

#257557 1288 Edgerton St - Q3 2023 Assessment Inquiry (WM) - CONTESTING LH

| | | | | |
|---------------------------|------------------------|-----------------------------------|--------------|-----------------|
| Submitted | Received via | Requester | | |
| November 2, 2023 at 15:53 | Voicemail | Almaz Kassa <rahelaaha@gmail.com> | | |
| Status category | Ticket status | Priority | Group | Assignee |
| Pending | Pending - Future Event | Normal | PW - Garbage | Lydia Campbell |

| | | |
|--|---|---------------------------|
| Property ID Number | Do you need an interpreter? | Latitude/Longitude |
| 202922430027 | No | -93.0758,44.97996 |
| Location | Other Name | Garbage Hauler |
| 1288 Edgerton St, St. Paul, Minnesota, 55130 | Almaz Kassa | Waste Management |
| Rescheduled LH Date: | Have you contacted your hauler about this garbage bill before? | |
| 01/18/2024 | No | |

Staff Comments

PO did not call the hauler to set up service when they purchased the property on 6/1/2023. Previous PO did not cancel their service.

PO is contesting the charges because she states that she was not aware that garbage services were charged separately. PO did not receive Notices of Non Payment from the hauler because they were still being sent to the address of the previous PO at a different address.

City staff does not see this as a sufficient reason to waive the assessment. As the current property owner, they are responsible for assessments left by the previous owner. This also includes the assessment for delinquent garbage bills in Quarters 1 and 2 of 2023.

| | |
|--|-------------------------------------|
| Billing year for Delinquent Garbage Bill Assessment | Date of CP (MM/DD/YYYY) |
| 2023 | 03/13/2024 |
| Total amount due for Delinquent Garbage Bill Assessment | Legislative Hearing Required |
| 133.87 | Yes |

| | | |
|------------------------|--------------------------------|---------------------|
| Other Telephone | Date of LH (MM/DD/YYYY) | Other Email |
| 16512741296 | 01/11/2024 | rahelaaha@gmail.com |

| | |
|--|---|
| Stated Reason for Appeal (if given) | Garbage Invoice Dates (i.e. January 1- March 31) |
| Didn't know about the program | July 1 - September 30 |

| | |
|--|-------------------|
| Billing period for Delinquent Garbage Bill Assessment | Time of LH |
| Quarter 3 (July - September) | 10:00AM |

Almaz Kassa November 2, 2023 at 15:53

Internal note

Voicemail from +1 (651) 274-1296

Call Details

Call from: +1 (651) 274-1296

Call to: +1 (651) 413-6624

Time of call: 2023-11-02 20:49:37 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 3 minutes, 1 second

Transcription

All Thank you She thank you. Goes down to the end of the call. Uh huh. Receive that pre laptop. Yeah. We're gonna turn right. Okay. And then it will be back in the hallway here. Thank you. Thank you. Oh Yeah, unless with A V not oh no no no no no No no.

Elizabeth Walsh November 3, 2023 at 08:23

Internal note

Outbound call to +1 (651) 274-1296

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 274-1296

Time of call: 2023-11-03 13:09:35 UTC

Called by: Elizabeth Walsh

Length of phone call: 13 minutes, 31 seconds

Elizabeth Walsh November 3, 2023 at 08:26

Internal note

PO insists that she and her mother (the owner) had no idea that she would have to pay for the garbage program. She feels that she never received any alerts or information and didn't know this was how the garbage program worked. As a result, they have not been using the garbage cart. They feel that they shouldn't have to pay this. Staff explained how the billing works and the fact that all residents are required to have service. Staff also explained that they should have received bills each month of the last 2 quarters since they've been living there. But PO is very upset and feels they did not know about the program. Can you help clarify this that they do need to pay regardless or let them know if there is something they can do to have the assessments removed?

Elizabeth Walsh November 3, 2023 at 08:29

Dear Almaz ,

Thank you for contacting the City of Saint Paul about your Quarter 3 (July - September) 2023 garbage bill with Waste Management. The letter was not sent to you in error, and there is a payment due to the City of \$133.87

In the City of Saint Paul, garbage service is paid for in advance for quarterly service. When bills are unpaid by the end of the billing cycle (three months), they are transferred to the City for payment which zeros out the resident account with the hauler. Then a pending assessment for delinquent garbage is placed on the property for the unpaid amount.

Your Quarter 3 (July - September) bill of \$133.87 was unpaid by the end of the billing cycle. As a result, Waste Management sent your delinquent Quarter 3 (July - September) bill to the City which the City paid on your behalf (that is why your payment history with Waste Management shows a zero balance). Therefore, you currently owe the City \$133.87.

You can find your hauler's contact information on the bill or by searching at stpaul.gov/collectionmap

If you paid the hauler within the service period and believe the assessment was applied in error, please provide verification of payment and we can research removing the assessment. If you would like to contest the assessment for any reason, you can request a legislative hearing. To do that you, you can reply to this email stating you'd like to appeal.

If you'd like to pay the assessment, listed on your letter from the City, there is a website (stpaul.gov/assessments) where you may pay online. If you prefer to send a check, there is also an address listed where you may send your payment:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Please let us know if there is anything else our team can do for you.

Thanks,
Elizabeth
City of Saint Paul
Recycling and Garbage Programs
651-266-6101

Lydia Campbell November 3, 2023 at 11:42

Internal note

Outstanding levied & pending assessments:

Delinquent Garbage Bill January to March 2023 0.00% 8/23/2023 \$133.87

Delinquent Garbage Bill April to June 2023 9/18/2023 \$133.87

Delinquent Garbage Bill July to September 2023 10/16/2023 \$133.87

Lydia Campbell November 3, 2023 at 11:59

Good Morning,

This is Lydia with City of Saint Paul - Solid Waste. My coworker passed your information along to look into an issue you're having with an assessment at the property 1288 Edgerton St.

I checked records of the notices being sent to you from the hauler, Waste Management. There are three assessments on the property for delinquent garbage bills in 2023 (1 per quarter); all notices have been sent to the following address:

BLANCO, VIRGINIA DEL CARMEN
1159 CASE AVE
SAINT PAUL MN 55106-3911

I looked into it and it seems that you purchased the property in June 2023 and the address above was that of the former owner, is that correct? Have you been in contact with Waste Management at any point since you moved in?

Thank you for your patience while I investigate this issue for you.

Lydia

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

Sarah Haas November 8, 2023 at 12:58

Internal note

Resident never called to set up service and previous owner did not cancel, property assessments are correct and we should not recommend removal.

Almaz Kassa November 13, 2023 at 18:44

No, I have not.

Lydia Campbell November 14, 2023 at 14:42

Almaz,

Unfortunately, I cannot recommend removal of the delinquent garbage bill assessments on your property at 1288 Edgerton St. Because you did not call to set up service and the previous owner did not cancel service, these property assessments were applied correctly.

You are welcome to contest them at a legislative hearing if you would like, either in-person or over the phone. Please let me know if you would like to do so and I can give you the details.

Otherwise, payment information can be found online at <https://eproperty.logis.org/stpaul/assessments/list?pid=202922430027>

Thank you,

Lydia

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

Almaz Kassa November 14, 2023 at 14:52

Yes, please proceed.

Lydia Campbell November 14, 2023 at 16:30

Almaz,

Just to confirm-- You plan to attend the legislative hearing to appeal this assessment?

The hearing will be held 01/11/2024 at 10:00AM.

If you are coming, I will add you to the agenda and get you all of the details, such as phone number and/or location.

Thank you,

Lydia

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

Almaz Kassa November 14, 2023 at 17:10

Yes, I will be.

But can we do it in phone call?

Lydia Campbell November 17, 2023 at 13:21

Yes, I will place you on the agenda for a call. I will be in touch next week with more details.

Almaz Kassa November 17, 2023 at 21:04

Okay thank you!

Lydia Campbell November 21, 2023 at 11:09

Almaz.

On January 11, 2024, you will receive a phone call from the City of Saint Paul between the hours of 10AM-11AM. Please add this to your calendar so that you are ready for the call. I will provide the hearing officer with all of the information that we have discussed, e.g. the amount of the assessments, why they were placed, why I am recommending that they not be removed, and why you are requesting that they be removed. Please be prepared to state your case. I will be at the hearing to share information and answer questions, but it will be led by the hearing officer.

I will follow up if anything changes or if there are updates.

Thank you for your patience and understanding during this process.

Have a good holiday,

Lydia

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

Almaz Kassa November 21, 2023 at 16:19

Thank you, you too!

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