

#207682 1256 Danforth St - Q2 Assessment Inquiry (Highland)

Submitted October 2, 2023 at 12:25
Received via Voicemail
Requester James P Wright

CCs

Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>, Susan Anderson <susan.anderson@ci.stpaul.mn.us>

Status category	Ticket status	Priority	Group	Assignee
Closed	Solved	Normal	PW - Garbage	Lydia Campbell

Property ID Number	Do you need an interpreter?	Latitude/Longitude
242923330114	No	-93.12478,44.97894

Location	Other Name	Garbage Hauler
1256 Danforth St, St. Paul, Minnesota, 55117	Dennis Wright	Highland Sanitation

Have you contacted your hauler about this garbage bill before?

No

Billing year for Delinquent Garbage Bill Assessment

2023

Total amount due for Delinquent Garbage Bill Assessment	Other Email
195.42	no email

Stated Reason for Appeal (if given)

Brother (owner) died last year

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

Yes

Billing period for Delinquent Garbage Bill Assessment

Quarter 2 (April - June)

James P Wright October 2, 2023 at 12:25

Internal note

Voicemail from +1 (612) 720-1755

Call Details

Call from: +1 (612) 720-1755

Call to: +1 (651) 413-6624

Time of call: 2023-10-02 17:22:58 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 2 minutes, 8 seconds

Transcription

My name is Dennis wright, i need to talk to somebody about the garbage bill at my brother's house. My brother died last year and he has a no pick up all year, and I should not have to pay this bill period. So please call me back. My number is 612-720-1755. Thank you.

Elizabeth Walsh October 2, 2023 at 13:30

Internal note

Outbound call to +1 (612) 720-1755

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 720-1755

Time of call: 2023-10-02 18:24:30 UTC

Called by: Elizabeth Walsh
Length of phone call: 5 minutes, 48 seconds

Elizabeth Walsh October 2, 2023 at 13:34

Internal note

Caller reports that the home was his brothers. The brother (James Wright) died last December. No one lives in the property and the Dennis (caller) would like to have the assessment removed. Staff told resident we'll have someone look into the matter and be in touch with more information about if it can be removed. Staff said someone will be in touch in 3-5 business days. Staff also let the caller know the person who is in touch will follow up with what the next steps will be.

Lydia Campbell October 3, 2023 at 14:53

Internal note

Two assessments on property:

CG2301A3 Delinquent Garbage Bill October to December 2022 1/5/2023 1 \$187.00

CG2303A1 Delinquent Garbage Bill April to June 2023 4/12/2023 1 \$195.42

Lydia Campbell October 6, 2023 at 13:09

Internal note

A few notes: Highland indicated that this address has walkup service which made for a higher bill. Also, in Q1 2023 there was clear evidence that the service was being used. However, Q1 2023 bill was paid. Q4 2022 and Q2 2023 bills were not paid. Waiting for response from Highland about whether there was any indication that cart was used in Q2 2023.

Lydia Campbell October 12, 2023 at 11:48

Internal note

Highland states that they have no record of a service hold request for this property either. They state that cart has been consistently marked "not out" since Mar 31.

[Susan Anderson](#) **Can you please call PO and ask-- When did you/others stop using the service at the property? Seem like March was the last time. Can you also explain the process for placing a UDRF or service hold if they don't plan to occupy or sell the property (use service) soon?**

Susan Anderson October 13, 2023 at 12:18

Internal note

Outbound call to +1 (612) 720-1755

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 720-1755

Time of call: 2023-10-13 17:03:55 UTC

Called by: Susan Anderson

Length of phone call: 14 minutes, 15 seconds

Susan Anderson October 13, 2023 at 14:22

Internal note

Lydia, please remove PO's 3Q 2023 assessment per our discussion with Sarah. Then the ticket can be solved.

I followed up with PO and he has agreed to pay Q4 2022 and Q2 2023, and that the City will then remove the Q3 2023 assessment. Staff will file a UDRF (on another ticket) requesting Highland to use a 10/13/2023 start date as a courtesy due to death of PO's brother, who formerly owned the property. Staff informed PO to pay his entire Q4 2023 bill and that Highland will reimburse him for the credit due him for non-service for non-service for Q4.

Support Software by **Zendesk**