

 #257335 759 Maryland Ave E - Q3 2023 Assessment Inquiry (WM)

Submitted **Received via** **Requester**
 October 31, 2023 at 15:21 Voicemail Vineel Valapureddy <mnconnections.umi@gmail.com>

CCs

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

Status category	Ticket status	Priority	Group	Assignee
Open	Re-opened	Normal	PW - Garbage	Lydia Campbell

Property ID Number	Do you need an interpreter?	Hauler Response Over 24 hours
202922440144	No	Yes

Date Hauler Replied to City's Message

November 22, 2023

Please select the reason you are contacting the Garbage Program new options	Latitude/Longitude
Billing Question	-93.0684,44.9777

Property Type	Location	Other Name
SUD	759 Maryland Ave E, St. Paul, Minnesota, 55106	Vineel Valapureddy
Garbage Hauler	Have you contacted your hauler about this garbage bill before?	
Waste Management	Yes	

Billing year for Delinquent Garbage Bill Assessment

2023

Is this request about recycling, garbage, or both?	Date City Staff Sent Message to Hauler
Garbage only	November 14, 2023

Total amount due for Delinquent Garbage Bill Assessment	Other Telephone
119.89	16512336934

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

No

Is this a repeat report?	Billing period for Delinquent Garbage Bill Assessment
No	Quarter 3 (July - September)

Vineel Valapureddy October 31, 2023 at 15:21

Internal note

Voicemail from +1 (651) 233-6934

Call Details

Call from: +1 (651) 233-6934

Call to: +1 (651) 413-6624

Time of call: 2023-10-31 20:18:47 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 2 minutes, 26 seconds

Transcription

Hello, my name is Lee. Hello, my name is Amy. I work from minnesota connection. I am calling about 759, maryland avenue East saint paul, Minnesota 551. 06. Um the city is claiming that they are paying are july to September bill. But on waste Management and they have confirmed it that we did actually pay on July 25th. I'm trying to see if where the disconnect is coming from. I can provide an email invoices that we paid if you could please give me a call back at 651-233-6934. Again, my number is 651-233-6934. Please call me at your earliest convenience. Thank you. Bye.

Sarah Haas November 1, 2023 at 09:03

Internal note

Sue you started but didn't finish this ticket. Please complete.

Susan Anderson November 9, 2023 at 11:23

Internal note

Outbound call to +1 (651) 233-6934

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 233-6934

Time of call: 2023-11-09 17:12:14 UTC

Called by: Susan Anderson

Length of phone call: 11 minutes, 31 seconds

Susan Anderson November 9, 2023 at 11:30

Internal note

Lydia, Property Manager says they paid WM on time for Q3 (07/25/2023). However, the tenant received an Invoice and Final Notice from the City saying Q3 had not been paid, so he paid the City for the assessment. Basically the PM says two payments were made for Q3, one from the Mgt Co and one from the tenant. I believe this was an error on the part of WM, however, WM is saying they didn't receive any payment for Q3.

PO will be emailing me receipts for both payments which I will have you forward to WM. --Lydia, if the tenant did pay a duplicate payment, does the City issue a check to him for the credit? Also, can you reassign this tkt back to me so, once I receive the emails, I can attach them to this tkt. Thank you!

Lydia Campbell November 9, 2023 at 16:11

Internal note

Sue-- Yes, the City can issue a payment back to a PO if they pay an assessment that is later removed. Assigning back to you until the documents are received. Thank you

Susan Anderson November 13, 2023 at 14:10

Internal note

Umi, Vineel's assistant, sent the following receipts which show timely payment for Q3 and a receipt from our Assessment Office for a second payment for Q3, however, the amounts don't match for what was due on the property. I called Assessments and Lynn (from Assmts Office) said the PO paid for Q3 for \$119.89 for 759 Maryland Av E, which doesn't match what is normally paid for the property, \$208.52. Perhaps Umi sent the payment receipt for the wrong property? (The PO owns several properties in Saint Paul.) Lynn says the normal assessment amount for this property is \$119.89.

Lydia, after reading above paragraph, can you email Mary and ask her what the usual quarterly charges are for this property (a duplex)? Please also ask them if they received two payments for Q3, one from the PO and one from the City. Thank you!

Susan Anderson November 13, 2023 at 14:20

Internal note

Btw, I also checked the WM Q3 Delinquent account list, and the PID is listed with an assessment of \$119.89. However, no "Notices for Non-Payment" were sent to this address. Could we have sent this delinquent bill to the Assessment's Office in error? Either that or Vineel's assistant sent me the wrong receipt for another property (he owns multiple properties) that has payments of \$208.52.

Susan Anderson November 14, 2023 at 14:29

Internal note

WM Recept for 759 Maryland Av.

Sarah Haas November 28, 2023 at 18:19

Internal note

Susan Anderson please put in a request for removal and update the delinquent account correction sheet. The assessment was not for hte correct address.

Susan Anderson November 30, 2023 at 16:35

Internal note

Sarah, do we need to inform Vineel of this development? If so, I can email him.

Sarah Haas November 30, 2023 at 17:26

Internal note

Yes, please do sue

Susan Anderson December 1, 2023 at 10:08

Internal note

Sarah, I added the address to the delinquent account correction sheet and requested the removal from Lindsay, however, do I also delete the address row from the Tax Roll Q3 spreadsheet? I left it intact as I didn't want to do it without direction.

Susan Anderson December 1, 2023 at 10:30

Internal note

Outbound call to +1 (651) 233-6934

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 233-6934

Time of call: 2023-12-01 16:27:47 UTC

Called by: Susan Anderson

Length of phone call: 2 minutes, 26 seconds

Susan Anderson December 1, 2023 at 10:38

Internal note

Sarah, the issue with this ticket is that the bill was paid on time by the management company, and then the assessment was ALSO paid, personally, by the PO--so it was paid twice. Can an assessment be removed if it was already paid? (It was WM's mistake as they had the incorrect parcel number). If so, I will need to email Lindsay again saying there is no assessment to remove as it's already been paid. How does it work to have the City issue a check--what do I need to do to make this happen? The PM would like to know when to expect it (I called the PM 12/01/2023). Thank you in advance for your help!

Susan Anderson December 1, 2023 at 11:02

Internal note

Outbound call to +1 (651) 233-6934

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 233-6934

Time of call: 2023-12-01 16:55:47 UTC

Called by: Susan Anderson

Length of phone call: 6 minutes, 30 seconds

Susan Anderson December 1, 2023 at 11:18

Internal note

In addition to my two questions above, I have another one.... Lindsay got back to me and said it is too late to request an assessment be removed (deadline: 11/20/2023). She says we will have to file a TA in Legistar (I don't know what a TA file is--I emailed Lindsay to ask and am waiting for her reply). Should I go back into the Correction Spreadsheet and remove the 759 Maryland row from the spreadsheet--or just leave it for now. Sorry for so many questions!

Susan Anderson December 1, 2023 at 11:44

Internal note

Lydia, we will have to file a TA in legistar for this assessment as the deadline has passed to have it removed. Could I sit with you while we enter it? This ticket has many facets so I will explain when we enter the file. Thank you!