#379217 384 Lawson Ave E - Assessment Inquiry (WM) - LH Contesting

Submitted	Received via	Requester
January 18, 2024 at 16:20	Mail	Lifei Ye Morrison <soulvoicefifi@gmail.com>

Status category	Ticket status	Priority	Group	Assignee
Open	Open	Normal	PW - Garbage	Lydia Campbell

Assessment No.	Property ID Number	Do you need an interpreter?	Latitude/Longitude
230115	292922230108	Yes	-93.08439,44.97174

Missed Collection (Recycling)	Location	Other Name
Other	384 Lawson Ave E, St. Paul, Minnesota, 55130	FiFi Morrison

Garbage Hauler	Billing year for Delinquent Garbage Bill Assessment
Waste Management	2023

What other language do you need an interpreter for?	Date of CP (MM/DD/YYYY)
Mandarin	03/13/2024

Total amount due for Delinquent Garbage Bill Assessment
170.94

Please select which language you need an interpreter for	Legislative Hearing Required
Other	Yes

Other Telephone	Date of LH (MM/DD/YYYY)	Other Email
6129902952	01/25/2024	soulvoicefifi@gmail.com

Garbage Invoice Dates (i.e. January 1- March 31)	Time of LH
(April 1 - June 30) & (July 1 - September 30)	10:00 AM

Sarah Haas January 18, 2024 at 16:20

FYI in case you want to add to file for Jan 25 or attach in Zendesk. I called Patti so follow up was done.

Sarah Haas **Solid Waste Manager** She/Her/Hers Public Works 25 4th St. West, Floor 800

Saint Paul, MN 55102 P:651-266-6216 sarah.haas@stpaul.gov **www.StPaul.gov**

SAINT PAUL
MINNESOTA

From: Patti DeMay <Patti.DeMay@ci.stpaul.mn.us>
Sent: Thursday, December 7, 2023 9:57 AM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: 384 Lawson Ave E

Hi Sarah –

I am not really sure what to tell you about the email included below.

I have spoken with Lifei on more than one occasion. She seems to have several issues going on, made more difficult because of language barriers. The last time we spoke, I used a Chinese Mandarin interpreter and was on the phone with her for about 40 minutes.

She believes that she canceled/put hold on her garbage a long time ago, and she did not realize that the process was only temporary. As she explained to me, she has been living in China this last year and has only recently returned home. Unfortunately, she found that her home had been broken into. She did alert the police. She now needs to clean up the property in order to sell it, so she does need garbage service for that. But when you look at her property, there are multiple years of unpaid garbage bills, plus others.

At this point, there is obviously nothing more I can do to help her. I'm sorry this is so messy. If you have any additional questions, don't hesitate to reach out.

Thanks for your help!

Patti

From: Ye F i fi <soulvoicefifi@gmail.com>
Sent: Wednesday, November 29, 2023 6:24 PM
To: Patti DeMay <Patti.DeMay@ci.stpaul.mn.us>
Subject: Re: 384 Lawson Ave E

Think Before You Click: This email originated **outside** our organization.

Hi Patti,

I really don't know the garbage service manage system what want residents do for a such simple application case?which from 4years ago I leaved to China until now I got back Saint Paul in US my home…… I was tortured earlier to fill with form while post mail to your office (I don't know which office department to which one…..), it is really not good for residents living services!

You want me offer the " hold service " the recording on the 4years ago, I did, I sent to you with a opening document….. but what you want still? The documents just the empty form which I had downloaded to fill out to post mail to the garbage service office in 4years ago!

To be a garbage service management department, you should had kept residents informations, but you nothing having but kept torturing residents for nothings! never work sincerely investigate detail, Except stay office by phone talking and then charged fees, no matter why how what happened at all!

I don't want to complain like the kinds of gov department system should be improved or

Fire those who fail to act in their positions!

I really tired I have lots service issues to deal with in situations? Haven't time and life for the such silly nothing events……

I am sorry for say so, but it is truth that what I surfed early before until now.

The city service manage system really not good work for residents, but make of lots of trouble in people's living!

Sincerely

Lifei

On Wed, Nov 29, 2023 at 15:47 Patti DeMay <Patti.DeMay@ci.stpaul.mn.us> wrote:

> Lifei –
>
> Unfortunately, I am unable to open any of the documentation you provided below. Please provide a copy of the actual document that you sent and the response you received verifying that your request was granted.
>
> Patti
>
> ---
>
> **From:** Ye F i fi <soulvoicefifi@gmail.com>
> **Sent:** Wednesday, November 29, 2023 11:59 AM
> **To:** Patti DeMay <Patti.DeMay@ci.stpaul.mn.us>
> **Subject:** Re: 384 Lawson Ave E
>
> **Think Before You Click:** This email originated **outside** our organization.
>
> Hi patti, Ok I got it! Thanks!
>
> I will attached some email and the documents form…..you could see how complicated it is! And when I filled with the form then I have to post mail to a office! I just wondered why we couldn't deal with things on website? Why couldn't by call or email to work out? Even we could do anything on line website on back but the garage service ?? It is a simple things but make people such hard work out! I real don't know why?
>
> By the way , please give me the Ramsey county public hearing phone number or address or website….. yesterday service office another staff give me a wrong number, it never get through.
>
> Best regard.
>
> LiFei

T-Mobile 11:42

Service Application Hold Request

Inbox

Tidwell, Ebony Oct 9, 2019

to me

Dear Saint Paul Resident,

Thank you for your recent inquiry regarding a service hold for your residence. Per the

organized collection guidelines from the city of Saint Paul, each resident must complete the enclosed **Application for Temporary Service Hold** form.

Once completed, please mail back to the following address:

Waste Management

Attn: Saint Paul Service Hold Request

W132N10487 Grant Dr

Germantown, WI 53022

If you prefer to e-mail the completed document, please send to:

wmeservice@wm.com

T-Mobile 11:42

Attn: Saint Paul Service Hold Request

W132N10487 Grant Dr

Germantown, WI 53022

If you prefer to e-mail the completed document, please send to:

wmeservice@wm.com

The application must be completed in full and submitted at least 2 weeks prior to the requested start date. Once the application is received, we will review and if approved, we

will place your account on a temporary service hold.

You may request a service hold no more than two times within the calendar year and the total time service is on hold cannot exceed 26 weeks in the calendar year. You will be credited for the number of weeks service was suspended on the next invoice after service is restarted.

Sincerely,

Waste Management

T-Mobile 11:42

Recycling is a good thing. Please recycle any printed emails.

St. Paul Service Hold...

PDF

me Oct 9, 2019

to Morrison

St. Paul Service Hold...

PDF

me Oct 22, 2019

to Morrison

St. Paul Service Hold...

PDF

T-Mobile 11:43

X St. Paul Service Hold App...

Date Received: _____

Approved: _____

Denied: _____

For Office Use Only

Application for Temporary Service Hold

A Service Hold is allowed for suspending garbage services due to an extended absence of at least four (4) consecutive weeks from your residence for vacation, medical reason or other valid reason. It is not a legitimate absence to apply for a Service Hold to avoid required garbage service. A Service Hold may not be used to share garbage services with another unit or property. All residential properties with 1-4 units must each have service and a garbage cart per unit.

To be eligible for a Service Hold, the request must meet the following additional requirements:

- You must place the Service Hold request with your hauler at least two (2) weeks in advance of the requested start date of the Service Hold.
- The length of time for the Service Hold request must be at least four (4) consecutive weeks minimum, but no more than 26 weeks per year.
- An RDU may only be placed onto a Service Hold up to two (2) occurrences per calendar year, and the

total time service is on hold cannot exceed 26 weeks in the calendar year.

Address of the property for which a Service Hold is requested:

_____ Unit # (if applicable): _____

Name of person requesting Service Hold: _____

Phone number: _____ **Email**: _____

Name of propertyowner: _____

Address of property owner (if different than address for which Service Hold is requested):

_____

What is the timeframe for the Service Hold request? *(Must be submitted 2 wks prior to start of Service Hold)*

Start date: _____ End date: _____

As evidenced by my signature below, I hereby represent, warrant and certify to my Trash Hauler that I am seeking suspension of my trash collection services for the dates listed above for vacation or other traveling; temporary employment relocation; temporary education relocation ; extended absence from home due to health reasons; or other similar temporary absence as required by the City of St. Paul Program and not to avoid paying for trash collection.

Certification 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.

Signature: _____ **Date:** _____

You will be contacted within seven (7) business days of receipt of your application with approval or denial or request for additional information.

Please return this form to your designated hauler. Find your hauler information at www.stpaul.gov/garbagemap

T-Mobile 11:41

Service Application Hold Request

Inbox

Gonzalez, Jessalyn Oct 1, 2019

to me

Dear Saint Paul Resident,

Thank you for your recent inquiry regarding a service hold for your residence. Per the

organized collection guidelines from the city of Saint Paul, each resident must complete the enclosed **Application for Temporary Service Hold** form.

Once completed, please mail back to the following address:

Waste Management

Attn: Saint Paul Service Hold Request

W132N10487 Grant Dr

Germantown, WI 53022

If you prefer to e-mail the completed document, please send to:

wmeservice@wm.com

On Wed, Nov 29, 2023 at 11:08 Patti DeMay <Patti.DeMay@ci.stpaul.mn.us> wrote:

> Lifei –
>
> You can use this email to send information. I will do what I can to assist you.
>
> Patti De May
>
> Real Estate and Assessment Tech
>
> Pronouns: she/her
>
> Office of Financial Services - Assessments
>
> 700 City Hall
>
> 15 W Kellogg Blvd
>
> Saint Paul, MN 55102
>
> P: 651-266-8811
>
> Patti.DeMay@ci.stpaul.mn.us
>
> www.stpaul.gov/assessments

Lydia Campbell January 18, 2024 at 16:20 Internal note

Lydia Campbell (she/her)

Garbage Program Specialist | City of Saint Paul

lydia.campbell@ci.stpaul.mn.us | 651-266-6130

Support Software by **Zendesk**