



Legislation Text

File #: RLH TA 20-111, **Version:** 2

Deleting the Appealed Special Tax Assessment for property at 466 PORTLAND AVENUE. (File No. CG1904A1, Assessment No. 190144)

Date of LH: 1/30/2020; 2/06/2020

Time of LH: 10:00 AM

Date of CPH: 3/25/2020

Postcard Returned by: Katherine & David Griffith

Cost: \$136.13

Hauling Service(s) Provided: Garbage Service; Jul 1 - Sep 30 2019

Type of Order/Fee: Trash Hauling

Billing Time Period: 3rd Quarter of 2019 (July 1 - September 30)

Invoice Date(s): July 1 - September 30

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): Two carts were ordered at the inception of the citywide garbage program. At the time of delivery, the driver interpreted my husband's remark that we didn't really need two carts as a refusal of the second cart. Full and timely payment for both carts was made for three quarters. From December until July, multiple requests by telephone and in writing to provide the missing cart were ignored by Highland Sanitation. In July, a request was made to the city as a last resort to assist in getting the missing (paid for) cart delivered as all other attempts had been ignored. After another (strident) telephone call to Highland the missing cart was finally delivered the first week in July. Withholding payment for the cart that took 7 months to get delivered and requesting credit or a refund is the only lever I have to protest the total lack of responsiveness and dismal lack of customer service on the part of Highland Sanitation. I cannot take my business elsewhere.

Staff Comments: Highland Sanitation confirmed that the second cart had been delivered on July 11, 2019. Therefore, resident was receiving services for both a small 35 gallon and medium 64-gallon cart. Staff recommends approval of the assessment.

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with Collection of Delinquent Garbage Bills for services during July to September 2019. (File No. CG1904A1, Assessment No. 190144) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby deleted.