



THE HOME PAGE

January 2017

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

We would like to wish all the residents of The Gateway a very happy and healthy new year in 2017.

We would also like to thank all of the residents who remembered us during the holidays with your thoughtful and generous gifts. Your kindness is greatly appreciated and everyone enjoyed the delicious treats.

The Administrative and Leasing offices will be closed on Sunday, January 1, 2017 New Year's Day and Monday, January 2, 2017.

Resident Portal

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

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

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.

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

Last month we included a tip regarding the 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. As one of the residents pointed out 'how about composting instead of using the disposal?' it saves wear and tear on the disposal unit and is even better on the environment. Composting food and garden scraps is certainly not a new concept and, at this point, I'm sure that you know that doing so is good for the environment. In addition it provides excellent natural fertilizer for our farms and vineyards.