



# THE HOME PAGE

December 2016

## THE GATEWAY

460 Davis Court, San Francisco, CA 94111

### PHONE ADMINISTRATION

24/7

415-434-2000 Fax 415-989-5034

### SERVICE COORDINATOR

LaVerne Smith 434-5707

### LEASING

415-434-5700 Fax 415-403-5739

### LEASING PROFESSIONALS

Shirley Lau  
Leasing Manager 434-5701  
Rivera Anderson 434-5714  
Eileen Chun  
Leasing Administrator 434-5704  
Vincent Clerou 434-5703

**FITNESS CENTER** 616-8800

**TENNIS/SWIM CLUB** 616-8802

### LAUNDROMAT

Vista West 693-9478  
Vista North 989-0915  
Vista South 986-1963  
Vista East 989-3124

**Desoto Cab** Sentex Code #888

### OFFICE HOURS

#### LEASING

9:00 a.m. - 6:00 p.m. 7 Days

#### ADMINISTRATION & SERVICE

8:00 a.m. - 5:00 p.m.  
Monday - Friday

[www.thegateway.com](http://www.thegateway.com)

The Gateway would like to wish all of our residents a very happy holiday season.

The Administrative and Leasing offices will be closed on Sunday, December 25, 2016 Christmas Day and Monday, December 26, 2016.

### Resident Portal

As a friendly reminder, you may view or make changes to your resident profile online. Simply go to [www.theGateway.com](http://www.theGateway.com) and click on "Residents" on the homepage. Our Resident Services Feature provides online access to:

- ❖ Submit maintenance requests
- ❖ View history of your submitted online service requests
- ❖ Update vehicle information
- ❖ View your lease information (dates only)
- ❖ Have access to common forms
  - ◆ Emergency Contact Update Form
  - ◆ Key Request Form
  - ◆ Keyless Access Card Enrollment Form
- ❖ View our Monthly Newsletter

Please note, if you have not registered for our online portal you must do so prior to utilizing Resident Services. You should have received an email invitation from The Gateway containing the registration code. For any questions or assistance with registering, please contact [Leasing@TheGateway.com](mailto:Leasing@TheGateway.com)

### Package Pick Up

Package deliveries increase dramatically during the holidays. The package rooms cannot accommodate the volume of delivered packages unless they are retrieved on a timely basis. Policies and procedures regarding the acceptance and retrieval of packages are as follows:

- The Gateway accepts signature required, non-perishable, average-sized packages on your behalf when you are away from home. Average-sized parcels are packages that are 36 inches or less in length and/or 50 pounds or less in weight.
- Accepted packages are stored in the Package Room that is located in the lobby of your building.
- **Parcels should be retrieved from the Package Room within two (2) days or they will be returned to sender**
- Parcels may be retrieved daily from 8:00 a.m. to 8:00 p.m.
- Door Attendants will retrieve packages when they are on duty.
- The Patrol Staff will retrieve packages when the Door Attendants are not on duty.
- Call **415-434-2000** between 8:00 a.m. to 8:00 p.m. for assistance when the Door Attendants are not on duty or available.
- **Signature not required, perishable, over-sized and/or over-weight packages will not be accepted.**
- **Delivery services can directly deliver signature not required, perishable, over-sized and/or over-weight packages to your apartment when you are at home to accept the delivery.**

### Garbage Disposal

When your garbage disposal is blocked or has stopped working, you can easily correct the problem by pushing the red button that is located at the base of the garbage disposal. Please try this simple procedure to reset your disposal before you call for a service request. Your garbage disposal will probably quickly begin working again and you will not have to wait for an engineer to visit your apartment. Of course, if pushing the red button does not reset your disposal, please place a service request on your Resident Portal or call LaVerne in the service department at **415-434-5707** for assistance.

### Trespassing

When you enter the front door to your building, please be aware of persons who may attempt to walk behind you into the building without using their KAC (Keyless Access Card). Intruders have accessed the buildings and the rooftops by following residents as they enter the building. Please remember that The Gateway buildings have controlled, not secure, access. Your help in excluding those persons who are not authorized to enter your building, is greatly appreciated.

### Christmas Tree Pick Up

The Gateway will pick up your Christmas tree for recycling for a flat fee of \$25.00. Please remove your personal tree stand and all decorations from the tree. You may call LaVerne at **415-434-5707** to arrange for a pick-up.

### Recycle Tip

Please remember to recycle gift and shipping boxes that you received during the holiday by breaking them down and taking them to the recycling area in your building. **Do not force boxes down the recycling disposal chute nor leave them on the trash room floor.** This practice can cause a blockage in the chute, damage the chute, and last but not least, seriously inconvenience your neighbors.