

**From:** [Kim Turner CtMgr](#)  
**To:** [ccox6@wm.com](mailto:ccox6@wm.com)  
**Subject:** FW: Universal City Utility Services (Waste, Water Sewer) in Orchard Park  
**Date:** Thursday, July 15, 2021 2:43:53 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
**Importance:** High

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FYI. For your response.

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

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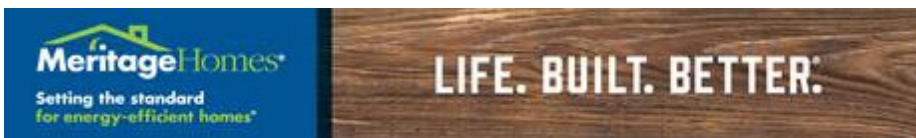
**From:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>  
**Sent:** Thursday, July 15, 2021 2:24 PM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Subject:** FW: Universal City Utility Services (Waste, Water Sewer)

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.

Kim, just wanted to keep you informed as to what is going on with the trash service, it has been more than frustrating and it seems to be more on the Waste Management part.

**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](http://www.meritagehomes.com)



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**From:** Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>  
**Sent:** Thursday, July 15, 2021 2:21 PM  
**To:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Taylor, Rosablanca

<[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Alexander, Tonda  
<[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>

**Subject:** RE: Universal City Utility Services (Waste, Water Sewer)

Hello Christopher, yet another homeowner at Orchard Park closed today (█████ Muscat Way). They went through all the proper steps you listed below. They were told that they would start receiving trash pick up services BUT still were instructed to purchase their own trash bins. I called the utilities administrator's office myself and am awaiting a call back. However, the woman in office whom I spoke to expressed her frustration with this issue too. Like you mentioned, the utilities administrator is on the same page but that isn't changing the outcome of the misinformation and frustration given to our homeowners who still are not getting trash bins. You mentioned that you already have residents signed up and receiving services but I can assure you 0 residents have received the trash bins from Waste Management. Time will tell this coming Monday if they even will receive any sort of trash pickup from their bins that they purchased with their own money.

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**From:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>

**Sent:** Tuesday, July 13, 2021 9:05 PM

**To:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Alexander, Tonda  
<[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>

**Cc:** Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>

**Subject:** RE: Universal City Utility Services (Waste, Water Sewer)

This information was shared with the individual residents upon communicating with the Utilities Administration staff. Each residents would have a specified delivery date range provided to them.

I'll have my local operations staff follow up with the Utility Administrator on these specific residents in the AM.

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

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

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**From:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>

**Sent:** Tuesday, July 13, 2021 5:40 PM

**To:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Alexander, Tonda  
<[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>

**Cc:** Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>

**Subject:** [EXTERNAL] RE: Universal City Utility Services (Waste, Water Sewer)

If you are set to collect for the 5 residents then when will trash cans be delivered?

*Rosablanca Taylor*

Sales Associate | Orchard Park

3015 Mondavi Crest | Schertz, TX 78154

C: 210.788.4589

[rosablanca.guajardo@meritagehomes.com](mailto:rosablanca.guajardo@meritagehomes.com) | [www.meritagehomes.com](http://www.meritagehomes.com)



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**From:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>

**Sent:** Tuesday, July 13, 2021 5:38 PM

**To:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>

**Cc:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>

**Subject:** RE: Universal City Utility Services (Waste, Water Sewer)

**Importance:** High

Good afternoon Tonda,

Once again, residents need to communicate directly with Universal City's Utilities Administration Department to establish service.

I have communicated directly with the Utilities Administrator and we are all on the same page. In fact, there has been about five total residents who have established services with the City, who we are set to begin collecting.

Please see the contact information for Universal City's Utilities Administration Department published on the City website:

-

Utilities Administration (Waste, Water & Sewer)

Phone: 210-659-0333 Opt 2

- Veronica Hernandez  
Utilities Administrator  
Phone: 210-619-0711

- Lilly Llamas  
Utility Clerk  
Phone: 210-619-0710

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

**Waste Management**  
1777 NE Loop 410, Ste 1001  
San Antonio, TX 78217

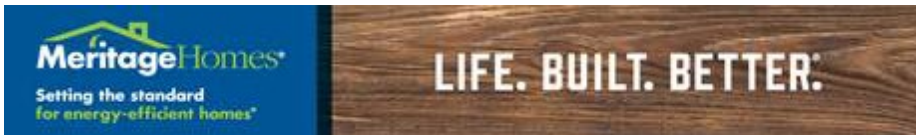
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**From:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>  
**Sent:** Tuesday, July 13, 2021 3:30 PM  
**To:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Cc:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>  
**Subject:** [EXTERNAL] FW: Waste Management

Chris, see below. And attached. We have got to get this figured out, I honestly don't have time to keep trying to go back and forth on this.

**Tonda Alexander**  
Director of Land Development

2722 W. Bitters Rd., Suite 200 | San Antonio, TX 78248  
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**Sent:** Tuesday, July 13, 2021 3:27 PM

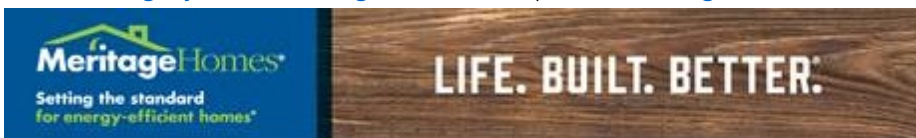
**To:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>; Goldberg, Jessica <[Jessica.Goldberg@meritagehomes.com](mailto:Jessica.Goldberg@meritagehomes.com)>; Sarah Pickrel <[sarah@alamomg.com](mailto:sarah@alamomg.com)>  
**Subject:** RE: Waste Managment

See text message attached, buyers are still having issues. Should they just go in person? I tried calling and tried all the extensions for water and could not reach anyone

*Rosablanca Taylor*

Sales Associate | Orchard Park  
3015 Mondavi Crest | Schertz, TX 78154  
C: 210.788.4589

[rosablanca.guajardo@meritagehomes.com](mailto:rosablanca.guajardo@meritagehomes.com) | [www.meritagehomes.com](http://www.meritagehomes.com)



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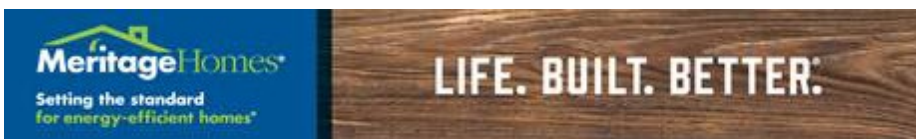
**From:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>  
**Sent:** Tuesday, July 13, 2021 12:21 PM  
**To:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>; Goldberg, Jessica <[Jessica.Goldberg@meritagehomes.com](mailto:Jessica.Goldberg@meritagehomes.com)>; Sarah Pickrel <[sarah@alamomg.com](mailto:sarah@alamomg.com)>  
**Subject:** RE: Waste Managment

Just the department they called to set up their water

**Tonda Alexander**

Director of Land Development

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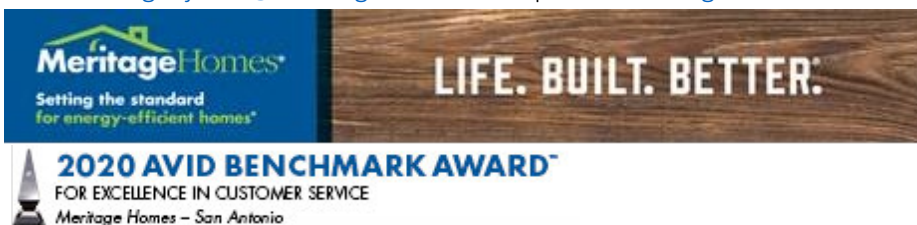
**From:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>  
**Sent:** Tuesday, July 13, 2021 12:20 PM  
**To:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>; Goldberg, Jessica <[Jessica.Goldberg@meritagehomes.com](mailto:Jessica.Goldberg@meritagehomes.com)>; Sarah Pickrel <[sarah@alamomg.com](mailto:sarah@alamomg.com)>  
**Subject:** RE: Waste Managment

I just spoke to all of the closed homeowners and no one has received trash cans, they city told homeowners to purchase their own so they all purchased their own. Ill have them call to UC to hopefully get it set up this time. Is there someone in particular they should speak to?

*Rosablanca Taylor*

Sales Associate | Orchard Park  
3015 Mondavi Crest | Schertz, TX 78154  
C: 210.788.4589

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**To:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>; Goldberg, Jessica <[Jessica.Goldberg@meritagehomes.com](mailto:Jessica.Goldberg@meritagehomes.com)>; Sarah Pickrel <[sarah@alamomg.com](mailto:sarah@alamomg.com)>  
**Subject:** RE: Waste Managment

I would recommend the buyers call UC again just to make sure. Waste Management said a couple of trash cans had already been delivered?

**Tonda Alexander**

Director of Land Development

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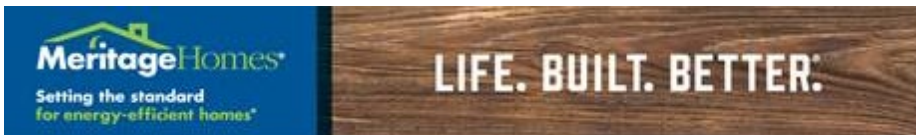
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**From:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>  
**Sent:** Tuesday, July 13, 2021 12:12 PM  
**To:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>; Goldberg, Jessica <[Jessica.Goldberg@meritagehomes.com](mailto:Jessica.Goldberg@meritagehomes.com)>; Sarah Pickrel <[sarah@alamomg.com](mailto:sarah@alamomg.com)>  
**Subject:** RE: Waste Management

All buyers have set up water with UC. Will UC be calling waste management for all the homeowners that have closed to update them or do they need to call again?

*Rosablanca Taylor*  
Sales Associate | Orchard Park  
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**From:** Alexander, Tonda <[tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com)>  
**Sent:** Tuesday, July 13, 2021 12:07 PM  
**To:** Taylor, Rosablanca <[Rosablanca.Taylor@meritagehomes.com](mailto:Rosablanca.Taylor@meritagehomes.com)>; Calaway, Christine <[Christine.Calaway@meritagehomes.com](mailto:Christine.Calaway@meritagehomes.com)>; Goldberg, Jessica <[Jessica.Goldberg@meritagehomes.com](mailto:Jessica.Goldberg@meritagehomes.com)>; Sarah Pickrel <[sarah@alamomg.com](mailto:sarah@alamomg.com)>  
**Subject:** Waste Management

OK, Just got a return call from Waste Management. This is the process:

When buyer closes they call UC Public works to switch the utilities into their name ( water/Sewer), when they do that they tell them they need trash service to start. UC then calls Waste Management provides them with address and waste management will bring out trash can and start service. The homeowner has to call to transfer the service form Meritage into their name or none of this takes place and has been part of the issue. City Staff is aware of this procedure now and there should be no issues going forward. You will need to tell the buyers that have closed if they have not set this up thru UC they need to do so.

**Tonda Alexander**

Director of Land Development

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