# #759594 1803 Reaney Ave E - Quarter 2 (April - June) Assessment Inquiry

| Submitted | Received via | Requester |
|---|---|---|
| September 30, 2024 at 16:14 | Web Form | Roseline Yang <roselinely1087@icloud.com> |

| Status category | Ticket status | Type | Priority | Group | Assignee |
|---|---|---|---|---|---|
| On-hold | On-hold | Question | Normal | PW - Garbage | Jillian Barden |

**Location**
1803 Reaney Ave E, St. Paul, Minnesota, 55119

**Other Telephone**
6515001572

**Property ID Number**
262922330163

**Billing period for Delinquent Garbage Bill Assessment**
Quarter 2 (April - June)

**Billing year for Delinquent Garbage Bill Assessment**
2024

**Total amount due for Delinquent Garbage Bill Assessment**
25.34

**Assessment No.**
240115

**Time of LH**
3:00 pm

**Stated Reason for Appeal (if given)**
PO is being charged for Quarter 1 2024 late fees that were not certified with Quarter 1 2024 assessments

**Date of LH (MM/DD/YYYY)**
10/22/2024

**Other Name**
Roseline Yang

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

**Garbage Hauler**
Republic Services

**Have you contacted your hauler about this garbage bill before?**
Yes

**Garbage Invoice Dates (i.e. January 1- March 31)**
(April 1 - June 30)

**Staff Comments**
During initial assessment inquiry, Republic stated the $25.34 consists of $13.44 in late fees from Quarter 1 2024 which were not sent in for certification, along with a $8.60 charge for bags from Quarter 1 2024 and $3.30 late fee charges for the bags and uncertified Q1 charges.

**Date of CP (MM/DD/YYYY)**
11/06/2024

**Legislative Hearing Required**
Yes

**Do you need an interpreter?**
No

**Project Number**
CG2403A1

**Service Level**
96 gallons (weekly)

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**Roseline Yang** September 30, 2024 at 16:14

I bought the house in March 2024 and did not move in until September 2024. After closing the home, I went on a vacation, and when I returned there wasn't a garbage disposal trash bin sitting in my driveway after 1-2 weeks of purchasing the home, so I don't understand how I can be charged for a service I wasn't even receiving in the first place. I had to carry all my garbage to my old house to be disposed of in that garbage trash bin. Never received a garbage bill from Republic Services from April - August. The only notification I received and finally notified of this was from St. Paul City in August 2024. I called and spoke with a rep, Jillian Barden from St. Paul City who was kind enough to explain the trash regulations in the city, and that there was a collection because of an unpaid bill and stated she would try and get more information on why I was never informed of this garbage bill until August 2024 through the city instead of Republic Services.

Per her email reply (attached below), the bill is from Q1. The fees are extra bags, cancellation fees, and late fees which are not mine. As I mentioned, I never utilized a garbage trash bin on this property until I recently activated it

in 09/2024 because I did not live in the home. I called Republic Services in mid-August 2024, and they did not see any outstanding balances on their end under my name and was told by the rep that my account is up to date.

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**Jillian Barden** October 2, 2024 at 14:26

Hi again Roseline

It appears that the Quarter 2 (April - June) 2024 invoice of $25.34 for this property was not paid by the previous property owner. Republic Services sent your delinquent Quarter 2 (April - June) bill to the City which the City paid on behalf of the previous property owner. Therefore, the assessed amount of $25.34 is still due to the City of St Paul. **Unfortunately, as the current property owner you are now responsible for any assessments on the property.**

Our recommendation to new homeowners in similar situations is to contact your title specialist as they should have informed you about this assessment before closing on this property and addressed it at closing.

Republic Services cannot bill late fees from Quarter 1 onto the Quarter 2 bill. I have requested they removed the charges of $13.44 from the assessment. As for the extra bags, you could try and go through your title company to see if they will pay for the charges, because it is from when the previous owners lived there. We usually recommend this in a case like yours.

If you are not in agreement with this recommendation, you can further contest this assessment at your scheduled legislative hearing on October 17. Please reply to this email if you would like to do so.

Thank you,

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

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**Lydia Campbell** October 4, 2024 at 08:36 Internal note

See ticket #764631

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**Jillian Barden** October 4, 2024 at 09:57 Internal note

Ticket 764631

Hello,
Q2 2024:

- Billing: $142.91 + $3.30 (late fee) = $146.21 - $120.87 (April – June service) = $25.34
- Payment: $0.00
- Contact: Nothing
- Note: The $25.34 is extra bags and the late fees on the unpaid invoice… $3.30 late fees and $22.04 extra bags

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**Jillian Barden** October 11, 2024 at 15:09 Internal note

another similar response on ticket 768715

Hello,
Q2 2024:

- Billing: $142.91 + $3.30 (late fee) = $146.21 - $120.87 (April – June service) = $25.34
- Payment: $0.00
- Contact: Nothing
- Note: The $25.34 is extra bags and the late fees on the unpaid invoice… $3.30 late fees and $22.04 extra bags

**Jillian Barden** October 16, 2024 at 10:47 Internal note

**AUGUST 27-----  Ticket: FW: FW: 7th Street Barbers - (Quarter… – City of Saint Paul – Zendesk**

Q2 2024:

- Billing: $142.91 - $120.87 (canceled service) = $8.60 (extra bags)+ $3.30 (late fee) + $13.44(late fees from Q1 never certified/unpaid)= $25.34
- Payment: $0.00
- Size: 90gal trash
- Contact:  Nothing during Q2 2024

**Jillian Barden** October 21, 2024 at 09:30 Internal note

I am being charged for a service that was not mine - never used and never informed of this service during the time frame.

Support Software by **Zendesk**