

#257270 1319 Arlington Ave E - Q3 2023 Assessment Inquiry (Aspen) - LH REMOVE

| | | | | |
|---------------------------|------------------------|----------------------------|--------------|-----------------|
| Submitted | Received via | Requester | | |
| October 31, 2023 at 09:17 | Voicemail | TAM HANH <tam@hanhtam.com> | | |
| Status category | Ticket status | Priority | Group | Assignee |
| Pending | Pending - Future Event | Normal | PW - Garbage | Lydia Campbell |

| | | | |
|--|---|---------------------------|--|
| Property ID Number | Do you need an interpreter? | Latitude/Longitude | |
| 222922230160 | No | -93.0453,44.98487 | |
| Location | Other Name | Garbage Hauler | |
| 1319 Arlington Ave E, St. Paul, Minnesota, 55106 | TAM HANG | Aspen Waste Systems | |
| Rescheduled LH Date: | Have you contacted your hauler about this garbage bill before? | | |
| 01/18/2024 | No | | |

Staff Comments

PO shared a copy of their checking account showing that this payment was made. Aspen confirmed that the assessment was sent in error and asked that we remove it.

| | |
|--|--------------------------------|
| Billing year for Delinquent Garbage Bill Assessment | Date of CP (MM/DD/YYYY) |
| 2023 | 03/13/2024 |

| | |
|--|-------------------------------------|
| Total amount due for Delinquent Garbage Bill Assessment | Legislative Hearing Required |
| 119.89 | Yes |

| | | |
|------------------------|--------------------------------|--------------------|
| Other Telephone | Date of LH (MM/DD/YYYY) | Other Email |
| 16519832868 | 01/11/2024 | tam@hanhtam.com |

Stated Reason for Appeal (if given)

PO states that they already paid this bill

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

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment

Quarter 3 (July - September)

TAM HANH October 31, 2023 at 09:17

Internal note

Voicemail from +1 (651) 983-2868

Call Details

Call from: +1 (651) 983-2868

Call to: +1 (651) 413-6624

Time of call: 2023-10-31 14:14:55 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 2 minutes, 11 seconds

Transcription

A, my name is My name is cam warning. The address is 1319. Arlington avenue saint paul, 55106. And I am concerned about the arrow my bill with trash services Please give me a call. Thank if.

Shelly Barnhart October 31, 2023 at 12:08

Internal note

Outbound call to +1 (651) 983-2868

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 983-2868

Time of call: 2023-10-31 17:05:32 UTC

Called by: Shelly Barnhart

Length of phone call: 2 minutes, 48 seconds

Shelly Barnhart October 31, 2023 at 12:19

Dear TAM ,

Thank you for contacting the City of Saint Paul about your Quarter 3 (July - September) 2023 garbage bill with Gene's Disposal Services. The letter was not sent to you in error, and there is a payment due to the City of \$119.89

In the City of Saint Paul, garbage service is paid for in advance for quarterly service. When bills are unpaid by the end of the billing cycle (three months), they are transferred to the City for payment which zeros out the resident account with the hauler. Then a pending assessment for delinquent garbage is placed on the property for the unpaid amount.

Your Quarter 3 (July - September) bill of \$119.89 was either unpaid or or paid after the billing cycle ended. As a result, Gene's Disposal Services sent your delinquent Quarter 3 (July - September) bill to the City which the City paid on your behalf (that is why your payment history with Gene's Disposal Services shows a zero balance). Therefore, you currently owe the City \$119.89.

If you made a late payment of \$119.89 to Gene's Disposal Services, you will be issued a credit in that same amount on your next bill. You may call your hauler to determine if a credit will be issued. You can find your hauler's contact information on the bill or by searching at stpaul.gov/collectionmap

If you paid the hauler within the service period and believe the assessment was applied in error, please provide verification of payment and we can research removing the assessment. If you would like to contest the assessment for any reason, you can request a legislative hearing. To do that you, you can reply to this email stating you'd like to appeal.

If you'd like to pay the assessment, listed on your letter from the City, there is a website (stpaul.gov/assessments) where you may pay online. If you prefer to send a check, there is also an address listed where you may send your payment:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Please let us know if there is anything else our team can do for you. Per our conversation as soon as I receive your email, I will have someone look into it and get back to you.

Thank you,
Shelly

TAM HANH November 1, 2023 at 17:20

Hi Shelly,

As discussed with you on the phone, attached is the proof of my payment.

Thanks for your help.

-Tam

Shelly Barnhart November 2, 2023 at 11:49

Internal note

PROPERTY OWNER OF 1319 ARLINGTON AVE E IS REPORTING THAT THE ASSESSMENT WAS PAID ON TIME PLEASE SEE THE ATTACHED BILL AND PAYMENT INFORMATION .

Lydia Campbell November 3, 2023 at 12:02

Internal note

Response from Aspen: *Cydnee spoke with this customer earlier this week and it was discovered we had misapplied the customer's payment. We have since moved the payment and credited off 2 of the a late fees assessed, as the customers payment amount reflected the quarters charges plus one late fee. Please remove this account from the assessment list, everything is corrected on our end.*

Lydia Campbell November 3, 2023 at 12:09

Hello Tam,

I got in touch with Aspen about your overdue garbage bill assessment for Quarter 3 of 2023. They confirmed that it was a mistake, so I will recommend that the assessment be removed.

The pending assessment for Jul-Sep 2023 will go to a legislative hearing on January 11, 2024. At the hearing, I will recommend a removal of the full amount and expect that it will be approved. If the hearing officer approves the removal, she will then make the same recommendation to City Council to have it removed.

You are welcome to attend the hearing in-person or by phone, but you do not need to. If you would like to attend, please let me know.

In the meantime, there is no need to pay the assessment. Let me know if you have any questions.

Thank you,

Lydia

City of Saint Paul
Public Works - Solid Waste
651-266-6101

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