

#637978 1243 Thomas Ave - Q1 2024 Assessment Inquiry (Aspen)

Submitted	Received via	Requester
July 12, 2024 at 15:25	Voicemail	Ishmael Barry Mcreynolds <bamm74vm@yahoo.com>

CCs

Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.15272,44.95949	1243 Thomas Ave, Saint Paul, Minnesota, 55104	16122452491

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
242923120114	Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment
2024

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
430.18	240114	10:00 am

Stated Reason for Appeal (if given)

PO feels he is being overcharged, and Aspen as not responded to multiple communication attempts.

Date of LH (MM/DD/YYYY)	Other Name
07/25/2024	Ishmael

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

Garbage Hauler	Have you contacted your hauler about this garbage bill before?
Aspen Waste Systems	Yes

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

Staff Comments

PO purchased duplex in November 2023, with 96-gallon carts already on site. PO successfully changed cart size to 35-gallon carts but was unaware of Every Other Week option. He also tried to only request one cart, but Aspen required him to take 2 carts while he is renovating the home. Aspen did not respond to initial assessment inquiry request or the follow-up request (as of 1pm July 23, 2024).

PO is now currently on a service hold for one side of the duplex, and every other week service for the side he resides in. PO is contesting the Q1 2024 charge of \$430.18 because he is unsure what he is being charged for.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
08/14/2024	Yes	No

Project Number	Service Level
CG2402A2	35 gallons (weekly)

Ishmael Barry Mcreynolds July 12, 2024 at 15:25
Voicemail from +1 (612) 245-2491

Internal note

Call Details
Call from: +1 (612) 245-2491
Call to: +1 (651) 413-6624
Time of call: 2024-07-12 19:51:56 UTC

Location: Minneapolis, Minnesota, United States
Length of phone call: 3 minutes, 10 seconds

Shelly Barnhart July 12, 2024 at 15:36

Internal note

1243 THOMAS AVE ASSESSMENT INQUIRY PO LM STATING HE MISSED AND APPT AT 10AM

Jillian Barden July 15, 2024 at 13:48

Internal note

PO provided property ID of: 242923120114 but that is not pulling up in our system.

Jillian Barden July 15, 2024 at 14:08

Internal note

Outbound call to +1 (612) 245-2491

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 245-2491

Time of call: 2024-07-15 18:48:56 UTC

Called by: Jillian Barden

Length of phone call: 19 minutes, 26 seconds

Jillian Barden July 15, 2024 at 14:10

Internal note

Changed to 35 gallon cart recently. June 6th to June 28th he was in Africa. Recommended he calls Aspen to change into 35 gal EOW service. I also recommended he puts his trash on hold next time he is out of town. Emailed him the form

Jillian Barden July 15, 2024 at 14:10

Hello ISHMAEL,

Thank you for contacting the City of Saint Paul regarding a garbage service hold at 1243 Thomas Ave, Saint Paul, Minnesota, 55104.

Hold Request: 4-26 weeks

Complete the [Temporary Service Hold Request Form](#) and send it back to us. Requests must be made at least 2 weeks in advance.

Hold Request: 26+ weeks

Complete the [Unoccupied Dwelling Registration Form](#) (UDRF) and send it back us. UDRFs go into effect the first day of the month after they are submitted.

Both request forms are attached or can be accessed via the links in this email. For additional details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste

651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Ishmael Barry Mcreynolds July 16, 2024 at 03:08

On Monday, July 15, 2024 at 02:10:50 PM CDT, Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:



SAINT PAUL
MINNESOTA

Your request (637978) has been updated. To add additional comments, reply to this email.



Jillian Barden (City of Saint Paul)

Jul 15, 2024, 14:10 CDT

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Thank you,

Jillian

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Jillian Barden July 16, 2024 at 10:47

Internal note

Outbound call to +1 (612) 245-2491

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 245-2491

Time of call: 2024-07-16 15:45:59 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 46 seconds

Jillian Barden July 16, 2024 at 11:15

Hi Ishmael

I wanted to inform you that you should put one of the units at your building on a service hold, since you are remodeling the one side. Please fill out the form I emailed you yesterday for a service hold request and send it back to me.

I have not heard back from Aspen yet, but when I do, I will let you know

Jillian

Solid Waste

651-266-6101

Ishmael Barry Mcreynolds July 16, 2024 at 19:11

hope this works.... let me know if you need anything else

Jillian Barden July 23, 2024 at 08:33

Hello Ishmael

I have reached out to Aspen to find out why your bill is \$430.18, and they have not responded yet. I have sent them two emails, hoping to get a response for you.

There is a legislative hearing on Thursday morning. If you would like to appeal the charges, I can start a file for you. I would present your file, with all of the facts at the legislative hearing, and the hearing officer would make a decision on your case. I recommend you attend, but it isn't required. I can still start the file even if you do not attend. If you did attend, you would be able to speak about the trouble you're having with Aspen and the bills. You can attend in person or over the phone. Let me know by the end of the day today.

Jillian

Solid Waste

651-266-6101

Jillian Barden July 23, 2024 at 11:36

Internal note

Outbound call to +1 (612) 245-2491

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 245-2491

Time of call: 2024-07-23 16:29:56 UTC

Called by: Jillian Barden
Length of phone call: 6 minutes, 31 seconds

Jillian Barden July 23, 2024 at 12:38

Internal note

Bought in November 2023. Assumed everything was paid up to date from closing. Service was started with 96 gal carts but PO was able to swap them for 35 gal carts.

I believe his bill from Q1 has a bunch of prorated charges, but Aspen has not responded.

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