

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:

1619 Juno St. Paul, MN 55116 Unit # (if applicable): — (Daughter)

Name of person requesting Service Hold: PATRICIA L. PYNE / Kathleen Orme (POH)

Phone number: 651-698-4409 651-248-2035 Email: lkpomjo@aol.com

Pyne Home Pat Cell Daughter cell: 651-276-5100
 Name of property owner: PATRICIA L. PYNE

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: Immediately End date: JULY, 2019
No residence since 7/5/18 - Will need to re-evaluate - may need longer.
 Reason for Service Hold Request

Pat broke her hip & had total hip replacement surgery in late July, 2018. Her medical team has recommended that she live where supervised. (Doctor, OT, PT, Social Worker) She is living with her daughter for the winter and Documentation enclosed with application verifying extended absence: her living situation/medical

- Flight, lodging or other travel confirmation Note signed by medical professional Needs will be re-evaluated in the Spring/Summer.
- Signed letter from school registrar Other _____

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: Patricia L. Pyne Date: 11-3-18

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



Allina Health Bandana Square Clinic
1021 Bandana Blvd E
Ste 100
Saint Paul MN 55108
651-241-9700

RE:

Patricia L Pyne
1619 Juno Ave
Saint Paul MN 55116-1414

November 6, 2018

My patient, Patricia Pyne, fractured her hip in July and since her discharge from the transitional care unit, she has been living with her daughter, Kathleen. Kathleen has been her primary caregiver. Patricia will be living with Kathleen through 4/30/19. For this reason, we are requesting that she be excused from mandatory trash services.

A handwritten signature in blue ink that reads "Janilyn Richardson".

Janilyn Maurine Richardson, MD

From: kpomjo <kpomjo@aol.com>
To: ssanders <ssanders@aspenwaste.com>
Subject: Re: Service-Hold for 1619 Juno, St. Paul, MN 55116
Date: Thu, Oct 18, 2018 11:29 am

Thank you Stacey.

Kathleen Orme

-----Original Message-----

From: Sanders, Stacey <ssanders@aspenwaste.com>
To: 'kpomjo@aol.com' <kpomjo@aol.com>
Sent: Thu, Oct 18, 2018 11:21 am
Subject: RE: Service-Hold for 1619 Juno, St. Paul, MN 55116

Kathleen,

Unfortunately the form was not something that we had until the first week of October to distribute to residents. When you are ready please feel free to email it back directly to myself and I will take care of things.

Have a good day

Stacey Sanders
Office Operations Manager
ssanders@aspenwaste.com
612-884-8017

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www.aspenwaste.com

From: kpomjo@aol.com <kpomjo@aol.com>
Sent: Thursday, October 18, 2018 11:11 AM
To: Sanders, Stacey <ssanders@aspenwaste.com>
Subject: Re: Service-Hold for 1619 Juno, St. Paul, MN 55116

Hi Stacey,

Thanks for your e-mail. I've reviewed the Service Hold Application and am annoyed after all these weeks, I now get that document! I missed many, many chances for medical signatures at several doctor appointments and medical people coming to my house! That document should have been available the first time I called which I think was early September. Now, it is going to take me more time than I have, to hassle with the medical signature! Grrrrr!

My guess is, you are equally frustrated with the city. Your people have been polite and tried to be helpful when I have called.

Kathleen Orme
Mendota Heights
651-452-5295

-----Original Message-----

From: Sanders, Stacey <ssanders@aspenwaste.com>
To: 'kpomjo@aol.com' <kpomjo@aol.com>
Sent: Mon, Oct 15, 2018 4:51 pm
Subject: RE: Service-Hold for 1619 Juno, St. Paul, MN 55116

Good Afternoon Kathleen,

Attached I have the application for a service hold on your mother's home, I would though like to speak with you about this but did not see a phone number on your email. Please feel free to contact me at the number below otherwise provide a number and a time that I

can reach you to discuss.

Thank you

Stacey Sanders
Office Operations Manager
ssanders@aspenwaste.com
612-884-8017

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From: kpomjo@aol.com <kpomjo@aol.com>
Sent: Friday, October 12, 2018 1:28 PM
To: Garbage@ci.stpaul.mn.us; Sanders, Stacey <ssanders@aspenwaste.com>
Cc: jmazan@kstp.com
Subject: Re: Service-Hold for 1619 Juno, St. Paul, MN 55116

Kris,

I just called Aspen Waste Services again (3rd time over two months) since I couldn't find a health reason listing for a service-hold on their web site. Jackie at Aspen Waste Services said "they need to be notified by the city for reasons other than vacation."

So, once again I'm writing you to request a service-hold for all winter, six months, for 1619 Juno due to an **"extended absense due to health"** for my mother, a St. Paul resident for over 90 years!

I expect this matter to be resolved soon, as I my mother and I need to spend time helping her recover from hip surgery, not fight with the city over something not being used! I have copied a reporter at KSTP because how the city is handling the garbage services is a continuing story.

Thank you,

Kathleen Orme
Pat Pyne, 1619 Juno Avenue, St. Paul, MN 55116

-----Original Message-----

From: *CI-StPaul_Garbage <Garbage@ci.stpaul.mn.us>
To: [kpomjo](mailto:kpomjo@aol.com) <kpomjo@aol.com>
Sent: Fri, Oct 12, 2018 9:32 am
Subject: RE: Service-Hold for 1619 Juno, St. Paul, MN 55116

Good morning Ms Pyne,

I am sorry for the delay in my response.

If you are going to be away from home for at least four consecutive weeks, you can suspend your garbage service during that time. Temporary absences for service holds can include, but are not limited to: extended vacations, temporary employment or education relocation, extended absence due to health reasons, or other similar situations.

To suspend garbage service, you must notify your hauler at least two weeks prior to any service hold request. 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.

Please contact your service provider, [Aspen Waste Systems](http://www.aspenwaste.com) Phone: (612) 884-8008 directly to place that request.

If you have any additional questions, please let us know. Kris

Kris Hageman
Recycling Programs Manager
Saint Paul Public Works
25 W. 4th St. CHA 1500



St. Paul, MN 55102
P: 651-266-8866
Kris.hageman@ci.stpaul.mn.us
[Stpaul.gov/recycle](http://stpaul.gov/recycle)

From: kpomjo@aol.com
[<mailto:kpomjo@aol.com>]

Sent: Monday, October 1, 2018 8:10 PM
To: *CI-StPaul_Garbage <Garbage@ci.stpaul.mn.us>
Subject: Service-Hold for 1619 Juno, St. Paul, MN 55116

Hello,

I am requesting **NO GARBAGE & RECYCLING SERVICE** for my home at 1619 Juno as I am an elderly 90 year-old woman recuperating from hip surgery and am living at my daughter's home in Mendota Heights. I will be living at her home all winter and perhaps longer.

My daughter has power-of-attorney to advocate for me and has called Aspen Waste Services twice to tell them I don't need garbage and recycling services and will not be paying a bill for a service not being used. She was directed to call the a city number which she did and left a message. She has not heard back from anyone and apparently today an ASPEN trash can was left at my garage.

After reviewing the city website on garbage, it appears a resident is entitled to a **Service Hold** for a situation such as mine.

If this e-mail will not suffice in a service cancellation or hold, please let me know where I should go to talk to someone directly.

Thank you,

Patricia Pyne
1619 Juno Avenue
St. Paul, MN 55116