

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, July 23, 2020 3:13 PM
To: Moermond, Marcia (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Cc: Vang, Mai (CI-StPaul)
Subject: RE: Garbage Bill-Assessment

Clare,

Please enter my recommendation to delete the Q4 2019 assessment. I believe the resident contact our staff during a time when there was a lot of unknowns and there may had been some incorrect information provided. The resident will pay the Q3 2019 bill and he is up to date with the rest of the garbage bills. We have discussed this with him and he is agreeable to this proposed resolution.

Chris

From: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>
Sent: Wednesday, July 22, 2020 1:59 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Subject: FW: Garbage Bill-Assessment

Please prep a TA. I'm amending the AR to refer this to LH 7/30 at 11.

From: CouncilHearing (CI-StPaul) <CouncilHearing@ci.stpaul.mn.us>
Sent: Wednesday, July 22, 2020 10:26 AM
To: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Subject: FW: Garbage Bill-Assessment



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From: Matthew Erwin <md.erwin@yahoo.com>
Sent: Wednesday, July 22, 2020 10:16 AM

To: CouncilHearing (CI-StPaul) <CouncilHearing@ci.stpaul.mn.us>

Subject: Garbage Bill-Assessment

Good morning members of the St. Paul City council,

I wanted to write to present my perspective on this overdue garbage bill. I will try to keep this precise, yet there are a number of details that are important as to why it was never paid. (FILE # CG2001C1 ASSESSMENT #200108)

We bought our house on December 28, 2018. At the time, we had a lease on a house until mid-April. We had just moved up from Rochester where we continued to have a residence. We were unfortunately not informed of the mandatory garbage service required for each property until February. We had garbage service at the rental house.

We were not planning to move into the purchased house (1259 Maywood Street) until April. I checked the mail box at some point and found a garbage bill for the 4th quarter of 2018 for time before we even owned the house. I contacted the city to inquire, and upon speaking with Joseph Kirby, I learned about how the system works. We were able to get out of paying that bill, for we didn't own the house at that time. We then were instructed to fill out the Unoccupied Dwelling Registration Form, which I did. That was in February. We were apparently still on the hook for the weeks from January 1, 2019 until the form was approved.

Honestly, there were so many e-mails and phone calls with different people over the past 1-1/2 years that i'm pretty exhausted over this entire garbage bill business!!

I paid quarter 2 of 2019 to Waste Management. No problem! But I was still getting notices from WM for the first quarter. Another call to Joseph Kirby in the Spring or early Summer and he was very friendly and was trying to see why we were still getting billed. He also told me that there was litigation going on between citizens and the city over the garbage situation. He said that the city would be paying the quarter 3 and quarter 4 bills until the appeal/litigation was straightened out. So, at that point, I assumed I'd be getting no bills for those quarters. I did, however, upon returning from a trip abroad. I then proceeded to call to speak with Joseph Kirby, only to learn that he no longer worked for the city (or in that department?!) So I needed to start again with Alisha Black. We had several chats and I even drove down to the office building to bring her copies of all of the paper work regarding this issue. At some point after several more attempts to get in touch to find out an update, I never heard back any more from her. In fact, here is the last that I heard from her. (AT THE BOTTOM OF MY TEXT) I tried to reach her some time after the 20th and left a message, but to this point (a half year later) still nothing.

I have e-mails and saved voice messages (including a voice message from Marsha at Waste Management on September 11, 2019 expressing her confusion as well over the billing) and a pile of all of the papers regarding this issue. If I need to provide any of this, let me know.

In closing, I'd like to say that I was never provided ANY information about the 1st quarter bill being removed. But, it appears it was. It also appears the quarter 3 bill was removed, though I was never informed. Currently we are discussing a quarter 4 bill. Honestly, I don't mind paying it, after all, I used the service. I just want to vent my frustration as to the ridiculous lack of communication and clarity (as well as misleading information, especially from Joseph Kirby) on top of the hours and hours i've spent trying to simply pay what I owe. Had he never told me that the city would be taking care of quarters 3 and 4, this would have been paid a LONG TIME AGO!

Sorry if this all sound a bit confusing! I have not been thinking a lot about it recently, but last year, it was VERY present and it was exhausting. If you want me to write a check, I'll do that! If you are willing to forgive this debt based on this very small sample of the hassles I've gone through, that would be great. But, I'd rather not have it assessed to my property taxes.

Thank you for taking the time to read this!

Sincerely,
Matthew D. Erwin

1259 Maywood Street
St. Paul, MN 55117

Black, Alisha (CI-StPaul) <alisha.black@ci.stpaul.mn.us>
To:Matthew Erwin

Tue, Dec 17, 2019 at 3:50 PM

Good afternoon Matthew,

I am sorry to hear that you have not received a response yet. I have notified my supervisor who is now looking in to this. Please contact me again on Friday the 20th if you have not heard from Waste Management or from us here at the garbage program.

Thank you for your patience!



Alisha Black

Office Assistant III

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