#1464082 770 Sherburne Ave - Assessment Inquiry

Submitted	Received via	Requester
October 31, 2025 at 13:49	Voicemail	Henry V Tran

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone	Other Name
-93.13273,44.95651	770 Sherburne Ave, Floor 1, St. Paul, Minnesota, 55104	No	16123100680	Henry V Tran

Do you need an interpreter?	Please select the reason you are contacting the solid waste team	Billing Year
No	Billing or Assessments	2025

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)	Billing Quarter
Billing Inquiry	1336	210	Quarter 2 (April 1 – June 30)

Henry V Tran October 31, 2025 at 13:49 Internal note

Voicemail from +1 (612) 310-0680

Call Details
Call from: +1 (612) 310-0680
Call to: +1 (651) 413-6624
Time of call: 2025-10-31 18:45:17 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 3 minutes, 25 seconds

Transcription
Yeah, this is angry. I got the e mail, send it to me. Can you give me a call back about the copies or something? Can you give me a call back? At 612-310-0680. I like to talk to you. Okay. See what had been going on thing. Okay, thank you very much. Gimme a call back and get.

Sophia Yang October 31, 2025 at 14:29 Internal note

Received assessment letter - does not has garbage service since 2024. Will be at the hearing.

Sophia Yang October 31, 2025 at 14:34 Internal note

Outbound call to +1 (612) 310-0680

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 310-0680

Time of call: 2025-10-31 19:21:22 UTC
Called by: Sophia Yang
Length of phone call: 12 minutes, 47 seconds

Sophia Yang October 31, 2025 at 15:01 Internal note

Jill, this PO said he doesn't have service for many years. He owed 2024 trash bills but didn't know. He doesn't have a garbage bin and didn't have any service hold on the property.

Jillian Barden November 6, 2025 at 10:00 Internal note

Cannot see carts on google maps or beacon

Jillian Barden November 6, 2025 at 15:13 Internal note

Outbound call to +1 (612) 310-0680

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 310-0680
Time of call: 2025-11-06 21:11:42 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 48 seconds

Jillian Barden November 6, 2025 at 15:16 Internal note

PO probably needs UDRF

Left VM stating we cannot backdate billing/ UDRF no further back than October 1.

If he calls back and I am unavailable, please ask if the property is occupied. Also ask if he would like long term hold or short term hold. If UDRF, ask how many carts are at the property. Assign ticket to me

Thanks!

Jillian Barden November 14, 2025 at 14:23 Internal note

Probably does not need a hold as he occupies the property

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