#1764869 1101 Hoyt Ave W - Q3 2025 Assessment Inquiry - Vacant Home

Submitted	Received via	Requester
April 19, 2026 at 3:04 PM	Side conversation	Quentin Nguyen <quentinqnguyen@gmail.com>

CCs
Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.14668,44.98851	1101 Hoyt Ave W, St. Paul, Minnesota, 55108	No

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
222923110181	Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Start Date - first collection day with no service
82.69	2025-07-04

Time of LH	Stated Reason for Appeal (if given)
1:00	PO requested UDRF back in Oct 2024 with Gene's Disposal due to vacancy

Date of LH (MM/DD/YYYY)
04/21/2026

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
Yes

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?	Garbage Invoice Dates (i.e. January 1- March 31)
One Unit	July 1, 2025 - September 30, 2025

Staff Comments
No one has been actively living at the property since October 2024. the service hold information did not transfer over during the garbage transition. Staff recommends removing assessment.

Ward	Legislative Hearing Required	Do you need an interpreter?
Ward 5	Yes	No

Service Hold Request Type
Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied
Yes

Service Level	Is this property currently for sale?
35 gallons (weekly)	No

Please select the reason you are contacting the solid waste team
Service Hold

Please select the reason for this Unoccupied Dwelling Request	Property owner or tenant?
Vacant Home	Property owner

What size cart do you have?	Total time spent (sec)	Time spent last update (sec)	Hauler
Small (35 gallons)	2991	1774	FCC Environmental

Jillian Barden April 19, 2026 at 3:04 PM

requested UDRF back in Oct 2024 with Gene's due to vacancy. Hold info did not transfer during garbage transition

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Jillian Barden April 20, 2026 at 2:50 PM Internal note

PO requested hold but never turned in the paperwork, and is now informing us about the UDRF. We cannot backdate
#805601 - Oct 31 - Hold request, via call. PO did not return hold form and I followed up and received no response
#805609 - Oct 31 - Original hold request, via email
#805697 - Nov 1 - Hauler Hold Information. PO still did not return hold but insisted the bill is removed or modified

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Jillian Barden April 21, 2026 at 10:34 AM Internal note

Outbound call to +1 (651) 434-8931
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 434-8931
Time of call: 2026-04-21 15:32:51 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 46 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAd8edd9433ed8f956830c929687f8038a/twilio/recording

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Jillian Barden April 21, 2026 at 10:35 AM Internal note

Left VM stating we cannot remove hold, and he will need to take it to a Leg hearing if he desires

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Jillian Barden April 21, 2026 at 11:06 AM

Hi Quentin

I just called and left you a voicemail. Unfortunately, we cannot remove the billing for the last three quarters because we did not receive any communication from you stating you needed a hold for those dates. We did receive a message in October 2024 from you asking for a temporary hold for October 2024–April 2025, but there was no hold form returned. We also did not receive any other communication after that, until now.

You do have the right to contest the charges at a legislative hearing, but because of the billing and communication history, I cannot recommend removal.

We do currently have your hold on file now, and the start date is April 1, 2026. The carts will be removed in the next few days. When you are ready to start service again you will need to call us.

Let us know if you have any questions

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

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