

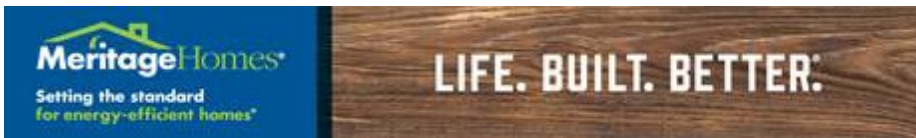
From: [Alexander, Tonda](#)
To: [Cox, Christopher](#); [Kim Turner CtMgr](#); [Veronica Hernandez UTBlg](#)
Cc: [utilityclerk](#)
Subject: RE: Trash pick up for Orchard Park
Date: Tuesday, July 13, 2021 12:25:23 PM

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Yes, Thank you. We have contacted the closed homes and asked them to call UC again to get service started as they have already switched over their water into their names. They have also all up to this point purchased their own trash bins as that is what they were told to do.

Tonda Alexander
Director of Land Development

2722 W. Bitters Rd., Suite 200 | San Antonio, TX 78248
O: 210.298.4294 | C: 210.363.4230
www.meritagehomes.com



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From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, July 13, 2021 12:21 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Alexander, Tonda <tonda.alexander@meritagehomes.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Cc: utilityclerk <utilityclerk@uctx.gov>
Subject: RE: Trash pick up for Orchard Park

Good morning all,

Tonda and I communicated around noon today regarding this topic. WM is in fact set to provide services to this area – we will reaffirm with our internal teams.

[@Veronica](#): I will follow-up with you this afternoon on our shared process.

Christopher M. Cox
Manager, Public Sector Solutions
ccox6@wm.com

Waste Management
1777 NE Loop 410, Ste 1001
San Antonio, TX 78217
210 772 6074

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Monday, July 12, 2021 5:38 PM
To: Alexander, Tonda <tonda.alexander@meritagehomes.com>
Cc: Cox, Christopher <ccox6@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>;
utilityclerk <utilityclerk@uctx.gov>
Subject: [EXTERNAL] RE: Trash pick up for Orchard Park

Tonda,

Thank you for contacting me. I know my staff has been working on this subject with WM. I've added Chris Cox to the discussion as he oversees the public sector contract for Universal City.

Chris, would you be so kind as to be the final word this issue so Meritage and it's customers can know how trash service with WM will be conducted?

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

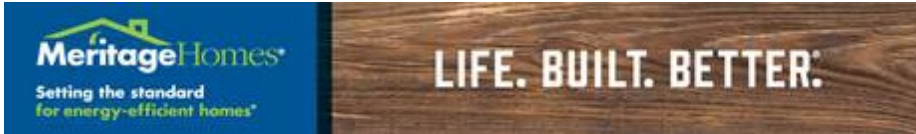
From: Alexander, Tonda <tonda.alexander@meritagehomes.com>
Sent: Monday, July 12, 2021 3:38 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>
Subject: Trash

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Hi Kim, I sure am hoping you can help me. We have closed homes in Orchard Park that have been told by Waste Management that they do not service Orchard because the address is Schertz. We were also told that the homeowners had to purchase their own trash can and then today told they are suppose to provide the trash can. Regardless, we are getting nowhere with waste management and no trash pickup. Can you tell me what the agreement is and the best person to talk to at Waste Management to get these closed homes on service? I would greatly appreciate it.

Tonda Alexander
Director of Land Development

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