

#21434 723 6TH ST E ST PAUL - Q4 2022 Assessment Inquiry

Submitted March 23, 2023 at 14:05
Received via Voicemail
Requester Baldermar Balderrama

CCs

Clare Pillsbury <clare.pillsbury@ci.stpaul.mn.us>

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

| Assessment No. | Property ID Number | Latitude/Longitude |
|----------------|--------------------|--------------------|
| 230107 | 322922140014 | -93.07059,44.95849 |

| Location | Other Name | Garbage Hauler |
|--|----------------------|------------------|
| 723 6th St E, Saint Paul, Minnesota, 55106 | Baldermar Balderrama | Waste Management |

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

Staff records confirm that the property owner submitted an Unoccupied Dwelling Registration Form on 1/22/2022 that was forwarded to Waste Management. Since the vacancy should have gone into effect on 2/1/2022, staff recommends removing the assessment in full. Staff has also requested the removal of the pending Quarter 3 2022 assessment.

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

Did you contact your hauler about this issue prior to contacting the City?

No

| Total amount due for Delinquent Garbage Bill Assessment | Legislative Hearing Required |
|---|------------------------------|
| 222.11 | Yes |

| Other Telephone | Date of LH (MM/DD/YYYY) |
|-----------------|-------------------------|
| 16123883673 | 4/6/2023 |

Stated Reason for Appeal (if given)

Property owner stated that they had an Unoccupied Dwelling Registration Form in place during this time.

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

Yes

| Is this a repeat report? | Garbage Invoice Dates (i.e. January 1- March 31) |
|--------------------------|--|
| No | October 1 - December 31 |

| Billing period for Delinquent Garbage Bill Assessment | Time of LH |
|---|------------|
| Quarter 4 (October - December) | 11:00 AM |

Please select the reason you are contacting the Garbage Program

Billing Question

Baldermar Balderrama March 23, 2023 at 14:05

Internal note

Voicemail from +1 (612) 388-3673

Call Details

Call from: +1 (612) 388-3673

Call to: +1 (651) 413-6624

Time of call: 2023-03-23 19:03:34 UTC

Location: Minneapolis, Minnesota, United States
Length of phone call: 1 minute, 24 seconds

Transcription

Me hi, my name is one of them that I'm talking about. 726. I try to conduct a minute. Give me a call back 612-388-3673. Thank you. Bye.

Clare Pillsbury March 23, 2023 at 16:17

Internal note

Outbound call to +1 (612) 388-3673

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 388-3673

Time of call: 2023-03-23 21:00:44 UTC

Called by: Clare Pillsbury

Length of phone call: 17 minutes, 8 seconds

Clare Pillsbury March 23, 2023 at 16:41

Internal note

Property owner called about garbage billing. They stated that the property had been vacant for a while but they were still being billed for garbage service. Staff asked if they had submitted a temporary service hold or vacancy request and the property owner said they had not. Since someone was going to be living at the property in May, it was determined that was not enough time to still submit a temporary service hold for the property. Staff did state the property owner could reduce their service level in order to reduce costs and the property owner requested that their current cart be replaced with a 35-gal EOW cart.

Clare Pillsbury March 23, 2023 at 16:44

Internal note

Please forward to WM: Property owner would like to replace their current cart with a 35-gal EOW cart. Please contact the property owner to schedule this replacement.

Clare Pillsbury March 24, 2023 at 13:45

Internal note

Hello Sarah. I found the UDRF that the property owner submitted in Zendesk on 1/22/2022 and we forwarded to Waste Management. Can you ask Mary why the UDRF was never applied to the account? We need to request that WM reimburse the property owner for service from February - June 2022 and credit the account for Q1 2023. I can remove the assessments for Q3 and Q4 2022.

Sarah Haas March 27, 2023 at 09:14

Internal note

[Clare Pillsbury](#) I am not seeing a UDRF. Is it perhaps because multiple accounts were created in Zendesk? Do you know how to merge people>

Clare Pillsbury March 27, 2023 at 11:19

Internal note

Wierd. I definitely merged the two accounts. Can you not see the UDRF ticket when you click on the requestor profile? I can see the ticket ([#3364](#))

Sarah Haas March 28, 2023 at 15:28

Internal note

[Clare Pillsbury](#) nope! Weird. I resent it. Thanks for the ticket number

Clare Pillsbury March 29, 2023 at 12:54

Internal note

Outbound call to +1 (612) 388-3673

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 388-3673

Time of call: 2023-03-29 17:52:19 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 13 seconds

Clare Pillsbury March 29, 2023 at 13:01

Internal note

Staff called the property owner and communicated their recommendation to remove the assessments. They also verified that WM had called the property owner about getting a 35-gal cart with EOW service.

Support Software by **Zendesk**