

Clare Pillsbury

From: grevering.sph@gmail.com
Sent: Friday, March 24, 2023 9:17 PM
To: Support (Zendesk)
Cc: Clare Pillsbury
Subject: FW: FW: FW: FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

Please see WM update.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, March 24, 2023 3:13 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Yes remove the 4th Qtr Assessment of \$122.78

Thanks
MP

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, March 24, 2023 2:57 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,
Please see question from Clare.

Greg Revering

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Friday, March 24, 2023 2:15 PM

To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: Re: FW: FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you for keeping me in the loop Greg. Is Mary asking me to remove the full assessed amount for Q4 2022? Its hard to follow the email train with all the back and forths.

Best,

Clare Pillsbury

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

On Fri, March 24 at 13:52, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, March 24, 2023 1:32 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

I had gotten this and I sent it over to CE to handle - I don't take payments

MP

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, March 24, 2023 1:13 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see resident information.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Mary Dolan <mdolanchaska@gmail.com>
Sent: Friday, March 24, 2023 12:43 PM
To: Patch, Mary <mpatch@wm.com>
Cc: grevering.sph@gmail.com
Subject: Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

I'll pay the balance for 1-1-23 through 3-31-23 with a credit card. Please credit off the \$122.78. I greatly appreciate your help on this. You can call me at 952-456-2501 for my credit card info or provide me your number and I'll leave you a voice mail with the information.

Thank you Mary.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Mar 24, 2023, at 6:27 AM, Patch, Mary <mpatch@wm.com> wrote:

That balance of \$128.05 is not an assessment – that is what is owed for service from 1.1.23 to 3.31.23.

We sent a balance of \$122.78 to the city/county for certification on 1.5.23 – that is what was billed for Oct to Dec 2022.

That is the balance the county hearing will be on.

I can reverse the \$122.78 and the city can do the same on their end.

But we need a payment of \$128.05 by 3.31.23 otherwise that balance will get to collections as of 4.5.23

Thanks

Mary Patch

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

Sent: Thursday, March 23, 2023 11:27 AM

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

Subject: [EXTERNAL] FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see more information.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Mary Dolan <mdolanchaska@gmail.com>

Sent: Thursday, March 23, 2023 10:38 AM

To: grevering.sph@gmail.com

Subject: Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

One more thought...Waste Management wasn't doing anything during the time the house was vacant. We didn't have the garbage cans out so they were never stopping at our home. No services were provided so we shouldn't have to pay.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Mar 22, 2023, at 10:46 AM, Mary Dolan <mdolanchaska@gmail.com> wrote:

Hi Greg:

I received a notice of a potential assessment because of the unpaid garbage bill. We cannot attend the hearing as we are in Arizona. Can you please credit the invoice because of the lack of communication from the city regarding the charges? I couldn't pay because I wasn't aware of the charges. I think this is the fair way to handle it.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Mar 16, 2023, at 1:16 PM, Mary Dolan <mdolanchaska@gmail.com> wrote:

I understand WM position but I was never informed the hold was removed and I never got an invoice to notify me the hold was lifted. Had I known I would have put it back on hold again. I shouldn't be held accountable for something I wasn't aware of.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Mar 16, 2023, at 9:06 AM, grevering.sph@gmail.com wrote:

Mary,

Please see information from WM.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, March 16, 2023 10:43 AM
To: 'Greg Revering' <grevering.sph@gmail.com>
Subject: RE: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

I have told her and the city that I stopped the service when WM got the first notification which was as of 11.6.21 and restart as of 5.1.22.

If she needed to extend the hold – she never informed us of that.

She contacted us in early February to state she had renters.

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, March 16, 2023 10:22 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see information and request below.

Sent from my iPhone

Begin forwarded message:

From: Mary Dolan <mdolanchaska@gmail.com>
Date: March 16, 2023 at 10:04:30 AM CDT
To: grevering.sph@gmail.com

Subject: Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Hi Greg:

I received another notice for the \$128.05 that was incorrectly billed to me for garbage. Account #500-412338. I put the garbage on hold because the home was vacant for 15 months. The garbage cans were not even out for them to empty. Tenants moved in on 1-20-23. Please remove the \$128.05 from my account. Thank you for your help.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Feb 20, 2023, at 12:20 PM, Mary Dolan <mdolanchaska@gmail.com> wrote:

Hi Greg:

Mary Patch has not resolved my issue. I wasn't getting any invoice and was not informed the vacation hold had an end date. I'd like the current St Paul invoice to be credited as I wasn't made aware of the change in the vacation hold status.

I'd appreciate your help in making this happen. Thank you.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>

Date: February 20, 2023 at 11:08:56 AM MST

To: Mary Dolan <mdolanchaska@gmail.com>

Subject: RE: Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

I won't be crediting the invoice and in the future please contact customer service.

Mary Patch

From: Mary Dolan <mdolanchaska@gmail.com>
Sent: Friday, February 17, 2023 5:46 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

The person I spoke to when putting the account on vacation hold didn't say anything about an end date. I'd really appreciate it if you could credit the invoice. Thank you for your help and understanding.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Feb 17, 2023, at 9:29 AM, Patch, Mary <mpatch@wm.com> wrote:

You could have checked out the City Website under St Paul Public Works - it explains everything you need to know on that.

Mary Patch

From: Mary Dolan <mdolanchaska@gmail.com>
Sent: Friday, February 17, 2023 10:16 AM
To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

We weren't remodeling. We were trying to sell the property. Nobody informed me there was an end date to the hold. I thought once it sold or someone moved in we would inform the city of the change. Had I known there was an end date, I would have extended it until it was occupied.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Feb 16, 2023, at 7:28 AM, Patch, Mary <mpatch@wm.com> wrote:

You filled out a vacation form - which customer service honors for six months if you give no end date.

If you were remodeling then you should have filled out a vacancy form with the city

Mary Patch

From: Mary Dolan <mdolanchaska@gmail.com>

Sent: Wednesday, February 15, 2023 9:25 PM

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

Subject: [EXTERNAL] Re: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

I didn't put an end date on the hold as the house was vacant and was going to start it up again when people moved in or we sold it. Our new tenants moved in 1-20-23.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Feb 15, 2023, at 2:06 PM, Patch, Mary <mpatch@wm.com> wrote:

I show this on your account VAC HOLD 11012021-05012022 – you were given credit for that in early 2022

I don't see any other hold request after that date.

Mary Patch

From: Mary Dolan <mdolanchaska@gmail.com>

Sent: Wednesday, February 15, 2023 1:36 PM

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

Subject: Re: [EXTERNAL] FW: FW: FW: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you. I also had inquired on eliminating an invoice I received for garbage service assessment. I had put the service on hold as the property was vacant until 1-20-23. Please confirm you will credit off the amount from my account. I never was notified the hold was cancelled.

Mary Dolan

Mdolanchaska@gmail.com

952-456-2501

Sent from my iPhone

On Feb 14, 2023, at 1:56 PM, Patch, Mary <mpatch@wm.com> wrote:

Mary, the City wanted me to notify you that the mailing address on your account for the property at 1074 Euclid St has been updated

This is what we now have on the account

Billed To: 500-412338

DOLAN PROPERTY MANAGEMENT LLC

3204 LANDON CT

CHASKA MN 55318-4592

Mary Patch

WM Municipal Sales Coordinator

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

Sent: Tuesday, February 14, 2023 10:10 AM

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

Subject: [EXTERNAL] FW: FW: FW: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, February 14, 2023 9:52 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Mary. Please update the primary name and mailing address on the account to reflect Ramsey County records (see link below). Once this has been done, please notify both us and the property owner.

<https://beacon.schneidercorp.com/application.aspx?AppID=959&LayerID=18852&PageTypeID=4&PageID=8397&Q=2003571304&KeyValue=332922420092>

Best,

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Mon, February 13 at 16:37, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, February 13, 2023 3:55 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

The address got changed back in March 2020 because the renter wanted the account in his name

So the agent changed it.

03/10/2020 09:04:46 AMEURETT BILLING NAME CHANGED FROM DOLAN
PROPERTY

MANAGEMENT LLC TO DANG, BINH

03/10/2020 09:04:46 AMEURETT BILLING HOUSE CHANGED FROM 3204 TO
1074

03/10/2020 09:04:46 AMEURETT BILLING STREET CHANGED FROM LONDON
CT TO EUCLID ST

03/10/2020 09:04:46 AMEURETT BILLING CITY CHANGED FROM CHASKA TO

SAINT PAUL

He moved out and the mailing address never got changed the name on the account did

01/24/2022 14:51:51 FJUAREZ1 BILLING NAME CHANGED FROM DANG, BINH

TO DOLAN PROPERTY MANAGEMENT LLC

01/24/2022 14:51:53 FJUAREZ1

CHANGED BILLING NAME DANG, BINH CI AND SAID HE NO LONGER LIVES THERE AND

DOESNT WANT IT IN HS NAME

Here is a note from last Friday – owner I would assume Mary Dolan called to add the renters names to the account but said nothing about changing the mailing address to Chaska

02/10/2023 13:45:33 RMARTI17

OWNER CALLED TO ADDED RENTERS NAME

Mary Patch

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

Sent: Monday, February 13, 2023 10:04 AM

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

Subject: [EXTERNAL] FW: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see question from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, February 13, 2023 8:59 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: Fwd: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Mary.

According to our records, the mailing address listed for this property has always been 3204 Landon Ct, Chaska MN 55318-4592 (at least since the start of the program). Are there any records of the property owner calling to update the mailing address to 1074 Euclid Ave?

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Sat, February 11 at 7:44, Consortium wrote:

Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: February 10, 2023 at 4:16:58 PM CST
To: grevering.sph@gmail.com
Subject: **RE: FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry**

We have been mailing the invoices to 1074 Euclid St St Paul.

She didn't get 3rd Qtr 2022 either or 1st Qtr 2023 probably since that hasn't been paid yet.

If the mailing address changed she should have called CE to update it.

4th Qtr 2022 – 96 gal trash service, taxes and 3 finance charges.

10/05/22	MISC TAX	INV T1A	7.56	7.56
10/05/22	MISC TAX	INV T1I	21.71	29.27
10/05/22		INV 06A	77.52	106.79
10/31/22	FIN CHRG	FIN LPR	5.33	112.12
11/30/22	FIN CHRG	FIN LPR	5.33	117.45
12/30/22	FIN CHRG	FIN LPR	5.33	122.78

01/05/23 ST PAUL BAL PMT ICR 122.78 .00

1st Qtr 2023 – 96 gal trash service, taxes and 1 finance charge.

01/05/23 MISC TAX INV T1A 8.24 8.24

01/05/23 MISC TAX INV T1I 23.66 31.90

01/05/23 INV 06A 84.51 116.41

01/31/23 FIN CHRG FIN LPR 5.82 122.23

Mary Patch

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

Sent: Friday, February 10, 2023 3:50 PM

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

Subject: [EXTERNAL] FW: 1074 Euclid St, Saint Paul, Minnesota, 55106 -
(Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Friday, February 10, 2023 3:38 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1074 Euclid St, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1074 Euclid St, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 18804

Ticket Requester: Mary Dolan

Ticket Requester Email: (if available) mdolanchaska@gmail.com

Ticket Request Phone Number: (if available) +19524562501

Property ID #: 332922420092

Property Address: 1074 Euclid St, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$122.78

Hauler: Waste Management

Ticket Comments: Property owner stated that they never received their Q4 2022 invoice. **Please confirm current mailing address and provide the following information for Q4 2021 - Q1 2023:**

1. Any vacancies/service holds
2. Itemized breakdown of invoice

3. Payment history
4. Contact with property owner

Thank you,

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Recycling is a good thing. Please recycle any printed emails.