

#1558631 CANCELLED: SERVICE HOLD - TEMP - 679 Hoyt Ave W - 1/16/2026 - 3/27/2026 - EOW

Submitted December 23, 2025 at 10:49 PM **Received via** Web form **Requester** Marguerite DeSpain <margiedespain@yahoo.com>

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

Location 679 Hoyt Ave W, 55117 **Is this a repeat report?** No **Other Telephone** 16512706482

Start Date - first collection day with no service (temporary service hold)
2026-01-16

End Date - last collection day with no service, will start up again on next collection day 2026-03-27 **Other Name** Marguerite DeSpain

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied? One Unit **Ward** Ward 5 **Do you need an interpreter?** No

Is this property currently for sale? No **Please select the reason you are contacting the solid waste team** Service Hold

Property owner or tenant? Property owner **What size cart do you have?** Small (35 gallons) - EVERY OTHER WEEK (garbage only) **Total time spent (sec)** 2615

Time spent last update (sec) 40 **Intent** Misc::Unsolicited::Spam **Intent confidence** Low **Language** English

Language confidence High **Sentiment** Neutral **Sentiment confidence** High

Sign up for Recycling & Garbage Service Alerts and Updates

EMAILS: for service delays, program changes, and other updates related to garbage and recycling

Marguerite DeSpain December 23, 2025 at 10:49 PM

Taking care of my 91 year old Mother in Kansas City, off and on all the time, back and forth.

Megan Beuthien December 24, 2025 at 10:37 AM

Hello Marguerite DeSpain,

Thank you for contacting the City of Saint Paul regarding a hold on garbage collection services for One Unit at 679 Hoyt Ave W, 55117. The hold will be applied for the following dates:

- **Collection Day:** Friday
- **Start Date (first day without service):** Friday, 2026-01-16
- **End Date (final day without service):** Friday, 2026-03-27

Extensions

To extend your hold, please contact the City within 2 weeks of the originally requested end date or it may not be honored.

Recycling

There is no need to place a hold on your recycling because there is no separate fee for collection services.

Container Storage

Please store both your garbage and recycling carts somewhere secure while you are away, such as in a garage or behind a fence.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

A staff member will follow up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Megan

City of Saint Paul
Public Works - Garbage & Recycling
651-266-6101

garbage@stpaul.gov | stpaul.gov/garbage

Marguerite DeSpain December 24, 2025 at 12:01 PM

Thank you, Megan. Can you please make sure I am credited for these weeks. The trash will be put out by a neighbor on Jan 2, as I leave today. When I return, I will be in touch about resuming the neighbor sharing I did for ten years with another single older woman across the street. We did it before the forced individual accounts, which in my opinion were backwards movement for the city with single family, single person homes that had no complaints and were sharing - as it incentivised me to make more trash. I am so glad the city has finally fixed that mistake.

Happy Holidays to you, Megan!

Marguerite DeSpain
651-270-6482

Marguerite DeSpain February 5, 2026 at 1:14 PM

Hi Megan, I think you may be the Megan who left me a message yesterday afternoon. Thank you. I was home all day waiting for your call, but when you called I ended up on another important call at the same time. Sorry to have missed you and thank you for calling. I am going to go ahead and write this down, as I have many other things to take care of. Please call if you can. Thank you.

1) I have a hold on that you processed below, that ends at the end of March. I am unexpectedly home for a few weeks for some doctoring, and need a garbage pickup tomorrow. I will likely be leaving back to my 91 year old mom with dementia before the next garbage pickup and will be gone again for at least a month. So, I was wondering how to do this? As a one-time fee pickup or ending the pause and then starting it again? Seems like a lot of extra work? I also need to pause it more than I am able within St. Paul policy, as I go back and forth every few months and am gone for a few weeks up to 5 months depending on how she is doing. What do you suggest? I will put out garbage tonight for tomorrow morning pickup.

2) I also have a bulk item to put out, and am unclear what I'd doing above with the hold, to know if I can do that.

3) I also am concerned about the bill I just received, and whether it reflects the past hold that was on there last year, as I was wrongly assessed fees in the past when I had a hold. Can you please review when I've had holds in the past year and recently and make sure that the bills are correct? Thank you!

4) Who is responsible for the decision to go back on the promise to homeowners that we could share? Is it the City staff? the Council? the Mayor? Who is the person that should be contacted to understand and get the history here of what has gone on? Even the literature sent to our homes never said only multi-family, and I called months ago and they said, yes, that I can share as of this past October. I'd like to address the body or whoever is making these decisions. Thank you!

I appreciate your great work. Marguerite 651-270-6482

Marguerite A. DeSpain, Consultant (She)

Culturally Responsive Planning, Development, and Evaluation Services
651-270-6482

margiedespain@yahoo.com



Megan Beuthien February 5, 2026 at 3:04 PM

Internal note

Above issues address in another ticket, reference [#1620318](#) PO would like to end this hold and continue EOW collection next friday 2/13/2025

PO inquired on exceptions for temp hold limit, she cares for her mother out of town and is back and forth

frequently. Staff stated theyre aware the limit is 2 per year but unsure about exceptions & would refer to billing specialist for further explanation

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