

Type of Complaint

Issue

Did the caller talk to their hauler prior to making this complaint?

Date Email sent

The owner reported that they have been working with HS since the beginning of the program to have the small weekly cart that was assigned to their property delivered. The owner reported that they have been told multiple times that the small weekly cart will be delivered but this has not occurred. The owner also reported that they have been paying for the small weekly cart since the beginning of the program as well. Please have a supervisor or manager call the resident back to discuss when their small weekly cart will be delivered as well as discuss their request to have a credit applied to their account for the payments they have made on the small weekly cart.

Action Needed from Hauler

7/9/2019

7/9/2019

Date Email confirmed

We have talked to them on 10/10/18, 10/28/18 and 4/19/19 about questions in regard to their compost service. On 7/8/19 Mrs. Griffith talked to one of our customer service reps and told her they have called multiple time and sent letters in regard to their 35 gallon cart. This is to inform the City that I handle all of the emails and letters and they have not sent any letter/email in regard to the 35 gallon. We have already scheduled a 35 gallon to be delivered on Thursday, July 11, 2019. We will not be issuing any credits for this "missing" 35 gallon cart. "466 PORTLAND AVE SAINT PAUL MN 55102 35 Alley delivery unsuccessful OWNER REFUSED

466 PORTLAND AVE SAINT PAUL MN 55102 180906081516000918822003 00918822003 64 Alley delivery completed"
This is a duplex and was billed correctly. When she called to say she only had one cart, we immediately delivered the second cart to her and I told her I would look into it. She does not want to pay for the 2nd cart that she was supposed to have gotten. I don't feel refusing to receive a cart is an acceptable reason to not have to pay the full bill from the start of the program.

Date Resolved
resolved notes

7/10/2019