From: Swanson, Christopher (CI-StPaul)
To: Swanson, Carla M (MNIT)
Cc: Kirby, Joseph (CI-StPaul); "Bob & Annette (bandakane@q.com)"
Subject: RE: UnOccupied Dwelling - 561 Front Ave
Date: Tuesday, August 6, 2019 5:29:29 PM
Attachments: image001.png
image002.png
image003.png
image004.png

Hi Carla,

Here is the history on the account.

The 1/2/2019 bill is the only billing that was paid in full on this account in the amount of $166.42
The 4/5/2019 billing was never paid for and was tax rolled in the amount of $174.74. It appears that neither of the occupants of the duplex paid this bill. ADS has not been sending individual bills to each unit. That is not how our billing system works.
The 7/5/2019 billing was never paid for in the amount of $6.28 (the received vacant credit on this billing that is why the amount is low) we have the vacancy so they were given a 2 month credit on one cart and billed 3 months for 1 cart.

It would seem that unless your tenants have any record of paying ADS during Q2 2019 the amount is still due.

Feel free to send me an email if you have additional questions.

Chris

From: Swanson, Carla M (MNIT) [mailto:carla.swanson@state.mn.us]
Sent: Tuesday, August 6, 2019 3:22 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Kirby, Joseph (CI-StPaul) <Joseph.Kirby@ci.stpaul.mn.us>; 'Bob & Annette (bandakane@q.com)' <bandakane@q.com>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

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

Good Afternoon.

Just checking to see if you heard back from ADS on the payment history.

Let me know.

Thanks!

Carla

From: Swanson, Christopher (CI-StPaul) [mailto:Christopher.Swanson@ci.stpaul.mn.us]
Sent: Friday, August 02, 2019 12:21 PM
To: Swanson, Carla M (MNIT) <carla.swanson@state.mn.us>
Cc: Kirby, Joseph (CI-StPaul) <Joseph.Kirby@ci.stpaul.mn.us>; 'Bob & Annette (bandakane@q.com)' <bandakane@q.com>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

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Hi Carla,

We are looking into the payment history for this property.

I understand the billing history perfectly. This is a duplex. As such, its need two have two carts at the property. There was a 65 gallon cart and 32 gallon cart at the property. Mr. Kane called in at the start of Q2 2019 to get one of the units set up as vacant. He was informed that because we were in a billing quarter he would need to pay the full amount, and a credit would appear on the next bill. From the amount sent to the city it looks like nothing was paid in Q2 2019. That outstanding amount was turned over to the city. I am still waiting to hear back from ADS on payment history during Q2.

Once I hear back from Advanced I will check in on what I found.

Chris

From: Swanson, Carla M (MNIT) [mailto:carla.swanson@state.mn.us]
Sent: Friday, August 2, 2019 12:11 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Kirby, Joseph (CI-StPaul) <Joseph.Kirby@ci.stpaul.mn.us>; 'Bob & Annette (bandakane@q.com)' <bandakane@q.com>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

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

Hopefully someone can get back to me by 1 ish, I will be out of the office at 1:30pm and would like to do the pay on line prior to leaving today.

As I had mentioned to Joe, I think you guys really need to look at the records for both 561 and 563, because I think there is some confusion on the Cities part.

Thanks!

Carla

From: Swanson, Carla M (MNIT)
Sent: Friday, August 02, 2019 11:50 AM
To: 'Swanson, Christopher (CI-StPaul)' <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Kirby, Joseph (CI-StPaul) <Joseph.Kirby@ci.stpaul.mn.us>; Bob & Annette (bandakane@q.com) <bandakane@q.com>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

Hi!

For as many years as I can think of there was 1 small garbage can and 1 recycle bin. Then City did there thing, so for Q2 there should only be a small container. 563 has the large container and he is/has been being billed. This residence is a duplex. 561 is unoccupied. Should be easy to figure out.

So if I pay this ridiculous bill, and next quarter is probably out now, we need to have a refund returned to us, NOT credited because we don't live there. Hopefully house will be sold soon and I will never have to deal with this kind of situation again.

Are we in agreement with this:

You have to charge us like 2 weeks for a small container and we will be reimbursed the remainder?

Just seems so ridiculous for us to send you a check for $174.74 when you are going to be sending us one back for almost just as much……

How about you figure out what is actually owed for 1 small container and I pay that amount?

Let me know.

Thanks!

Carla

From: Swanson, Christopher (CI-StPaul) [mailto:Christopher.Swanson@ci.stpaul.mn.us]
Sent: Friday, August 02, 2019 11:22 AM
To: Swanson, Carla M (MNIT) <carla.swanson@state.mn.us>
Cc: Kirby, Joseph (CI-StPaul) <Joseph.Kirby@ci.stpaul.mn.us>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

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> Operations Center.

Hi Carla,

Hope you are doing well. The $174.74 is the cost for a 65 gallon cart and a small cart plus one late fee. That is the itemized amount. It would appear that there was no payment made on the accounts in Q2 2019. There should be a credit on the account on Q3 for when the vacancy was set up.

I will follow up with Advanced to see if there were any payments made on these accounts in Q2 2019.

Chris

From: Swanson, Carla M (MNIT) [mailto:carla.swanson@state.mn.us]
Sent: Tuesday, July 30, 2019 8:18 AM
To: *CI-StPaul_Garbage <Garbage@ci.stpaul.mn.us>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

Good morning!

The 1st floor renter was Mary Costilla. Mary moved out 03/30/19. See Attached. Because we didn't know we had to "do" paperwork to get this cleared, it is dated as such. There had been no garage for 561 to collect.

563 Front is listed in Louis Costilla's name and should be paid in full.

I can't supply copies of payment since it wasn't in our name, it was in the renters.

The attached bill for $174.74 is ridiculous. The City, Garbage collectors really should take this in to consideration…….

561 Front has been vacant since 04/01/19 and no garbage has been collected, so I totally don't understand why there is a bill???

Thanks!

Carla

From: *CI-StPaul_Garbage [mailto:Garbage@ci.stpaul.mn.us]
Sent: Tuesday, July 30, 2019 8:05 AM
To: Swanson, Carla M (MNIT) <carla.swanson@state.mn.us>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

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Good Morning,

My apologies for the tardiness of this response and for any frustration this or the billing situation has caused you.

I looked into this further and noticed that the vacancy for the lower level residential dwelling unit was reported to the city on 04/03 which is after the 2nd quarter began. Because of this, both bills for each cart would need to have been paid for Q2 and a partial credit for the months of May and June would be applied to the Q3 bill for the small weekly cart that remained active as the upper residential dwelling unit is reported as still occupied. Do you know how much the 2nd quarter payment was made for and when it cleared your bank account? If the payment for both carts was made and it cleared your bank account for 04/30 all I would need is a proof of payment, this could be screen shot of either your bank/credit union transaction log or the ADS payment log. This proof would need to clearly show the date that it cleared, the amount it was made for and the payee if it is your bank/CU transaction log. With this being said, you should not have received a bill for the medium cart for the 3rd quarter though, if you did please let me know and I can submit a complaint to have the hauler rescind this and contact you when it is completed.

If you have other questions or concerns regarding the garbage collection program, please don't hesitate to contact us.

Again, my apologies for any frustration this has caused and I hope you have a good day.

Respectfully,

Joe Kirby
Customer Service Representative
Saint Paul Public Works
1500 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-6103
F: 651-266-6222
joseph.kirby@ci.stpaul.mn.us

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From: Swanson, Carla M (MNIT) [mailto:carla.swanson@state.mn.us]
Sent: Thursday, July 25, 2019 6:42 AM
To: *CI-StPaul_Garbage <Garbage@ci.stpaul.mn.us>

Subject: RE: UnOccupied Dwelling - 561 Front Ave

Good morning!

I received the attached Garbage Bill, apparently in error….. 561 has been vacant since April 1st, there is no garbage and hasn't been any garbage since before April 1st.

Can you PLEASE update the record and straighten out billing for 561 Front. Send me a confirmation email or letter when completed.

561-563 Front Ave (Duplex) is for sale. Thought it was sold, but ended up back on the market Tuesday July 23rd. Once house is sold, I'm sure there will be another occupant in 561 Front Ave. Until then, there is no one there.

Please let me know when you have completed updating all records and parties that need to do something regarding billing.

Thanks!!

Carla Swanson
(651)343-2931

From: *CI-StPaul_Garbage [mailto:Garbage@ci.stpaul.mn.us]
Sent: Friday, April 19, 2019 11:53 AM
To: Swanson, Carla M (MNIT) <carla.swanson@state.mn.us>
Subject: RE: UnOccupied Dwelling - 561 Front Ave

Good Morning Carla,

Thank you sending the completed UDRF to us, your time is appreciated.

We have processed the form and applied the vacancy designation to the property.

If there is anything else I may be able to assist you with regarding the garbage collection program please don't hesitate to contact me.

Again, thank you for your time and I hope you have a good day.

Respectfully,

Joe Kirby
Customer Service Representative
Saint Paul Public Works
1500 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-6103

F: 651-266-6222
joseph.kirby@ci.stpaul.mn.us

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From: Swanson, Carla M (MNIT) [mailto:carla.swanson@state.mn.us]
Sent: Wednesday, April 17, 2019 1:55 PM
To: *CI-StPaul_Garbage <Garbage@ci.stpaul.mn.us>
Subject: UnOccupied Dwelling - 561 Front Ave

Good Afternoon,

Regarding UnOccupied Dwelling – 561 Front Ave, St. Paul MN 55117, Unit 1 – 1st floor.

Thanks!

Carla Swanson

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