

#21266 666 Van Buren Ave - 2022 Q4 Assessment Inquiry

Submitted March 21, 2023 at 13:59
Received via Voicemail
Requester Lau To <ttang@farmersagent.com>

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

Property ID Number 352923110093
Latitude/Longitude -93.12826,44.96191
Project No. 230106

Location 666 Van Buren Ave, Saint Paul, Minnesota, 55104
Other Name Lau To
Garbage Hauler Republic Services

Staff Comments

Republic Services was unable to find the payment that was submitted. However, they requested that staff remove the assessment. Therefore, staff recommends removing the assessment.

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

Total amount due for Delinquent Garbage Bill Assessment 111.05
Legislative Hearing Required Yes

Other Telephone 6514136624
Date of LH (MM/DD/YYYY) 4/6/2023
Other Email ttang@farmersagent.com

Stated Reason for Appeal (if given)

Property owner stated that they paid their bill in October 2022 and provided a bank statement as proof of payment.

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 Quarter 4 (October - December)
Time of LH 10:00 AM

Lau To March 21, 2023 at 13:59

Internal note

Voicemail from +1 (612) 501-3615

Call Details

Call from: +1 (612) 501-3615
 Call to: +1 (651) 413-6624
 Time of call: 2023-03-21 18:27:53 UTC
 Location: Minneapolis, Minnesota, United States
 Length of phone call: 1 minute, 43 seconds

Lydia Campbell March 21, 2023 at 14:17

Internal note

Outbound call to +1 (612) 501-3615

Call Details

Call from: +1 (651) 413-6624
 Call to: +1 (612) 501-3615
 Time of call: 2023-03-21 19:08:49 UTC
 Called by: Lydia Campbell
 Length of phone call: 8 minutes, 38 seconds

Lydia Campbell March 21, 2023 at 14:21

Internal note

Outbound call to +1 (612) 501-3615

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 501-3615

Time of call: 2023-03-21 19:19:36 UTC

Called by: Lydia Campbell

Length of phone call: 1 minute, 41 seconds

Lydia Campbell March 21, 2023 at 14:25

Internal note

PO states that they received the City Council Public Hearing Notice. Says that they paid their garbage bill in Oct 2022 and sent proof of payment to the legislative hearing office via email. He had multiple tickets about this issue spread over different users. I have combined the users.

This phone number is better to use than the other one listed. (651) 413-6624

Lydia Campbell March 21, 2023 at 14:28

Internal note

WRONG NUMBER! Meant to say, use: (612) 501-3615

Lydia Campbell March 21, 2023 at 14:30

Internal note

See Ticket [#18037](#) for additional details

Lydia Campbell March 21, 2023 at 14:54

Internal note

See Ticket [#21276](#) for proof of payment attachment

Clare Pillsbury March 21, 2023 at 16:07

Internal note

Attaching proof of payment to ticket.

Clare Pillsbury March 23, 2023 at 10:18

Internal note

Outbound call to +1 (612) 501-3615

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 501-3615

Time of call: 2023-03-23 15:16:25 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 31 seconds

Clare Pillsbury March 23, 2023 at 10:36

Hello Lau,

I just left you a voicemail but wanted to follow up with an email regarding your Oct - Dec garbage assessment. I sent proof of the payment you submitted in October to Republic Services. They reported that they did not have record of the payment but requested that the City remove the assessed amount, which I will do. The only issue is that I have to recommend removal of the assessment to City Council, so it may take some time to see the assessed amount fully removed. However, once I make the recommendation to Council to remove the assessment in April, I will send you a letter notifying you that the assessment will be removed shortly. If you have any questions or concern, please let me know.

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>

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