

# #311346 790 Geranium Ave E - Q3 2023 Assessment Inquiry (WM) - LH CONTESTING

**Submitted** December 5, 2023 at 11:32  
**Received via** Closed Ticket  
**Requester** Francisco Ochoa

## CCs

Emily Torralba <emily.torralba@ci.stpaul.mn.us>, Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>

**Status category** Pending  
**Ticket status** Pending - Future Event  
**Priority** Normal  
**Group** PW - Garbage  
**Assignee** Lydia Campbell

**Property ID Number** 292922110106  
**Do you need an interpreter?** Yes  
**Latitude/Longitude** -93.06709,44.9755

**Location** 790 Geranium Ave E, #B, St. Paul, Minnesota, 55106  
**Other Name** Francisco Ochoa  
**Garbage Hauler** Waste Management

**Have you contacted your hauler about this garbage bill before?**

Yes

**Billing year for Delinquent Garbage Bill Assessment**

2023

**Total amount due for Delinquent Garbage Bill Assessment**

119.89

**Please select which language you need an interpreter for** **Other Telephone**

Español (Spanish)

16513990409

**Stated Reason for Appeal (if given)**

Medical reasons

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

Yes

**Billing period for Delinquent Garbage Bill Assessment**

Quarter 3 (July - September)

**Emily Torralba** December 5, 2023 at 11:32

Internal note

See ticket: [#257624](#)

PO states they have had 3 recent surgeries which has prevented them from paying their garbage bill because they do not have any income. PO states they are over 70 years old and right now the social security check is being detained because they are waiting for their permanent residency to renew. At this time they have no access to any money. PO would like to know if any of their assessments can be disputed because of their medical situation.

PO states they would like to contest and request a hearing in spanish because their english is limited. Thank you!

**Sarah Haas** December 19, 2023 at 12:46

Internal note

Need LH File

**Lydia Campbell** January 9, 2024 at 15:51

Internal note

[Emily Torralba](#) Please call PO back and ask if he's available for the hearing January 18 @ 10 AM. If on the phone-- they will call between 9am-11am. If in-person, the hearing it at City Hall in 15 West Kellogg Blvd, floor 3, Legislative office and we will get an interpreter. Alternatively, we can try to get him scheduled for this Thu at 11am

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**Emily Torralba** January 9, 2024 at 16:19

Internal note

Outbound call to +1 (651) 399-0409

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 399-0409

Time of call: 2024-01-09 22:16:16 UTC

Called by: Emily Torralba

Length of phone call: 3 minutes, 37 seconds

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**Emily Torralba** January 10, 2024 at 08:13

Internal note

[Lydia Campbell](#) PO decided to do the hearing over the phone at 11 AM. PO states they will need a Spanish interpreter. The best contact phone number to contact is: 651-399-0409. Thank you!

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**Lydia Campbell** January 10, 2024 at 10:01

Internal note

Hey Emily, I messed up. The date is 01/25 after all. 11AM is the correct time. Can you call PO back again? Sorry!

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**Emily Torralba** January 10, 2024 at 10:03

Internal note

Outbound call to +1 (651) 399-0409

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 399-0409

Time of call: 2024-01-10 16:01:45 UTC

Called by: Emily Torralba

Length of phone call: 2 minutes, 3 seconds

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**Emily Torralba** January 10, 2024 at 10:04

Internal note

PO states that 01/25 at 11 AM works for their hearing! Thank you!

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**Lydia Campbell** January 22, 2024 at 08:20

Internal note

Outbound call to +1 (800) 367-9559

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (800) 367-9559

Time of call: 2024-01-22 14:12:34 UTC

Called by: Lydia Campbell

Length of phone call: 7 minutes, 24 seconds

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**Lydia Campbell** January 22, 2024 at 08:26

Internal note

Spoke to PO through an interpreter to tell him that the hearing time has changed and we will call him between 9AM-10AM.

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