

From: [Lydia \(Public Works Garbage\)](#)
To: [Joanna Zimny](#)
Subject: 1322 Eleanor Ave - Garbage Bulky Item Request
Date: Monday, July 3, 2023 12:37:35 PM

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

Hi Joanna,

Below is the verbatim response from Waste Management. In summary, I understand it to mean:

- 3/9 - Requested Pickup
- 3/14 - Pickup scheduled
- 4/27- Requested again
- 5/9- Scheduled again

Waste Management customer service staff can find no notes on why it didn't happen.

City Garbage staff have no record of having spoken to this PO.

Tickets on her account & notes on her account - there are no notes on the account stating why we couldn't get it picked up in March. No notes stating there was an issue with getting it picked up in May .

03/09/2023 08:48:53 DWHITE30

LIVE CHAT VIA KAREN TUERK, SCHED SOFA. SHE HAS 3TL BIWEEKLY SVC. PER SOSO, TWO BLK ITEMS PER CALENDAR YEAR.

*03/09/2023 08:51:18 DWHITE30 CREATED BLK TICKET 419722 FOR 03/14/2023
419722 7RWAL*

3/14/23 8:50 BLK COM BULK PICKUP REL

please remove one sofa, thank you

04/27/2023 15:07:35 VDULIN

*KAREN CALLED IN TO RESCHEDULE PICKUP FOR COUCH DUE TO IT NOT BEING
GOTTEN LAST MONTH*

486199 7BDUG

5/09/23 15:05 BLK COM BULK PICKUP REL

pick up couch

previous pickup was not fulfilled - this counts as her first free pickup

From: Lydia Campbell

Date: Fri, Jun 30, 2023 at 5:17 pm

Request from City Legislative Hearing Office for a record of bulky item requests/contact from PO

at 1322 Eleanor Ave. PO states that they called in March with the request couch pickup and it wasn't completed. PO states that they then called again and it once again wasn't completed. Please provide.

From: **Zimny, Joanna (CI-StPaul)**

Date: Fri, Jun 30, 2023 at 12:49 pm

Sorry, forgot to indicate it was a couch pickup.

Joanna

From: **Zimny, Joanna (CI-StPaul)**

Date: Fri, Jun 30, 2023 at 12:45 pm

Hi staff,

Hoping you can put an inquiry into the hauler about their records for bulky item pickup for 1322 Eleanor (Karen Teurk). She apparently called in March for this, hauler didn't do it, called again, still didn't get done. Then got done by the City. Could you request records from February through June for this property? Hearing isn't until 7/18, so not a huge hurry.

Appreciate it, as always!

Joanna



Joanna Zimny

Legislative Hearing Executive Assistant

Legislative Hearing Office

Pronouns: she/her/hers

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