#873112 620 Victoria St S - Q3 2024 Assessment Inquiry (WM)

Submitted	Received via	Requester
December 11, 2024 at 13:31	Voicemail	Sherri Faiad <slf1863@yahoo.com>

CCs

Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.13625,44.92275	620 Victoria St S, Saint Paul, Minnesota, 55102	16514928031

Other Email	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
slf1863@yahoo.com	112823430065	Quarter 2 (April - June)

Billing year for Delinquent Garbage Bill Assessment

2024

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
79.91	250111	9:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Other Name
Filed UDRF in June of 2023 (see ticket #34378).	01/16/2025	Sherri Faiad

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

Yes

Garbage Hauler	Have you contacted your hauler about this garbage bill before?
Waste Management	Yes

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

(October 1 - December 31)

Staff Comments

PO filed UDRF June 2023 and wanted it to end January 2025 but accidentally wrote 2024. The hold expired and PO tried to submit a new one. WM provided temporary hold instead of another UDRF. PO repeatedly asked for extensions, and was ultimately denied, resulting is a Q3 and Q4 2024 tax assessment. WM agreed to remove charges is new hold was submitted. I assisted PO in establishing a new UDRF with no definitive end date.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
02/12/2025	Yes	No

Project Number	Service Level
CG2501A1	35 gallons (weekly)

Sherri Faiad December 11, 2024 at 13:31 Internal note

Voicemail from +1 (651) 492-8031

Call Details
Call from: +1 (651) 492-8031
Call to: +1 (651) 413-6624
Time of call: 2024-12-11 19:23:55 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 3 minutes, 52 seconds

Transcription

Sherry bed f, A I A D calling on behalf of john fade f A I A D. Regarding his trash service. There has been a consistent problem with him being billed when he is not receiving trash howling. It was put on a hold back in December and I, he re just received the bill for the trash again. And I have called on this multiple times and reset the hold multiple times and spoke with Ms. Waste Management multiple times as well as spoke with your office prior to this call and talked with a woman And by the name of I can't find the slip, but I think her name was chris that I spoke with at your office prior to this my number is 651-492-8031. Thank you.

Susan Anderson December 11, 2024 at 15:06 Internal note

Outbound call to +1 (651) 492-8031

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 492-8031
Time of call: 2024-12-11 20:41:05 UTC
Called by: Susan Anderson
Length of phone call: 25 minutes, 47 seconds

Susan Anderson December 11, 2024 at 16:25 Internal note

Sherri Faiad located at 620 Victoria St S, Saint Paul, Minnesota, 55102 contacted the City RE: - Assessment Inquiry Q3 2024. Sister of PO, who is his power of attorney for her brother, placed a UDRF on this property in June of 2023. She made a mistake on the end date, typing in 01/01/2024 rather than 01/01/2025 (see ticket #34378). She however claims that she also sent WM a Temporary Service Hold in December of 2023, another one in May 2024, a third one in July 2024 and resent her July one in October of 2024. Please check with WM on her Temp Holds, as she doesn't feel she should have to pay her bill for Q3 2024 (no bills were sent to her for the previous quarters). Also, she received a Q4 2024 bill which she also doesn't feel she should pay since she filed the numorous Temp Holds.

Jill, can you follow up with WM on her Temp Hold filings. If they have a record of them, she should also not be charged for Q4 2024. Thank you!

Jillian Barden December 17, 2024 at 10:40 Internal note

Outbound call to +1 (651) 492-8031

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 492-8031
Time of call: 2024-12-17 16:16:13 UTC
Called by: Jillian Barden
Length of phone call: 24 minutes, 22 seconds

Jillian Barden December 17, 2024 at 10:47 Internal note

Sherri is PO's sister

Temp Hold was extended a few times. WM refused to extend it again without a new form on file. There is a Q3 assessment on the property for 79.91.

I completed a UDRF with Sherri, with an indefinite end date, starting Jan 1.

WM states WHEN HE CONTACTS OR FILLS OUT THE VACANCY FORM FOR MID SEPT 24 TO 6.1.25 WE CAN HONOR THAT

Sherri says she emailed it to Sue Letnick? at WM in October. Sherri also says Clare told her to file UDRF but a temp hold was completed instead

Sherri will email me hold request she sent to Sue Letnick.

Told her she can take it to a leg hearing if needed and that I cannot promise the outcome

Jillian Barden December 17, 2024 at 11:04 Internal note

Sherri called my personal line and told me she had more communications between her and WM, so she will be forwarding a lot of supplemental info over to me

Jillian Barden December 20, 2024 at 14:16 Internal note

Lydia Kopf ... Thoughts? I asked WM "OK, can you clarify for me? You will honor a hold and remove the Q3 charges if I submit a UDRF to you?"

WM replied "Yes if he fills out the form and I get a copy of it."

So it seems like it would be fair to take it to a Leg Hearing> I can enter this in tomorrow/this weekend

Jillian Barden December 30, 2024 at 14:30 Internal note

Outbound call to +1 (651) 492-8031

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 492-8031
Time of call: 2024-12-30 20:26:45 UTC
Called by: Jillian Barden
Length of phone call: 3 minutes, 23 seconds

Jillian Barden December 30, 2024 at 14:37 Internal note

Outbound call to +1 (651) 492-8031

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 492-8031
Time of call: 2024-12-30 20:33:00 UTC
Called by: Jillian Barden
Length of phone call: 4 minutes, 48 seconds

Jillian Barden December 31, 2024 at 08:24 Internal note

Called PO and told him the hearing will be Jan 16

Support Software by **Zendesk**