

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, April 13, 2020 4:07 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)
Subject: RE: FW: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

Ok. Thank you for clarifying Mary. I will let the property owner know.



Clare Pillsbury
Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-8862
F: 651-266-6222
Clare.Pillsbury@ci.stpaul.mn.us

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 13, 2020 3:54 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,
Please see update below from Mary.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, April 13, 2020 3:39 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

What is noted by Clare is pretty much what I indicated in my notes.

That basically no one had bothered to call in to either cancel or set up a new account until Nov 2019 and since by that time we had sent five billings to the city for certification and the 5th one was actually for 4th Qtr 2020 where they had called to get \$19.90 in late fees credit off and then never paid that quarter.

Either I or customer service changed the name on the account from Kevin Burke to Erik and Elisabeth Olson – since they had purchased this property in July 2018 and all the balances were theirs anyway.

Just an FYI – Kevin Burke had an old WM account that was canceled with us 7.14.2018 since he moved to VH.

Then Elisabeth set up a WM account on 7.15.2018- which we canceled 9.30.18 due to the consortium.

The consortium account was set up as Kevin Burke since we didn't know any different and the account was then changed to the Olson's in November 2019.

Again what is the real issue – they owe the balances..

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Monday, April 13, 2020 3:24 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

Mary,

Please see information below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Monday, April 13, 2020 3:16 PM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mary,

Thank you for the information. I don't know if you got a chance to see my update but I did speak with the property owner further and she told me that following information:

The property owner stated that she was informed by a CSR supervisor that after the property sale, there was both online account for the current owners of 1046 Desoto, as well as a separate account for the previous owner of 1046 Desoto Street. This meant that the invoices and notices and nonpayment were sent to the previous owners mailing address. It appears as though the accounts were merged on 11/13/2019 when the current owners called in about the issue.

Can you verify this? It seems strange but perhaps the current property owners misunderstood the explanation?

Thank you!

Clare Pillsbury



Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 13, 2020 12:06 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Mary.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, April 13, 2020 11:45 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

So they actually purchased this home from Kevin Burke back in July 2018 and Elisabeth had set up a trash account with WM as of 7.15.2018 which we then canceled as of 9.30.18.

I'm assuming the new account for the City of St Paul was set up in Kevin Burke's name – because of the timing of the city running their information and WM setting up the new accounts. The first invoice to go out in Mid-September went to Kevin Burke's new mailing address in Vadnais Heights and when an agent got their invoice back with a change of address on it – the agent just changed the billing address from 1046 Desoto St to the new VH address.

Since Kevin had never called in to cancel his account the next several billings were mailed to him. It wasn't until 10.14.2019 that Kevin finally called in and stated he had sold this property in July 2018 – he must have given the agent their name so the account was put into the Olson's name.

Around 11.13.19 the Olson's must have figured out what was wrong so they called customer service to get a late charge removed from the 10.5.19 billing (for the month of Oct and they never paid that invoice – although I'm pretty sure the agent would have told them what to pay for that billing) and the late charges billed on the 3rd Qtr assessment removed. So when we billed for 1.5.20 and 4.5.20 they got those invoices and have paid us.

So what do they want ? Since they had an account with us for two months and got an invoice and then all of sudden you weren't getting any invoices from us or any other hauler for four to five billings you never thought to check into further. Obviously we had been servicing their trash every week – I only see one missed service call and that was in late Nov 2019.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 10, 2020 11:02 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

Mary,
Please see information and request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, April 10, 2020 9:59 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1046 DESOTO ST- (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1046 DESOTO ST (PID: 292922240050)
Property Owner: Olson, Erik And Elisabeth
Phone Number or Email: 224-238-1638; erikandbet@gmail.com
Pending Assessment Amount: \$90.39
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that For an entire year Waste Management was not sending the bills to their mailing address. They were going to the previous owners and their mailing address. Therefore they stated that they had zero balance for a year on their account and assumed all of the assessments notices they received were their garbage bills.

Please confirm the mailing addresses that Waste Management had for the address from Q1 2019 – Q1 2020, as well as that the current mailing address has been corrected to reflect the Primary Tax Address of "1046 Desoto Street." Please also send documentation of any communication between Waste Management and the current property owners from Q1 2019 – Q1 2020. Did anyone reach out after the sale of the property in 2019 to update the mailing address with Waste Management?

Thank you!



Clare Pillsbury

Management Assistant I

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