

## Vang, Mai (CI-StPaul)

---

**From:** Panzer, Tanya (CI-StPaul)  
**Sent:** Tuesday, October 6, 2020 4:28 PM  
**To:** Ekobena, Richard (CI-StPaul)  
**Cc:** Rolf, Lynn (CI-StPaul); VanMassenhove, April (CI-StPaul); Assessments (CI-StPaul)  
**Subject:** FW: Emails from Lou Ann Norquist of 507 Arcade and Ben Peterson of 288 Maple  
**Attachments:** 507 Arcade (and 288 Maple) Signed Contracts.pdf

This is up for Approval tomorrow. So the Leg Office will attach this email to the AR so Council will see your comments. Usually You and Lynn go to the PH in person but with Coid it's a Teleconference.

---

**From:** Ekobena, Richard (CI-StPaul) <richard.ekobena@ci.stpaul.mn.us>  
**Sent:** Tuesday, October 6, 2020 3:48 PM  
**To:** Panzer, Tanya (CI-StPaul) <tanya.panzer@ci.stpaul.mn.us>  
**Cc:** Rolf, Lynn (CI-StPaul) <Lynn.Rolf@ci.stpaul.mn.us>; VanMassenhove, April (CI-StPaul) <april.vanmassenhove@ci.stpaul.mn.us>  
**Subject:** Emails from Lou Ann Norquist of 507 Arcade and Ben Peterson of 288 Maple

Tanya,

After contacting the contractor Mike of M&B regarding the complaints below, he sent me the attached document signed by both Ben Peterson of 288 Maple and Lou Ann Norquist of 507 Arcade in which they both agreed that Lou Ann Norquist will be responsible for restoration of Ben Peterson's property.

Below also is an email from Lou Ann Norquist of 507 Arcade to April VanMassenhove in which Lou Ann appears to indicate that she and her neighbor Ben Peterson were satisfied with the work done by M&B.

In the image below, I have highlighted the language in the quote that M&B provided to Lou Ann Norquist. Please note that 15 ft of pipe replacement mentioned in the quote is very common given that replacement of pipe segments is a major part of repairing sewer pipes.

As with any of these repairs, because the contract is between a private contractor and a property owner (or in this case property owners), any disputes (such as Lou Ann's claim that her sewer service should have been repaired rather than replaced or Ben Peterson's claim that his yard and retaining wall were damaged) should unfortunately be handled through litigation in a court of law rather through by city staff.

Please let me know who should or has responded to the property owners.

Thanks.

Richard Ekobena



# M&B SERVICES

25817 Goldfinch Ave  
Wyoming, MN 55092

Jim Boston 612-710-8892  
jim@mb-servicesllc.com

## Proposal

Customer Name: Lou Ann Norquist	Date: 5/14/2020
Address: 507 Arcade St	
City, State, Zip Code: St. Paul, MN	
Phone number: 651-238-2607 email: lanorquist1@gmail.com	

Service	DESCRIPTION	Total
Sewer	Excavate in the neighbors yard behind the large tree. Televisе sewer to verify where break is. Identify break and make repair. <b>Quote include replacement of up to 15ft of pipe if needed.</b> We will install a cleanout at the repair sight to aid in future cleaning needs.	\$6,500.00
	Property owner is responsible for restoration of the neighbors yard, retaining wall, landscaping and fence if needed.	
	Neighbor to sign acknowledgment below that property owner of 507 Arcade is responsible for all restoration.	
	Quote includes all permits and inspections.	

Credit card payments will be charged an additional 2.7%

**From:** Lou Ann Norquist <[lanorquist1@gmail.com](mailto:lanorquist1@gmail.com)>  
**Sent:** Friday, May 29, 2020 11:38 AM  
**To:** VanMassenhove, April (CI-StPaul) <[april.vanmassenhove@ci.stpaul.mn.us](mailto:april.vanmassenhove@ci.stpaul.mn.us)>  
**Subject:** Re: 507 Arcade Street

Hi April,

I'm at work now so I'll mail it in.

Yes, I was surprised to see them out there today. They also talked to my neighbor, so all should be well.

Thank you!

Lou Ann

**From:** Lou Ann Norquist <[lanorquist1@gmail.com](mailto:lanorquist1@gmail.com)>  
**Sent:** Monday, October 5, 2020 12:38 PM  
**To:** Assessments (CI-StPaul) <[Assessments@ci.stpaul.mn.us](mailto:Assessments@ci.stpaul.mn.us)>  
**Subject:** Re: File# SWRP2004, Assessment# 203003 for 507 Arcade Street

I'm not sure if this will send, but here is a video of the "Big Dig"

Sent from my iPhone

> On Sep 25, 2020, at 2:59 PM, Lou Ann Norquist <[lanorquist1@gmail.com](mailto:lanorquist1@gmail.com)> wrote:

>

> Dear City Council,

>

> This is in regard to the Public Works Program for the Replacement of the Sewer Line on my property which is 507 Arcade Street.

>

> I signed off on the estimate of \$6500 because the repair (not replacement) work needed to be done. Considering the circumstances, I'm wondering if this amount can be reduced in any way. If not, I'm grateful that the city is willing to spread the payments over 20 years.

>

> This is my story. I'll try to be brief. Last Spring, laundry water started backing up in my bathtub. The washer and bathtub are on opposite sides of the same wall. 2 highly advertised plumbing companies came out, but said they could not fit their equipment in the crawl space beneath my bathroom. A third plumber, who was recommended came out. He was able to set his equipment at the top of the basement stairs and pull the cables down through the main drain. That required an assistant, so it cost \$300 to find out there was a break in the line.

>

> My sewer line (installed in 1929 as far as I can tell) is a long one. From the back of my house, it goes out into my back yard, then cuts across my yard at an angle. It then goes into my next door neighbor's yard, takes a right hand turn and continues through their side yard and front yard and then enters the city sewer system in Maple Street.

>

> My neighbors have a huge Maple tree near this sewer line path, so we all thought that was the cause of the problem. The break however was quite a ways from the tree and near my neighbors retaining wall. Their property (288 Maple) is about 3 or 4 feet lower than my lot. A few owners back (288 Maple) there was a renter who worked for Budget Towing. He parked his truck in the side yard even though I asked him not to as I knew the sewer line was in that area. Because the break was caused by downward pressure, I feel like that was probably the cause of the damage.

>

> My current neighbors (homeowners) are great. They have been patient and understanding but they are left with two large slightly crooked clean-out valves in their yard. Their entire yard was dug up for the repair. When it rained a couple of days after the repair, the crew needed to be called back to do some back filling and tamping. I huge hole had opened up near the retaining wall and it was in danger of toppling.

>

> If a price reduction is not possible, perhaps for your next virtual meeting, you could all be wearing matching t-shirts printed by my company, Screen Pro LLC. Please disregard if shameless promotions are not allowed.

>

> Kind regards,

>

> Lou Ann Norquist

>

> 651-238-2607

**From:** Ben Peterson <[ben.shoelessrevolution@gmail.com](mailto:ben.shoelessrevolution@gmail.com)>

**Sent:** Sunday, October 4, 2020 9:28 AM

**To:** Assessments (CI-StPaul) <[Assessments@ci.stpaul.mn.us](mailto:Assessments@ci.stpaul.mn.us)>

**Subject:** ASSESSMENT 203003

Regarding :

FILE # SWRP2004

ASSESSMENT 203003

PROPERTY ADDRESS 507 ARCADE ST

PARCEL ID 322922140198

To whom it may concern,

My name is Benjamin Peterson, I am the homeowner at 288 Maple St, St Paul, MN 55106. Lou Ann Norquist is my neighbor.

Last spring she found out that her sewer line needed to be replaced. She made me aware of this because The sewer line in question travels out of her back yard and into my yard on it's way to Maple St. The broken segment was found to be underneath my retaining wall. The subsequent work to fix the issue left me with a torn up yard, damage to my retaining wall, a missing tree limb, washouts near the new control valves and a lingering depression where the crew dug up the broken sewer pipe. Two access/control valves now exist on my property as well.

Lou Ann shared with me that the sewer assessment for the whole thing was \$6500+. I think that's way too much, considering the crew was here and gone in less than 3 hours and the work was done so poorly with all the damage to my property. Can something be done to lessen the assessment for Lou Ann? And can something be done to compensate me for damages?

Ben Peterson