

#1827017 1231 Barclay St - Q4 2025 Legislative Hearing - Vacant Home

Submitted	Received via	Requester			
May 18, 2026 at 7:27 AM	Web form	Char <charnellemays@gmail.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Recycling	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.03825,44.97849	1231 Barclay St, St. Paul, Minnesota, 55106	No	16124720503

Other Name	Ward	Do you need an interpreter?
Char Hudson	Ward 2	No

Please select the reason you are contacting the solid waste team	Total time spent (sec)
Other	3032

Time spent last update (sec)	Intent	Intent confidence
2104	Billing::Wrong charge::Incorrect amount charged	Medium

Language	Language confidence	Sentiment	Sentiment confidence
English	High	Negative	High

Charnell Hudson May 18, 2026 at 7:27 AM

This property has been on the vacant building for a year and we are receiving bills for service.

Emily Torralba May 19, 2026 at 4:23 PM

Hello Charnell,

Thank you for notifying us about a potential discrepancy in your garbage bill. I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Emily

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Emily Torralba May 19, 2026 at 4:25 PM

Internal note

PO states that their property has been vacant for over a year and they are receiving bills for their property. Can you please take a look and see if there is a service hold for this property. Thank you

Jillian Barden May 22, 2026 at 9:44 AM

Hi Char

I can place a service hold on the account, but I can only go back so far. When do you think the property will become habitable again? Also, how many garbage and recycling carts are at the property. We show there are 4 garbage carts and two recycling, is that correct?

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Jillian Barden May 22, 2026 at 9:46 AM

Internal note

Google maps show three 96, one 64 (previous hauler cart) and two 96 rec carts

Will remove Q1, and Q2, enter a hearing for Q4
Added to vacant list on April 1, 2025 (first day of garbage program).
Cat II home

Jillian Barden June 4, 2026 at 3:03 PM

Internal note

Outbound call to +1 (612) 472-0503
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 472-0503

Time of call: 2026-06-04 20:02:13 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 2 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA462a56f863424a3fedf21aff006070c8/twilio/recording>

Jillian Barden June 4, 2026 at 3:03 PM

Internal note

Left VM

Jillian Barden June 4, 2026 at 3:05 PM

Hi Char

I just called you and left a quick voicemail. I have entered a service hold on the account, but I can only go back so

far. When do you think the property will become habitable again? Also, how many garbage and recycling carts are at the property. We show there are 4 garbage carts and two recycling, is that correct?

Thank you,

Jillian

City of Saint Paul
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651-266-6101 | garbage@ci.stpaul.mn.us

Jillian Barden June 4, 2026 at 3:05 PM

Internal note

added to Q1 adjustment list but did not send PO the adjustment email yet. Waiting for a response

Jillian Barden June 10, 2026 at 9:01 AM

Internal note

Outbound call to +1 (651) 347-7895
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 347-7895

Time of call: 2026-06-10 13:56:34 UTC

Called by: Jillian Barden

Length of phone call: 5 minutes, 24 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA74073e99812f2b56cb06453cd97fc548/twilio/recording>

Jillian Barden June 10, 2026 at 9:33 AM

Internal note

Talked with PO. The home has not been habitable for over a year. PO is aware we can only go back so far. Entering service hold for Q2. PO has Advanced disposal cart at the property and does need it, picking it up. PO ok with current cart size (96 st paul branded cart) at the property.

There is no recycling cart at the property but PO will order when she starts service again