

From: [Kim Turner CtMgr](#)
To: [Customer Srvc Box](#)
Cc: [Cox, Christopher](#); [Veronica Hernandez UTBlg](#); [utilityclerk](#)
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City
Date: Tuesday, August 10, 2021 2:14:14 PM

Customer has been advised to leave trash can by t

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

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Tuesday, August 10, 2021 1:50 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City

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Hello Kim,

I apologize for the missed service. I entered a missed service request to ensure the trash is recover. The ticket number is 559456.

Please inform the customer to leave the trash can out at by the garage door for service.

Best Regards,
Leomaris

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Tuesday, August 10, 2021 1:41 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>
Subject: [EXTERNAL] Missed Special Pickup [REDACTED] Balboa, Universal City
Importance: High

Missed trash pickup on Monday at [REDACTED] Balboa, Mr. [REDACTED] [REDACTED]. He was recently scheduled for "special pickup" at the front garage to do extenuating medical and mental disabilities. His trash days were missed last week and missed again yesterday.

Kim M. Turner

City Manager
City of Universal City

2150 Universal City Blvd
Universal City, TX 78148

Tel: 210-659-0333 ext 705

Fax: 210-659-7062

Email: CityManager@UCTX.Gov

WWW.UCTX.Gov

“A good exercise for the heart is to bend down and help another up.”

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