

#609581 104 Larpenteur Ave W - Q1 2024 Assessment Inquiry

Submitted	Received via	Requester
June 21, 2024 at 12:50	Phone call (inbound)	Angela Burton <theofficalgrandma07@gmail.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Assessment No.	Property ID Number	Project Number	Do you need an interpreter?
240113	192922220003	CG2402A1	No

Service Level	Latitude/Longitude	Location
35 gallons (every other week)	-93.10428,44.99162	104 Larpenteur Ave W, Saint Paul, Minnesota, 55117

Other Name	Garbage Hauler	Rescheduled LH Date:
Angela	Waste Management	07/25/2024

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

WM states they did not receive notice the garbage cart was missing until April 2024, after PO was discharged from the hospital. PO had already received Q1 2024 tax assessment. PO also recently had small house fire on May 20, 2024 and is in currently in temporary housing. She plans on returning home in by September. PO has paid her Q2 2024 bill and has submitted temporary hold documentation. WM states they have not received temporary hold paperwork yet. Staff recommends removing Q1 2024 assessment of 71.84 under a city adjustment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2024	08/14/2024

Total amount due for Delinquent Garbage Bill Assessment	Legislative Hearing Required
71.84	Yes

Other Telephone	Date of LH (MM/DD/YYYY)
16517968100	07/11/2024

Stated Reason for Appeal (if given)

Garbage cart went missing in December and PO became sick with Covid and Pneumonia shortly afterwards. PO spent two months in the hospital during Quarter 1 2024.

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

Yes

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

(January 1 - March 31)

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 1 (January - March)	9:00 am

Emily Torralba June 21, 2024 at 12:50

Internal note

Call from: +1 (651) 796-8100

Call to: +1 (651) 413-6624

Time of call: June 21, 2024 at 5:49:58 PM UTC

Answered by: Emily Torralba

Emily Torralba June 21, 2024 at 13:04

Internal note

Inbound call from +1 (651) 796-8100

Call Details

Call from: +1 (651) 796-8100

Call to: +1 (651) 413-6624

Time of call: 2024-06-21 17:49:58 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Emily Torralba

Length of phone call: 14 minutes, 25 seconds

Emily Torralba June 21, 2024 at 13:05

Internal note

PO states they would like to contest because they had a house fire and WM came to take their carts from the property so no garbage services should of been charged.

Jillian Barden June 24, 2024 at 16:21

Internal note

Outbound call to +1 (651) 796-8100

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 796-8100

Time of call: 2024-06-24 20:58:37 UTC

Called by: Jillian Barden

Length of phone call: 22 minutes, 58 seconds

Jillian Barden June 24, 2024 at 16:21

Internal note

Fire was May 17th. Had Covid and Pneumonia, went to hospital during the winter for two months. Says trash cart fell in cart while she was in hospital.

Jillian Barden June 28, 2024 at 15:01

Hello Angela,

Please reply to this email if you find the form

Thank you for contacting the City of Saint Paul regarding a garbage service hold at 104 Larpenteur Ave W, Saint Paul, Minnesota, 55117.

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.

I have attached the form. It can also 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

Jillian Barden June 28, 2024 at 15:05

Internal note

She will be moving into her home in 2-3 months. Sent her a service hold form. Fire was May 17, 2023. She said she filed service hold June 18

Jillian Barden June 28, 2024 at 15:07

Internal note

Outbound call to +1 (651) 796-8100

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 796-8100

Time of call: 2024-06-28 19:24:55 UTC

Called by: Jillian Barden

Length of phone call: 42 minutes, 9 seconds

Angela Burton June 28, 2024 at 15:17

 [Service Hold Application \(fillable\)_copy.pdf](#)

Angela Burton June 28, 2024 at 15:17

Thank you, I got it.

Jillian Barden July 1, 2024 at 10:49

Hi Angela

Waste Management responded to me stating they emailed you the service request form on June 18th, but you have not returned it back to them yet. Please make sure to submit the form so the garbage billing can be paused. You can send it directly to Waste Management or you can send it to me and I can forward it to Waste Management. If you send it to me, then I would have record of you asking for the temporary service hold.

Jillian

Solid Waste

651-266-6101

Jillian Barden July 5, 2024 at 11:14

Internal note

Fire was May 20, 2024

Q2 bill has been paid

Jillian Barden July 9, 2024 at 13:58

Internal note

Outbound call to +1 (651) 796-8100

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 796-8100

Time of call: 2024-07-09 18:48:51 UTC

Called by: Jillian Barden

Length of phone call: 9 minutes, 12 seconds

Jillian Barden July 9, 2024 at 13:58

Internal note

PO does not want to attend hearing

