026 - March 31, 2026	Ward 1	09/16/2026

Legislative Hearing Required	Rescheduled LH Time:	Do you need an interpreter?	Project Number
Yes	11:00	No	CG26Q1B5

Service Level	Please select the reason you are contacting the solid waste team	Billing Year
96 gallons (weekly)	Billing or Assessments	2026

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Received a Legislative Hearing Notice	8854	118

Language	Language confidence	Billing Quarter	Hauler
English	High	Quarter 1 (January 1 – March 31)	FCC Environmental

Ian Prince - Grand Realty July 22, 2026 at 3:59 PM Internal note

Voicemail from +1 (612) 743-6796
Call Details:

Call from: +1 (612) 743-6796
Call to: +1 (651) 372-8578

Time of call: 2026-07-22 20:55:39 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Ian Prince - Grand Realty
Length of phone call: 4 minutes
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA341e9e460795de919626dbd6b1153d89/twilio/voicemail/recording

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system July 22, 2026 at 3:59 PM

Internal note

Call transcript:

00:03	Customer	Hello. My name is Ian. I work for Grand Realty Property Management, and, um, I've had an ongoing issue with, uh, about 13 properties that I manage. A payment went out last month and was never it was rejected, but we never got the check back, uh, sent to us. Some back and forth.
00:31	Customer	I was assured that we would not get any late fees or suffer any consequences for late payment, and we just received ratification and assessment notice for all 13 properties. So, yeah, if if somebody could call me back, (612) 743-6796 so I can hammer out the details here. Thanks.

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

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Michele Jerue July 23, 2026 at 2:04 PM

Hi Ian,
I have forwarded your email to Jillian if you have further questions please contact the Assessments office at (651) 266-8858 or email ofs-assessments@ci.stpaul.mn.us.
Thank you,

Michele

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Jillian Barden July 28, 2026 at 11:23 AM

Internal note

Outbound call to +1 (612) 743-6796
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 743-6796
Time of call: 2026-07-28 16:23:26 UTC
Called by: Jillian Barden

Length of phone call: 17 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAaf1f5654437a5ce4de4be388cc48f4e1/twilio/recording

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Jillian Barden July 28, 2026 at 11:46 AM Internal note

Outbound call to +1 (612) 743-6796
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 743-6796
Time of call: 2026-07-28 16:24:11 UTC
Called by: Jillian Barden
Length of phone call: 22 minutes, 3 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5441102568db9e39d20e30df18a41313/twilio/recording

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Jillian Barden July 28, 2026 at 12:05 PM Internal note

PO owned 429 and 423 Fry, and was sharing a Highland Dumpster between the two 3-unit buildings. The Property Manager was paying every bill sent in, so they paid Highland for dumpster service, and then paid Saint Paul for service (prop manager no longer works for company).

Cart counts reported from Highland were incorrect, should have been 0:
429 Fry carts:
Q2 2026 - 3 medium, 3 large
Q1 2026 - 3 medium, 3 large
Q4 2025 - 3 medium, 3 large **PAID $752.16**
Q3 2025 - 3 medium, 3 large, 10 bags **PAID $807.26**
Q2 2025 - 3 medium, 3 large **PAID $752.16**

423 Fry carts:
Q2 2026 - 3 medium, 3 large
Q1 2026 - 3 medium, 3 large
Q4 2025 - 3 medium, 3 large (PO sold property on Dec 12, 2025) **LEVIED**
Q3 2025 - 3 medium, 3 large **PAID $752.16**
Q2 2025 - 3 medium, 3 large **PAID $752.16**

Was billed quarterly for a 4 yard front load weekly trash service with Highland $259.55 plus taxes.

Jillian Barden July 28, 2026 at 12:09 PM Internal note

Would like to dispute Q1 2026 at 429 Fry St

Jillian Barden July 28, 2026 at 12:30 PM Internal note

City route

Jillian Barden July 29, 2026 at 4:05 PM

Hi Ian

I am still waiting for the invoice from Highland Sanitation. Let me know when you have it. Thanks!

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Ian Prince - Grand Realty July 29, 2026 at 4:27 PM

Here ya go!

https://saintpaul.zendesk.com/attachments/token/is9DMcUJwWZkhWkFpNXRk2Y3X/?name=Highland+Sanitation+429+Fry.pdf

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Jillian Barden July 30, 2026 at 10:41 AM Internal note

Spoke with Cart Supervisor directly. States there was a front load dumpster shared between the two buildings up until the last couple days. Three 96 carts were delivered last week to 429 Fry St, and 423 Fry St does not currently have carts. Setting up delivery for 423 for three 96 trash and three 96 rec per Cart Supervisor. 423 Fry St sold Dec 15, 2025

Jillian Barden August 4, 2026 at 11:23 AM Internal note

PO owned 429 and 423 Fry, and was sharing a Highland Dumpster between the two 3-unit buildings. The Property Manager was paying every bill sent in, so they paid Highland for dumpster service, and then paid Saint Paul for service (prop manager no longer works for company). PO provided HS invoice in this ticket

Spoke with Cart Supervisor directly. States there was a front load dumpster shared between the two buildings up until the last couple days. Three 96 carts were delivered last week to 429 Fry St, and 423 Fry St does not currently have carts. Setting up delivery for 423 for three 96 trash and three 96 rec per Cart Supervisor. 423 Fry St sold Dec 15, 2025

Cart counts reported from Highland were incorrect, should have been 0:
429 Fry carts:
Q2 2026 - 3 medium, 3 large
Q1 2026 - 3 medium, 3 large
Q4 2025 - 3 medium, 3 large **PAID $752.16**

Q3 2025 - 3 medium, 3 large, 10 bags **PAID $807.26**
Q2 2025 - 3 medium, 3 large **PAID $752.16**

423 Fry carts:
Q2 2026 - 3 medium, 3 large
Q1 2026 - 3 medium, 3 large
Q4 2025 - 3 medium, 3 large (PO sold property on Dec 12, 2025) **LEVIED**
Q3 2025 - 3 medium, 3 large **PAID $752.16**
Q2 2025 - 3 medium, 3 large **PAID $752.16**

Was billed quarterly for a 4 yard front load weekly trash service with Highland $259.55 plus taxes.

My Plan for 42 FRY ST:

- Remove Q1 charges at a hearing
- Remove Q2 charges normally
- Adjust Q3 charges so billing starts July 29
- Add a credit onto the Q3 2026 statement for 429 Fry for $2,311.8

My question for LYDIA:
How do I handle reimbursing the payments made for 423 FRY ST since it has now sold? They are due a refund of $1,504.32. I already confirmed with OFS that the same company has paid the invoices at 423 and 429 Fry

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Jillian Barden August 4, 2026 at 11:25 AM Internal note

edits to note above (typos/clarification):

1. both 429 and 423 had zero carts up until recently
2. my plan above is for 429 Fry (typo)

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