Mai Vang

From: Jillian Barden
Sent: Friday, December 5, 2025 5:16 PM
To: Mai Vang
Subject: 715 Hope St Deletions: Q3 2024, Q4 2024, and Q1 2025

Hi Mai

Here is the email chain for the deletions for 715 Hops St

Brief summary of below:
PO became ill in 2023 and, due to her declining health, was rarely residing at the home until passing away in June 2025. Throughout this time, the property experienced multiple issues with trash service. Specifically, there was no service cart available, even though the PO attempted to request a replacement. Despite this lack of service, WM continued to bill the property for the full 96-gallon service. Please delete Q3 2024, Q4 2024, and Q1 2025 garbage assessments.

Thank you

Jillian

From: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Sent: Monday, December 1, 2025 5:30 PM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Cc: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: FW: Shared Voicemail (CC-Ward 7)

Jill
Can you get these removed?

Sarah Haas
Garbage and Recycling Program Administrator
She/Her/Hers
Public Works
60 Sycamore St West
Saint Paul MN 55117
P: 651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov

Book time to meet with me

From: Sarah Haas
Sent: Monday, December 1, 2025 5:30 PM
To: Nadine Melchior <nadinemarie17@msn.com>; Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>
Cc: *CI-StPaul_PublicWorks-Info <PublicWorks-Info@ci.stpaul.mn.us>
Subject: RE: Shared Voicemail (CC-Ward 7)

Nadine
I apologize; I was out of the office last week on vacation. The garbage bills listed below are what we can assist with removing. To avoid future charges, you need to complete the form I previously sent: Start, Stop, or Pause Collection | Saint Paul Minnesota

To address the bills that have been transferred to Ramsey County, you will need to reach out to them directly 651-266-2222 or askpropertytaxandrecords@co.ramsey.mn.us

Levied Assessments (due and payable)

Assessment Number	**Improvement**	**Interest Rate**	**Levied Date**	**Term Years**	**Levied Amount**	**Balance Due**	**Select to Pay** Partial Payment Accepted
250112	Delinquent Garbage Bill July to September 2024	0.00%	2/12/2025	1	$154.44	$154.44	
250114	Delinquent Garbage Bill October to December 2024	0.00%	5/15/2025	1	$154.45	$154.45	
250117	Delinquent Garbage Bill January to March 2025	0.00%	8/14/2025	1	$158.96	$158.96	
Levied Balance Due:						**$599.53**	**$0.00**

Fees and Pending Assessments (Payments are accepted)

Project Number	**Improvement**	**Pending Date**	**Term Years**	**Pending Amount**	**Select to Pay** Partial Payment Accepted
CG25Q2B4	2025 Garbage Bill April to June	5/27/2025	1	$137.53	
CG25Q3B4	2025 Garbage Bill July to September	11/1/2025	1	$137.53	
Pending Balance Due:				**$275.06**	**$0.00**

Sarah Haas
Garbage and Recycling Program Administrator
She/Her/Hers
Public Works
60 Sycamore St West
Saint Paul MN 55117

P: 651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov

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MINNESOTA

Book time to meet with me

From: Nadine Melchior <nadinemarie17@msn.com>
Sent: Monday, December 1, 2025 5:15 PM
To: Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>; Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>
Cc: *CI-StPaul_PublicWorks-Info <PublicWorks-Info@ci.stpaul.mn.us>
Subject: Re: Shared Voicemail (CC-Ward 7)

> Some people who received this message don't often get email from nadinemarie17@msn.com. Learn why this is important

Hello,

I responded on 11/20 and am still waiting for a response in regard to 715 Hope St. St Paul, MN 55106

Sarah, can you please be specific about what you are able to adjust? Again as I stated, she was not in the house most of 2025 as she was in the hospital, then put into hospice and didn't live there to generate trash or recycling. There is no-one there now either so again, nothing will be generated.

I see on the taxes on the house, there are trash or recycling bills attached to that. Who do I contact regarding those? Since all the bills were going to that address, we didn't see them in order to address them.

I would like to try to wrap this up if possible. Thank you for your assistance.

Nadine Melchior

From: Nadine Melchior <nadinemarie17@msn.com>
Sent: Thursday, November 20, 2025 9:03 AM
To: Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>; Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>
Cc: *CI-StPaul_PublicWorks-Info <PublicWorks-Info@ci.stpaul.mn.us>
Subject: Re: Shared Voicemail (CC-Ward 7)

Sarah, thank you very much for looking into this. Nicole Nasby has been living in this property and she died in June 2025. She was diagnosed with cancer in 2023 and really was not able to take care of herself and live alone and was not living there a lot of of the time.
She had stated that there were many problems with the trash service, not picking up her trash, so I know there were many times that she would bring bags of garbage over and dumped them in my apartment complex trash. Trash and recycling are done separately. I don't know what she ever did with the recycling, but I know trash seemed to be a problem for her for quite some time.

Nobody is living in the house now we have been trying to get it cleaned out and fixed to sell. Any trash that has come out of the house has not been left out on the curb. We have been taking it to the dump and paying to have our trash removed. If the trash service can be stopped now or put on pause until we sell the house that would be fabulous cause I don't anticipate using your service until the house gets sold. As for the water, I don't know if water is assessed on usage, but again she wasn't in the house much. I do need the water to clean so I hope that's not going to be turned off and I am not sure what to do about the old past bills for that.

You mentioned that some things were transferred to Ramsey County and I don't understand that. I see on the taxes for the house that all has to be paid by the end of November and there are charges on there for past due bills that were not paid so since she has passed away, is there anything that can be done to get those things taken off of the taxes and make sure that the water doesn't get turned off and that the trash collection stops being charged as nobody's been there For over a year. Any help that you can give me would be very much appreciated.

With thanks,
Nadine Melchior
Sister to Nicole Nasby Cran

Get Outlook for iOS

From: Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>
Sent: Thursday, November 13, 2025 12:23:44 PM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>; nadinemarie17@msn.com <nadinemarie17@msn.com>
Cc: Melanie McMahon <Melanie.McMahon@ci.stpaul.mn.us>; Jules Atangana <Jules.Atangana@ci.stpaul.mn.us>; *CI-StPaul_PublicWorks-Info <PublicWorks-Info@ci.stpaul.mn.us>; Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: RE: Shared Voicemail (CC-Ward 7)

I added the Nadine's correct email. Thanks Sarah

Silver Moran-Stewart (she/her)
Executive Assistant
Office of Councilmember Cheniqua Johnson, Ward 7
15 W Kellogg Blvd, Ste. 320-C
Saint Paul, MN 55102
651-266-8670
www.StPaul.gov

From: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Sent: Thursday, November 13, 2025 11:57 AM
To: Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>; nadinemarie@msn.com; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>
Cc: Melanie McMahon <Melanie.McMahon@ci.stpaul.mn.us>; Jules Atangana <Jules.Atangana@ci.stpaul.mn.us>; *CI-

StPaul_PublicWorks-Info <PublicWorks-Info@ci.stpaul.mn.us>; Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: RE: Shared Voicemail (CC-Ward 7)

Nadine
Missed collections, billing inquiries, and all garbage/recycling customer service issues can be reported online at Garbage and Recycling | Saint Paul Minnesota or by calling 651-266-6101. Online submissions generally are the quickest route to resolution. Please report the missed collection within 24 hours to have the garbage or recycling truck return.

I reviewed the account and found that the recycling bin was not out at the collection time for 9 weeks this past year, which may be why they thought it wasn't collected. Carts must be out by 6 am on the collection day. If the home is unoccupied, I'd recommend you put the garbage and recycling on a service hold to stop billing: Start, Stop, or Pause Collection | Saint Paul Minnesota

In July of 2024, there was an inquiry on this property regarding the past due bills. There is a process to contest these that was explained at that time, and notices of the appeal process were mailed to the property. Due to the circumstances, I will review the collection record and if there was no garbage pick up during the periods for the existing Delinquent Garbage Bill pending and levied assessments (below), I can remove them.

Levied Assessments (due and payable)

Assessment Number	**Improvement**	**Interest Rate**	**Levied Date**	**Term Years**	**Levied Amount**	**Balance Due**	**Select to Pay** Partial Payment Accepted
250112	Delinquent Garbage Bill July to September 2024	0.00%	2/12/2025	1	$154.44	$154.44	
250114	Delinquent Garbage Bill October to December 2024	0.00%	5/15/2025	1	$154.45	$154.45	
250080	2025 SSSC / Storm Sewer	5.95%	7/8/2025	1	$131.68	$131.68	
250117	Delinquent Garbage Bill January to March 2025	0.00%	8/14/2025	1	$158.96	$158.96	
Levied Balance Due:						**$599.53**	**$0.00**

Fees and Pending Assessments (Payments are accepted)

Project Number	**Improvement**	**Pending Date**	**Term Years**	**Pending Amount**	**Select to Pay** Partial Payment Accepted
CG25Q2B4	2025 Garbage Bill April to June	5/27/2025	1	$137.53	
CG25Q3B4	2025 Garbage Bill July to September	11/1/2025	1	$137.53	
Pending Balance Due:				**$275.06**	**$0.00**

There are several that have been transferred to Ramsey County and those I can not adjust.

(Only Payable to Ramsey County)

Assessment Number	Improvement	Interest Rate	Levied Date	Term Years	Levied Amount	Certified Amount
230113	Delinquent Garbage Bill April to June 2023	0.00%	3/13/2024	1	$133.87	$136.37
230115	Delinquent Garbage Bill July to September 2023	0.00%	3/13/2024	1	$133.87	$136.37
240042	2024 Delinquent Water Bill	0.00%	12/30/2024	1	$421.91	$421.91
240080	2024 SSSC / Storm Sewer	5.65%	6/28/2024	1	$119.71	$126.48
240112	Delinquent Garbage Bill October to December 2023	0.00%	5/15/2024	1	$133.87	$136.37
240114	Delinquent Garbage Bill January to March 2024	0.00%	8/14/2024	1	$154.44	$156.94
240116	Delinquent Garbage Bill April to June 2024	0.00%	11/6/2024	1	$154.44	$156.94
259996	2025 Recycling	0.00%	12/31/2024	1	$172.75	$172.75
259997	2025 Solid Waste	0.00%	12/31/2024	1	$42.86	$42.86
Certified Total:						**$1,486.99**

Sarah Haas
Garbage and Recycling Program Administrator
She/Her/Hers
Public Works
60 Sycamore St West
Saint Paul MN 55117
P: 651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov

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Book time to meet with me

From: Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>
Sent: Thursday, November 13, 2025 10:36 AM
To: nadinemarie@msn.com; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>
Cc: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>; Melanie McMahon <Melanie.McMahon@ci.stpaul.mn.us>; Jules Atangana <Jules.Atangana@ci.stpaul.mn.us>; *CI-StPaul_PublicWorks-Info <PublicWorks-Info@ci.stpaul.mn.us>
Subject: RE: Shared Voicemail (CC-Ward 7)

Hi Nadine,

Thank you for reaching out and for leaving a message regarding your property at **715 Hope Street** in Saint Paul. We understand you are seeking assistance with home repair programs as well as help resolving the trash billing issue, and we appreciate you contacting Chair Johnson and Ward 7 office.

Our **Department of Planning and Economic Development (PED) – Housing Division** can connect you with available programs and help you understand eligibility and application requirements. I added Jules Atangana, the PED Housing Director onto this email, who can either help answer questions and/or help provide more information and resources.

For the issue regarding missed trash pickup and continued billing, our **Public Works – Solid Waste Division** can review the account for 715 Hope Street and assist in resolving the charges. Please provide your property's address, account information (if available). I've copied Sarah Haas, the Solid Waste and Recycling Program Administrator onto this email to follow up with you directly.

Thank you again for reaching out, and we appreciate your commitment to restoring and maintaining your family home in Dayton's Bluff. Please don't hesitate to contact us if you need any additional information.

Best,
Silver Moran-Stewart (she/her)
Executive Assistant
Office of Councilmember Cheniqua Johnson, Ward 7
15 W Kellogg Blvd, Ste. 320-C
Saint Paul, MN 55102
651-266-8670
www.StPaul.gov

SAINT PAUL
MINNESOTA

From: MELCHIOR,NADINE <noreply@skype.voicemail.microsoft.com>
Sent: Wednesday, November 12, 2025 4:50 PM
To: VM-CouncilWard7 <VM-CouncilWard7@stpaulmn.onmicrosoft.com>
Subject: Shared Voicemail (CC-Ward 7)

hello my name is nadine malkier and i had left an email on monday regarding i will be buying my parents home my brothers and sisters and i are all on the on the mortgage and the mortgage is paid off but anyway we all own the house together our parents have died and i'm going to take over responsibility for the house the address for the property is 715 hope st saint paul 55106 it is in the dayton's bluff area the house is in really bad shape and what i'm trying to find out is if there are any programs that i can get some assistance in fixing the house up to live there so if there's any housing assistance or anything like that i currently live alone i have never purchased a house before my husband had a house or my ex husband had a host but i i was not involved in that purchase so i'm just not sure where to start looking for assistance in getting this property second question i have is the the saint paul trash companies have not been picking up trash in that house for months they would not provide a trash can according to my sister that was living there and they continue to bill every month even though they're not picking up trash or recycling and now those costs are added to the taxes my sister's been dead now since june and we're still getting billed for trash pickup that does not happen so i need to know how i can go about getting that getting assistance

with that my name is nadine malkier my phone number is 651442411 so if you are able to give me assistance you're welcome to either email me at nadine.marie17@msn.com or you can certainly give a call thank you very much for your time

You received a voice mail from MELCHIOR,NADINE.