

## Kristen Mueller

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**From:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Sent:** Tuesday, January 12, 2021 7:38 AM  
**To:** ccox6@wm.com  
**Cc:** Veronica Hernandez UTBlg  
**Subject:** FW: Recycles on Sage Dr Alley

Chris,

Just making you aware. Veronica will upload it to the WM system and open a case file.

Kim M. Turner  
Universal City  
210-659-0333 ext 705

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**From:** Kristen Mueller <kmueller@uctx.gov>  
**Sent:** Tuesday, January 12, 2021 7:33 AM  
**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>  
**Subject:** FW: Online Form Submittal: Fix It Form

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**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com) <[noreply@civicplus.com](mailto:noreply@civicplus.com)>  
**Sent:** Friday, December 4, 2020 4:58 PM  
**To:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Subject:** Online Form Submittal: Fix It Form

## Fix It Form

Do you have a question, comment or concern? Here's the way to get it addressed -- fast. Help us to help you -- use this "FixiT Form". Fill it in -- Send it in-- We will do the rest!

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To complete the FixiT Form:

1. Mark the box which best describes the situation.
  2. Give us a brief description of the situation/concern and where it is located.
  3. Fill in your name, address, and daytime phone number so that we may keep you informed.
  4. We will forward your request to the appropriate department.
- Response to your request will be as prompt as possible.

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Should a situation require urgent attention, phone the City immediately at 210-659-0333. For Police, Fire, and Medical Emergencies always call 911. Thank you for your assistance and for using the "FixiT Form."

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Please indicate the situation to be addressed by checking the appropriate box:      Garbage Collection Issue

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Brief Description (or other problem not listed)      Our recycles were not picked up last week (Friday after Thanksgiving) and it has not been picked up this week either. Did our pick up day change?

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Location of Problem      Alley behind house

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Contact Information

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Your Name:      Steve Geniuk

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Your Address:      154 Sage Dr

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Phone Number:      [REDACTED]

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Email Address:      [REDACTED]

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Please help us serve you better. Failure to accurately complete the above information may result in the City's inability to fully investigate or resolve the situation described above. The City assumes no responsibility for incomplete forms or misinformation provided on the Fix It Form. If you are unwilling or unable to supply the required information, please call or come by City Hall to obtain an answer to your question with the appropriate staff member.

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