



THE HOME PAGE

February 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

The Administrative office will be closed on Monday, February 20, 2017 President's Day

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
- ❖ 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

Package Pick Up

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.

Parking & Storage use

As a reminder the use of the assigned parking space is for one vehicle at a time and may not be used for storage of items. If you would like to inquire about one of the storage spaces, please call our service coordinator, LaVerne Smith, at **415-434-5707**. The cost of a storage space is \$35.00 per month and LaVerne will be pleased to provide you with information about the rental process.

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.

Maintenance Tip

We have received questions on how to use the baseboard heaters in the living room and bedroom(s): You need to turn the knob to the right to close and turn the knob to the left to open the vents and allow for more heat to be released.