#21323 1749 Idaho Ave E - 2022 Q4 Assessment Inquiry (Spanish Speaker Request)

Submitted	Received via	Requester
March 22, 2023 at 10:57	Phone call (inbound)	Javier Gutierrez

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Status	Priority	Group	Assignee	Ticket status
On-hold	Normal	PW - Garbage	Clare Pillsbury	On-hold

Assessment No.	Property ID Number	Latitude/Longitude
230107	222922110031	-93.02659,44.99035

Location	Other Name	Garbage Hauler
1749 Idaho Ave E, Saint Paul, Minnesota, 55106	Javier Gutierrez	Aspen Waste Systems

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

As a courtesy, staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	5/24/2023

Total amount due for Delinquent Garbage Bill Assessment	Legislative Hearing Required
122.81	Yes

Other Telephone	Date of LH (MM/DD/YYYY)
16122142651	4/6/2023

Stated Reason for Appeal (if given)

Property owner stated that they were in the hospital during the time period in question.

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

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 4 (October - December)	11:00 AM

Lydia Campbell March 22, 2023 at 10:57 Internal note

Call from: +1 (651) 214-2651
Call to: +1 (651) 413-6624
Time of call: March 22, 2023 at 3:56:56 PM
Answered by: Lydia Campbell

Lydia Campbell March 22, 2023 at 11:03 Internal note

Inbound call from +1 (651) 214-2651

Call Details
Call from: +1 (651) 214-2651
Call to: +1 (651) 413-6624
Time of call: 2023-03-22 15:56:56 UTC

Location: Minneapolis, Minnesota, United States
Answered by: Lydia Campbell
Length of phone call: 6 minutes, 58 seconds

Lydia Campbell March 22, 2023 at 11:13 Internal note

Resident states that they received a notification in the mail about an assessment. They said that they were unable to pay the bill in Oct 2022 because they were in the hospital. They have the money now and are willing to pay. I suggested sending them the link over email, he said he would prefer that. There was potential miscommunication about the email address because Spanish is his primary language. Email that I think he stated: floorsbyjavier@gmail.com

Request for a Spanish speaker to follow-up for clarification.

Clare Pillsbury March 22, 2023 at 12:09 Internal note

Hey Emaily. Since this is a pretty easy one I am going to let you call them back. If you don't feel ready to take this though, just let me know and I can call them back :) Since this person was in the hospital during the time period in question, I am going to recommend removal of the assessment. You just need to call and let them know that they don't have to pay the assessment and that it will be removed via legislative hearing on April 6, which they do not have to attend. I will send a letter (in Spanish) to let them know once the assessment has been removed. Thanks!

Emily Torralba March 22, 2023 at 13:19 Internal note

Outbound call to +1 (651) 214-2651

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 214-2651
Time of call: 2023-03-22 18:17:17 UTC
Called by: Emily Torralba
Length of phone call: 2 minutes, 31 seconds

Emily Torralba March 22, 2023 at 13:24 Internal note

Left message for property owner in spanish explaining since they were in the hospital during the time period in question, there would be a recommendation of removal of the assessment. I also let them know that they don't have to pay the assessment and that it will be removed via legislative hearing on April 6, which they do not have to attend. Also that a letter (in Spanish) would be sent out to them to let them know once the assessment has been removed.

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