

From: [Kim Turner CtMgr](#)
To: [Cox, Christopher](#); [Calaway, Christine](#); [Taylor, Rosablanca](#); [Alexander, Tonda](#)
Cc: [Veronica Hernandez UTBlg](#)
Subject: RE: Meritage - Universal City Utility Services (Waste, Water Sewer)
Date: Friday, July 16, 2021 7:12:36 AM
Attachments: [image001.png](#)
[image002.png](#)

Chris,

Thank you for the update. Moving forward, what does the City need to do to get the polycarts delivered to any new residents that come online? Also, what is the timeframe for delivery of polycarts as the subdivision continues to grow?

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

From: Cox, Christopher <ccox6@wm.com>
Sent: Thursday, July 15, 2021 4:01 PM
To: Calaway, Christine <Christine.Calaway@meritagehomes.com>; Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Alexander, Tonda <tonda.alexander@meritagehomes.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Subject: RE: Meritage - Universal City Utility Services (Waste, Water Sewer)

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Good afternoon Christine,

Thank you very much for sharing your concerns and allowing us the opportunity to provide some clarity. I greatly appreciate you taking my call and for passing along the information discussed to your colleagues with Meritage. Please see the recap our conversation below:

- WM has been informed of 5-7 residents in the area. Thank you for the notice that there is possibly 1 additional resident coming on line this week pending closing.
- Existing residents and all future residents will receive, from Waste Management, (1) 96-Gallon All Green Trash Cart and (1) 96-Gallon Yellow Lidded Recycle Cart.
- A previously ordered batch of carts should be arriving at WM's Schertz Container Yard Monday evening – I have asked our internal teams to set aside carts for your existing residents.
- These carts will be deployed to residents next week.
- Residents will receive 2x week curbside trash service on Monday & Thursday along with 1x a week recycle service on Friday
- Please continue to direct any new residents to establish services with Universal City's Utilities

Administration.

- If you have any future questions or concerns, please feel free to give me a call directly.

Have a blessed evening!

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: Calaway, Christine <Christine.Calaway@meritagehomes.com>
Sent: Thursday, July 15, 2021 2:21 PM
To: Cox, Christopher <ccox6@wm.com>; Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Alexander, Tonda <tonda.alexander@meritagehomes.com>
Subject: [EXTERNAL] 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.

From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, July 13, 2021 9:05 PM
To: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Alexander, Tonda <tonda.alexander@meritagehomes.com>
Cc: Calaway, Christine <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

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

From: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>
Sent: Tuesday, July 13, 2021 5:40 PM
To: Cox, Christopher <ccox6@wm.com>; Alexander, Tonda <tonda.alexander@meritagehomes.com>
Cc: Calaway, Christine <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 | www.meritagehomes.com



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From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, July 13, 2021 5:38 PM
To: Alexander, Tonda <tonda.alexander@meritagehomes.com>
Cc: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Calaway, Christine <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

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

From: Alexander, Tonda <tonda.alexander@meritagehomes.com>

Sent: Tuesday, July 13, 2021 3:30 PM

To: Cox, Christopher <ccox6@wm.com>

Cc: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Calaway, Christine <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.

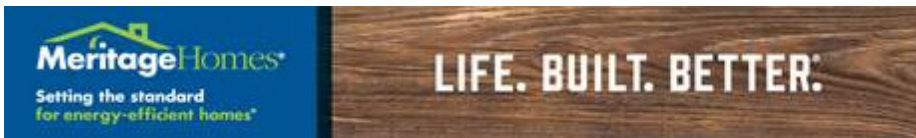
Tonda Alexander

Director of Land Development

2722 W. Bitters Rd., Suite 200 | San Antonio, TX 78248

O: 210.298.4294 | C: 210.363.4230

www.meritagehomes.com



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From: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>

Sent: Tuesday, July 13, 2021 3:27 PM

To: Alexander, Tonda <tonda.alexander@meritagehomes.com>; Calaway, Christine <Christine.Calaway@meritagehomes.com>; Goldberg, Jessica <Jessica.Goldberg@meritagehomes.com>; Sarah Pickrel <sarah@alamomg.com>

Subject: RE: Waste Management

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

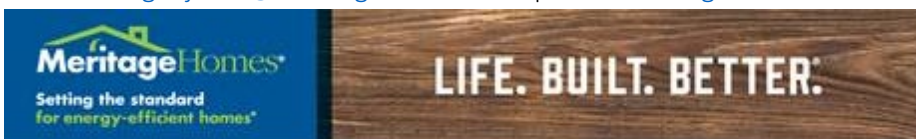
Rosablanca Taylor

Sales Associate | Orchard Park

3015 Mondavi Crest | Schertz, TX 78154

C: 210.788.4589

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From: Alexander, Tonda <tonda.alexander@meritagehomes.com>

Sent: Tuesday, July 13, 2021 12:21 PM

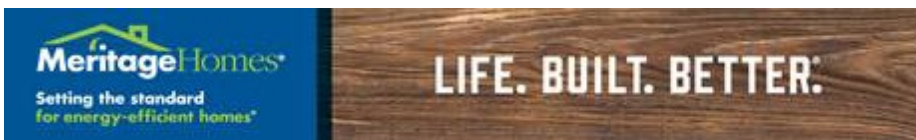
To: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Calaway, Christine

<Christine.Calaway@meritagehomes.com>; Goldberg, Jessica
<Jessica.Goldberg@meritagehomes.com>; Sarah Pickrel <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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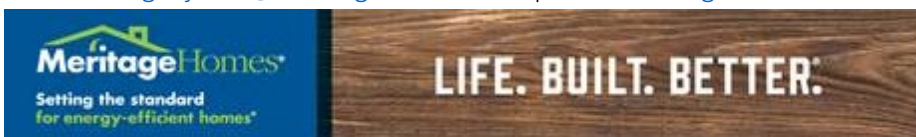


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From: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>
Sent: Tuesday, July 13, 2021 12:20 PM
To: Alexander, Tonda <tonda.alexander@meritagehomes.com>; Calaway, Christine <Christine.Calaway@meritagehomes.com>; Goldberg, Jessica <Jessica.Goldberg@meritagehomes.com>;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

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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From: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>
Sent: Tuesday, July 13, 2021 12:12 PM
To: Alexander, Tonda <tonda.alexander@meritagehomes.com>; Calaway, Christine <Christine.Calaway@meritagehomes.com>; Goldberg, Jessica <Jessica.Goldberg@meritagehomes.com>; Sarah Pickrel <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>
Sent: Tuesday, July 13, 2021 12:07 PM
To: Taylor, Rosablanca <Rosablanca.Taylor@meritagehomes.com>; Calaway, Christine <Christine.Calaway@meritagehomes.com>; Goldberg, Jessica <Jessica.Goldberg@meritagehomes.com>; Sarah Pickrel <sarah@alamomg.com>
Subject: Waste Managment

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 sh9ould 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.

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