

#23019 1391 Pleasant Ave - Q4 2022 Assessment Inquiry

Submitted April 24, 2023 at 19:38
Received via Closed Ticket
Requester Gina Hiveley <hiveleyg@msn.com>

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Status category	Ticket status	Priority	Group	Assignee	Ticket status
On-hold	On-hold	Normal	PW - Garbage	Clare Pillsbury	On-hold

Assessment No.	Property ID Number	Latitude/Longitude
230105	112823330137	-93.05288,44.90923

Location	Other Name	Garbage Hauler
1391 Pleasant Ave, South Saint Paul, Minnesota, 55075	Gina Hiveley	Waste Management

Rescheduled LH Date: 5/1/2023
Have you contacted your hauler about this garbage bill before? Yes

Staff Comments

Staff confirmed with Waste Management that the \$69.84 was applied to a different account not associated with the property owner. As of April 26, 2023 this amount has been credited to the property owner's account and will be applied to their next invoice. While staff cannot recommend removing the assessment in full, they do recommend removing the late fees \$10.47 since the property owner did send the payment on time. This would reduce the assessment to the original invoiced amount of \$69.84.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	5/24/2023

Total amount due for Delinquent Garbage Bill Assessment	Relationship to Complaint/Inquiry
80.31	Owner

Legislative Hearing Required	Other Telephone	Rescheduled LH Time:	Date of LH (MM/DD/YYYY)
Yes	16512701119	3:00 PM	4/6/2023

Other Email

hiveleyg@msn.com

Stated Reason for Appeal (if given)

Property owner states that Waste Management cashed check #11436 for \$263.00 back in October that the property owner sent as payment for her Q4 2022 invoices for both 1391 Pleasant Ave (\$69.84) and 698 Randolph Ave (\$196.16). This was indicated by the fact that they included the payment stubs for both invoices in the same envelope with the check. However, they started to receive notices of nonpayment for 1391 Pleasant Ave. The property owner then called Waste Management and was told that the account for 698 Randolph got credited for the invoiced amount of \$196.16. However, Waste Management stated that they never received any payments for \$263.00. Therefore, the property owner wants to know what happened to the \$69.84 that was supposed to cover the invoice for 1391 Pleasant Ave.

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

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 4 (October - December)	9:00 AM

Gina Hiveley April 24, 2023 at 19:38

This is a follow-up to your previous request [#21943](#) "1391 Pleasant Ave- Q4 2022 ..."

Clare,

Sorry for not replying right away I have had some health issues and was not able to get the information together right away. Here is the information you asked for and the proof that we have over paid Waste Management and Proof that they cashed a check that was for over the amount owed on the account and never applied the additional money to the account it was suppose to be applied to.

On 10/17/22 I sent check [#11436](#) into Waste Management for \$263.00. The envelope included the payment stubs for 1391 Pleasant Ave. and our other property at 698 Randolph Ave.

We started to receive notices that we had not paid our bill for 1391 Pleasant Ave. I called and explained to them that they had cashed the check and credited 698 Randolph and not Pleasant. Randolph was \$196.16 and Pleasant was \$69.84. Which is a total of \$263.00. They had credited the Randolph bill for \$196.16 but said they never received \$263. (The check was cashed, where was the \$69.84?) I called multiple times and got nowhere.

We got another statement that said we either pay or they were turning it in for assessment. We called again on 1/22/23 and were told if we paid \$74.34 (Discover bill) we would not be turned in for assessment or have to pay any fees.

So here we are turned in for assessment with no credit for either the Check payment of \$69.84 or the Discover payment of \$74.34 and now a assessment on our taxes with fees included in this.

Thank you for your help in this matter. If you have any further questions please feel free to contact me by phone. 651-270-1119

Gina Hiveley

Clare Pillsbury April 25, 2023 at 09:58

Thank you for all the information you send over Gina. This is really helpful! I have submitted an inquiry to Waste Management with this information. I will let you know once I hear back from them. It should only be a couple days. In the meantime, please let me know if you have any additional questions or concerns.

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>

Clare Pillsbury April 26, 2023 at 15:20

Internal note

Outbound call to +1 (651) 270-1119

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 270-1119

Time of call: 2023-04-26 20:17:37 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 57 seconds

Clare Pillsbury April 26, 2023 at 15:25

Internal note

Staff called property owner to inform them of their recommendation. It appears as though the \$69.84 was applied to another account with Waste Management. As of April 26, 2023 this amount has been credited to the property owner's account and will be applied to their next invoice. While staff cannot recommend removing the assessment in full, they do recommend removing the late fees since the property owner did send the payment on time. Property owner agreed with the recommendation.

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