

## Kristen Mueller

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**From:** DSDirector@uctx.gov  
**Sent:** Monday, April 19, 2021 8:58 AM  
**To:** ccox6@wm.com; citymanager@uctx.gov  
**Cc:** customersrv@wm.com; jmunoz9@wm.com; DSDirector@uctx.gov  
**Subject:** RE: BRETONYA Dumpster Request for Kaufman and Broad - Universal City

Good Morning Chris,

Thank you for coordinating on this issue. Please note that Mr. Abilez has reached out to the City again regarding overflowing dumpsters and resident complaints. Anything you or John can do to remedy the situation would be appreciated.

Sincerely,

Michael Cassata, AICP  
Development Services Director  
City of Universal City  
2150 Universal City Blvd  
Universal City, TX 78148

Tel: (210) 619-0720  
Fax: (210) 659-7062

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Wednesday, April 7, 2021 4:56 PM  
**To:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Cc:** Michael Cassata <DSDirector@uctx.gov>; Customer Srv Box <customersrv@wm.com>; Munoz, John <jmunoz9@wm.com>  
**Subject:** Re: BRETONYA Dumpster Request for Kaufman and Broad - Universal City

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Good afternoon Kim,

Mr. Abilez and I connected directly this afternoon. Our Construction Account Manager for the area works closely with Adrian on a number of projects and has been doing his best to keep up with the increased demand.

I've asked him to keep the District Manager, John Muñoz, & I in the loop so we can ensure prompt service guarantees for current/future projects within City limits.

As for these current projects for Mr. Abilez - the District Manager will work to have the requests pulled for service Friday. Mr. Abilez now has my contact information in the case he may need assistance moving along the process with our construction account team members.

@Michael: The same offer is extended to you, your staff and any other builders you may work with.

**Christopher M. Cox**  
Manager, Public Sector Solutions

SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**

[1777 NE Loop 410, Ste 1001](#)  
[San Antonio, TX 78217](#)  
Cell [210 772 6074](#)

On Apr 7, 2021, at 3:35 PM, Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)> wrote:

Can I get an update as to whether this dumpster pick-up timeline was reduced? If so, has anyone contacted Mr. Abilez with KB?

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

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**From:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Sent:** Monday, April 5, 2021 1:02 PM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Cc:** Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>  
**Subject:** Re: BRETONYA Dumpster Request for Kaufman and Broad - Universal City

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Hello Kim,

I pray everyone had a blessed Easter weekend. Thank you very much for bringing this to my attention. I am already communicating with District Manager John Muñoz on this.

Please note that we are working to address and expedite the turn around for such projects in the City.

@Michael: Anytime you have concerns like this from the builders please feel free to loop in the Public Sector Customer Service Team ([customersrvc@wm.com](mailto:customersrvc@wm.com)) and myself. We will work to move items along internally with the assistance of the local District Manager for Operations. I must ask that you keep the [customersrvc@wm.com](mailto:customersrvc@wm.com) email confidential as it is exclusively for City staff use - hoping to not have it flooded by members of the public. All we'll need is the company name, address of project and any reference ticket numbers the builder may have received. Grid greatly helps us in tracking down the projects internally.

**Christopher M. Cox**  
Manager, Public Sector Solutions  
SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**  
[1777 NE Loop 410, Ste 1001](#)  
[San Antonio, TX 78217](#)

On Apr 5, 2021, at 11:29 AM, Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)> wrote:

Chris,

See the note from WM below regarding having to wait 8 days for the swap of construction dumpsters. I think the 8 day period is a bit excessive given the number of homes that are under construction in the subdivision. Can you assist with a reasonable timeline?

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

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**From:** Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>  
**Sent:** Monday, April 5, 2021 11:13 AM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Subject:** FW: BRETONYA [EXTERNAL] Dumpster Request for Kaufman and Broad - Universal City

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**From:** Abilez, Adrian <[AAbilez@kbhome.com](mailto:AAbilez@kbhome.com)>  
**Sent:** Monday, April 5, 2021 10:46 AM  
**To:** Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>  
**Cc:** Jaclyn Redmon <[BuildingInspector@uctx.gov](mailto:BuildingInspector@uctx.gov)>  
**Subject:** FW: BRETONYA [EXTERNAL] Dumpster Request for Kaufman and Broad - Universal City

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Michael,  
I wanted to see if you could please put some pressure on Waste Management to service our dumpsters a little faster. I sent in a request today, and the quickest they can get here is in 8 days.

Thanks,

**Adrian Abilez**

Project Manager, Operations  
KB Home San Antonio  
4800 Fredericksburg Road  
San Antonio, TX 78229  
Work: (210) 336-1186  
[Aabilez@kbhome.com](mailto:Aabilez@kbhome.com)

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**From:** Builders Direct - Houston, TX <[BuildersDirect@wm.com](mailto:BuildersDirect@wm.com)>  
**Sent:** Monday, April 5, 2021 10:39 AM  
**To:** Abilez, Adrian <[AAbilez@kbhome.com](mailto:AAbilez@kbhome.com)>  
**Subject:** RE: BRETONYA [EXTERNAL] Dumpster Request for Kaufman and Broad - Universal City

**EXTERNAL EMAIL:** Do not click links or open attachments unless you recognize the source of the email.

Good Morning,

All swaps scheduled for next available 4/13 and marked (ready) in the event the availability opens prior to scheduled date. Deliveries scheduled for tomorrow.

Thanks  
Bretonya

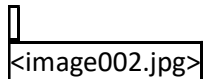
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**From:** Abilez, Adrian <[AAbilez@kbhome.com](mailto:AAbilez@kbhome.com)>  
**Sent:** Monday, April 5, 2021 8:51 AM  
**To:** Builders Direct - Houston, TX <[BuildersDirect@wm.com](mailto:BuildersDirect@wm.com)>; Builders Direct - Houston, TX <[BuildersDirect@wm.com](mailto:BuildersDirect@wm.com)>  
**Subject:** BRETONYA [EXTERNAL] Dumpster Request for Kaufman and Broad - Universal City

Please schedule the following as soon as possible:

114 Kyle Cove – no #'s – 30 yard – pull and relocate to 115 Kyle Cove  
307 Carlito Cove – C-1885 – pull and return  
323 Carlito Cove – 0074 – pull and return  
209 Shadow Terrace – new delivery – place in front yard  
225 Shadow Terrace – new delivery – place in front yard.

Thanks,  
**Adrian Abilez**  
Project Manager, Operations  
KB Home San Antonio  
4800 Fredericksburg Road  
San Antonio, TX 78229  
Work: (210) 336-1186  
[Aabilez@kbhome.com](mailto:Aabilez@kbhome.com)

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[kbhome.com](http://kbhome.com)

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