

Dear Vista West Residents:

We wanted to provide some details as we lead up to our temporary outage on November 9, 2021. It will begin at 10:00AM and is anticipated to last 12 hours. During the shutdown, your unit and building will be without **electricity, water, heat and elevator service**. This will also include the laundry room.

This shutdown is necessary and a first step in a major upgrade of the electrical system serving the building's mechanical equipment, which has reached the end of its useful life. Addressing this work proactively now best assures the least long-term inconvenience to you.

To ensure everyone's comfort during the shutdown, we have secured the following:

- We have been able to secure accommodations at Le Meriden's Park Grill restaurant from 10:00AM to 10:00PM. There is an outdoor space available for those who have pets, Wi-Fi capability and snacks, coffee, water and tea will be provided.
- Additionally, we are securing a second venue. Once secured/committed, we will update you on the next update.

Emergency Lighting:

As we understand, some may want to stay in the comfort of their home, for proactive measures emergency lighting will be installed in all common hallways/areas and parking garages. Note that emergency lighting will be in these areas. The garage door will be operational during this time. Again, we are anticipating that this job may last up to 12 hours. **As a reminder, candles of any sort are NOT PERMITTED in any of the apartments.**

Patrol Services:

During this shutdown, we will be increasing our patrol coverage for 550 Battery Street. Additional Courtesy Patrol will be assigned to key areas of 550 Battery Street. If leaving the building, please ensure that you have proper identification on-hand if further verification is needed.

Packages:

We ask that you do not schedule a delivery date on the day of the Project. Please ensure that future packages should have a scheduled delivery date prior to Tuesday, November 9th or thereafter. Thank you for your understanding to this matter. Note: no packages will be delivered to your door on that day.

Special Accommodations:

If you will require special accommodations, please reach out to Gateway Management staff as soon as possible at 415-434-2000 or contact us at thegatewaymgr@greystar.com. Additionally, you may contact your G.T.A. representative, Michele Hennessey (michelehe.gta@gmail.com) or John Updike (jupdike1@msn.com) to facilitate any special accommodations back to the Gateway Management.

As always, thank you for your understanding and we will provide you with further updates and/or additional information.

For any changes due to unforeseen circumstances with PG&E, will notify everyone immediately.

Respectfully,

The Gateway Management