

Mai Vang

From: Lydia Campbell
Sent: Wednesday, March 13, 2024 2:36 PM
To: Mai Vang; Sarah Haas
Cc: Marcia Moermond; Joanna Zimny
Subject: RE: 790 Geranium Avenue E

It got complicated. On Dec 6, 2023, PO switched from a med cart to a small every-other-week. However, he produces a lot of trash so, the hauler said,

"We have a few issues with this request - so I have attached two pictures - one is from last Thursday and the other one is from two weeks ago.

He now has a 32 gal trash cart with a purple lid that is usually overloaded. He had a 64 gal trash cart prior to December 2023 that was overloaded about once a month. Driver doesn't want to be pushing a cart from the back door of the house to the alley while balancing bags on top of an overloaded cart.

Right now there is no snow - but will the driver be able to get that gate open if there is a lot of snow in the yard. P/O can't just leave the cart where it is in the alley and then bring the trash from the house to the cart?"

We felt that it was reasonable that the driver not be required to move the cart for PO and then also go back to carry extra bags by hand to the truck. Our CSR left a voicemail for PO in Spanish on Feb 12 explaining the situation. He did not call back, so the request was closed on Feb 16.

Note: Walk-up service for recycling was approved.

Other contact with PO:

PO called back again Feb 29, this time asking about help paying garbage bill. That's when I emailed your group. Then, on Mar 2, PO called again and left a voicemail. CSR returned the call and left another voicemail Mar 4. That was our last contact that I'm seeing.

Lydia Campbell (she/her)

Garbage Program Specialist | City of Saint Paul
lydia.campbell@ci.stpaul.mn.us | 651-266-6130

From: Mai Vang <mai.vang@ci.stpaul.mn.us>
Sent: Wednesday, March 13, 2024 2:22 PM
To: Lydia Campbell <Lydia.Campbell@ci.stpaul.mn.us>; Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Cc: Marcia Moermond <marcia.moermond@ci.stpaul.mn.us>; Joanna Zimny <joanna.zimny@ci.stpaul.mn.us>
Subject: RE: 790 Geranium Avenue E

Did he agree to walk-up service?

Mai

From: Lydia Campbell <Lydia.Campbell@ci.stpaul.mn.us>
Sent: Wednesday, March 13, 2024 2:18 PM
To: Mai Vang <mai.vang@ci.stpaul.mn.us>; Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: 790 Geranium Avenue E

Yes, we've had a lot of conversation with Mr. Ochoa about walk-up service. Would you like me to share a file with the email/phone exchanges about it that have happened since his LH?

Lydia Campbell (she/her)

Garbage Program Specialist | City of Saint Paul
lydia.campbell@ci.stpaul.mn.us | 651-266-6130

From: Mai Vang <mai.vang@ci.stpaul.mn.us>

Sent: Wednesday, March 13, 2024 11:28 AM

To: Lydia Campbell <Lydia.Campbell@ci.stpaul.mn.us>; Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>

Subject: 790 Geranium Avenue E

Importance: High

Hi Lydia and Sarah,

This case is on the Council meeting today at 3:30 pm. Owner is contesting and we will have a Spanish interpreter there. Marcia wants to know if you have reached out them about walk up service.

See minutes below.

Approve the assessment.

Franciso Ochoa, property owner, appeared by phone and communicated through a Spanish interpreter

[Moermond reviewed hearing process]

Staff report by Garbage Specialist Lydia Campbell: The property owner stated that they had 3 recent surgeries prevented their ability to pay their garbage bills, because they don't have any income. They are over 70 years old, and their Social Security check is being detained because they're waiting for permanent residency to renew. He wants the assessments disputed because of his medical situation. Garbage service was used during this quarter at this address.

Ochoa: I don't have any income. I'm waiting for my green card. Immigration is backed up. I don't know when I will receive it.

Moermond: Are you caught up on property taxes?

Ochoa: No. I did not pay from last year. I applied to a program to defer the payment until I sell the house and then take the money out of that.

Moermond: That program may have been for a special assessment. Looking on the Ramsey County website right now, it looks like last year was paid. I don't know how or by whom.

Ochoa: My daughters and savings helped me. Right now, I don't have any money though.

Moermond: So, the program you worked with to take care of bills from 2023, will that help with 2024 bills? Was that just your daughters helping? I'm trying to understand the situation.

Ochoa: They took away the help. I don't want to ask my daughters for help, with prices going up.

Moermond: I'm asking because I want you to understand the implications for not paying taxes. It looks like the proposed property taxes for this upcoming year are going to be around \$2,950.

Ochoa: Okay.

Moermond: As an owner occupant, that does impact how nonpayment affects you with tax law. The \$119 won't be as big a problem as the whole property tax bill, if you don't have any income. I wanted to talk about when that could result in you losing the home, which could still be far away.

Ochoa: I'm not leaving my property.

Moermond: I want to assure you that there is time to work out the problems. If this goes unpaid, it goes on your 2025 property taxes. If you can't pay your 2024 taxes, it won't be another 5 years before forfeiture of the property is even discussed. You can work with Ramsey County on payment plans. Our system is elastic and can help you in the long run.

Ochoa: I filled out an application through property taxes that would help me because of my age. Whatever isn't paid on my property taxes will be taken out of the final sale price of house.

Moermond: I want to give you the contact info for your Ramsey County Commissioner, Trista Martinson (formerly Matascastillo). Her phone number is 651-266-8360. You can contact her if you need assistance. You are also a Ward 6 constituent, and the contact there is Councilmember Nelsie Yang, 651-266-8660. I have to recommend approval because the service was provided, but it won't show up on property taxes until next year. I hope the program your referred to for deferral on taxes until point of sale still exists. I think your elected officials should be able to help with any problems that arise.

Ochoa: I have no income. I have problems with feet. I can't work. I don't have money.

Moermond: I am sympathetic, but I don't have a choice. For garbage, would walk-up service be helpful for garbage service given your health issues?

Ochoa: I would like the walk-up service.

Moermond: Do you keep the garbage by the garage, just so we can tell the hauler where to walk to?

Ochoa: In the alley by the garage.

Moermond: This is available for recycling, so we will put this in place for both. Sorry I can't be more helpful.

Solid Waste Services Manager Sarah Haas: If the cart is currently in the alley, we may want to move it somewhere more convenient. We will send someone out who speaks Spanish to talk about this, which could take a week since our staffer who speaks Spanish is out of town. They will call ahead.

Ochoa: It isn't far away from the house. It's convenient for me right now.

Moermond: Do you want to talk with a staff person, just to confirm?

Ochoa: Yes.

Mai Vang

(She, her)

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