

# #1673958 649 ASBURY ST - Q3 2025 Legislative Hearing - Service Hold Not Applied

**Submitted** February 24, 2026 at 8:30 AM  
**Received via** Inbound phone  
**Requester** Leann <evolve2truelwelliness@gmail.com>

**Status category** Open  
**Ticket status** Open  
**Type** Question  
**Group** PW - Garbage  
**Assignee** Jillian Barden

**Latitude/Longitude** -93.16552,44.96075  
**Location** 649 Asbury St, St. Paul, Minnesota, 55104  
**Is this a repeat report?** No  
**Other Telephone** 16513366972

**Property ID Number** 342923220191  
**Billing period for Delinquent Garbage Bill Assessment** Quarter 3 (July - September)

**Billing year for Delinquent Garbage Bill Assessment**  
2025

**Total amount due for Delinquent Garbage Bill Assessment**  
58.47

### Stated Reason for Appeal (if given)

When Aunt passed away, a hold was placed with previous hauler in Jan or Feb 2025. Hold info did not transfer.

**Other Name** Leann  
**Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?** Yes

**Legislative Hearing Required** Yes  
**Do you need an interpreter?** No  
**Service Level** 35 gallons (every other week)

**Please select the reason you are contacting the solid waste team** Billing or Assessments  
**Billing Year** 2025

**What is your billing or assessment question?** Extra Charges on My Bill  
**What were you charged for?** Garbage Bags  
**Total time spent (sec)** 1636

**Time spent last update (sec)** 366  
**Billing Quarter** Quarter 4 (October 1 - December 31)  
**Hauler** FCC Environmental

**Sophia Yang** February 24, 2026 at 8:30 AM

Internal note

Call from: +1 (651) 336-6972

Call to: +1 (651) 372-8578

Time of call: February 24, 2026 at 2:29:43 PM UTC

Answered by: Sophia Yang

**Sophia Yang** February 24, 2026 at 8:43 AM

Internal note

Inbound call from +1 (651) 336-6972

Call Details:

Call from: +1 (651) 336-6972

Call to: +1 (651) 372-8578

Time of call: 2026-02-24 14:29:43 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Sophia Yang

Length of phone call: 13 minutes, 52 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAf6041c073ba44215a7fd735927d37cc0/twilio/call/recording>

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**Sophia Yang** February 24, 2026 at 8:44 AM

Internal note

PO disputing charges for 3Q and 4Q bills. She said they didn't live in this place and the property was put on noia because her Aunt who owns the place died.

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**Jillian Barden** February 25, 2026 at 3:46 PM

Internal note

It appears Darlene passed in Dec 2024

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**Jillian Barden** February 27, 2026 at 11:06 AM

Internal note

Outbound call to +1 (651) 336-6972

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 336-6972

Time of call: 2026-02-27 16:51:09 UTC

Called by: Jillian Barden

Length of phone call: 15 minutes, 20 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAec0df69f2ac2cb87135116f5b238a14d/twilio/recording>

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**Jillian Barden** February 27, 2026 at 11:07 AM

Internal note

house was in probate, placed hold in late 2024 or late 2025. needs hearing for q3

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**Jillian Barden** February 27, 2026 at 11:32 AM

Internal note

PO's aunt passed in Dec 2024. Home was in probate, and PO purchased home in Sept.

When Aunt passed away, a hold was placed with previous hauler in Jan or Feb 2025. Hold info did not transfer.

PO is aware that the Q2 2025 was certified

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**Jillian Barden** March 11, 2026 at 12:28 PM

Internal note

vacant property unitl son moved into home in Jan

