

Kristen Mueller

From: Customer Srvc Box <customersrv@wm.com>
Sent: Tuesday, June 15, 2021 10:36 AM
To: Cox, Christopher; Kim Turner CtMgr; Flores Jr, Mike; Customer SrvcBox; DiVittori, Isabella
Cc: Veronica Hernandez UTBlg; Veronica HernandezUTAdm
Subject: RE: Universal City - Missed Collection (██████████) Fern Meadow Drive Universal City 78148)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I have entered a missed service ticket to get the trash recovered. Ticket number is 432624.

Thank you,
Zarkia

From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, June 15, 2021 10:17 AM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Flores Jr, Mike <mflores2@wm.com>; Customer Srvc Box <customersrv@wm.com>; DiVittori, Isabella <idivitto@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Veronica Hernandez UTAdm <utilityadmin@uctx.gov>
Subject: RE: Universal City - Missed Collection (██████████) Fern Meadow Drive Universal City 78148)

Good morning Kim,

We will research and share this with our WM Customer Support Center team members and supervisors. Thank you for sharing this customer concern.

WM: May we please get a recovery ticket in for Mr. Joe Sipper at ██████████ Fern Meadow Drive Universal City 78148? Contact number is ██████████ in the case we would like to make contact locally to ensure items are out.

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Tuesday, June 15, 2021 8:26 AM
To: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Veronica Hernandez UTAdm <utilityadmin@uctx.gov>
Subject: FW: Universal City Online Form Submittal: Fix It Form

Chris/Mike,

Please check into this and contact the customer.

Thanks.

Kim M. Turner
Universal City

From: Kristen Mueller <kmueller@uctx.gov>
Sent: Tuesday, June 15, 2021 8:13 AM
To: Kim Turner CtMgr <citymanager@uctx.gov>
Subject: FW: Online Form Submittal: Fix It Form

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Monday, June 14, 2021 9:22 PM
To: Kristen Mueller <kmueller@uctx.gov>
Subject: Online Form Submittal: Fix It Form

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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!

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.

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."

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

Brief Description (or other problem not listed)	I'm told by universal City to put my garbage pickup in the front not in the alley. It was not picked up in the front I called Waste Management and was told they are picking up in the alley as usual and that we are not in part in the alley problem so I put my trash pickup Back in the alley again it was not picked up along with my neighbors did not get pick up tonight 6/14 at 7:02 PM received a telephone message to put the trash in front again? Please clear this mess up and get our garbage picked up.
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Location of Problem ■■■ Fern Meadow Drive Universal City Texas 78148

Contact Information

Your Name: Joe sipper

Your Address: ■■■ Fern Meadow Drive Universal City 78148

Phone Number: ■■■■■■■■■■

Email Address: ■■■■■■■■■■

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.

Recycling is a good thing. Please recycle any printed emails.