



HOW TO GET HELP AT GOLDEN GATE VILLAGE

Quick Guide for Residents

MAINTENANCE REQUESTS

During Office Hours

- Call the GGV Office: **415-332-1913**
- Leave a voicemail or speak with a staff member

After Hours – EMERGENCIES ONLY

- Emergency Maintenance Line: **415-390-2094**

Emergency examples:

No heat or hot water • Major water leaks • Flooding • Gas smells • Electrical hazards • Sewage backups

- If there is immediate danger, call **911** first.

PEST CONTROL

- ✓ Routine pest control is provided by GGV
- ✓ You can be **added through a non-emergency maintenance request**
- ✓ Treatment may take more than one visit

- Please follow prep instructions and allow access so treatment can work.

ACCESS TO YOUR UNIT

Sometimes staff or vendors need to enter your unit to:

- Make repairs - Provide pest control - Complete inspections - Perform construction work

- You will receive notice before entry, except in emergencies.

CONSTRUCTION & REVITALIZATION

Golden Gate Village is undergoing phased revitalization and capital improvement work in partnership with **Burbank Housing**.

- You will receive written notice if/ when:



- Unit access is needed, or
- Temporary relocation is required

ANNUAL RECERTIFICATION

Once a year, households must update their income and household information.

-  Watch for a notice from GGV
-  Turn in documents by the deadline
- ✓ Completing this on time helps keep your rent accurate.

INTERIM RECERTIFICATIONS: **REPORT CHANGES PROMPTLY**

Please tell us if there are changes such as:

- Starting or stopping a job
- Income or benefit changes
- Someone moving in or out
- Changes to childcare, medical, or disability expenses

 Not reporting required changes may result in **back rent being owed**.

YOUR ROLE AS A RESIDENT

Help keep the community safe and comfortable:

- Keep your unit clean
- Take care of your home
- Make sure guests follow community rules
- Pay Your Rental Portions
- Report issues early

GGV OFFICE INFORMATION

 **Property Management:** 415-332-1913

 **After-Hours Emergency Maintenance:** 415-390-2094

OFFICE HOURS Monday–Thursday

9:00 a.m. – 12:00 p.m.

Closed: 12:00 p.m. – 2:00 p.m.

2:00 p.m. – 4:00 p.m.

Friday

9:00 a.m. – 4:00 p.m.

By Appointment Only

RESIDENT SERVICES & COMMUNITY CENTER

The GGV Community Center is a space for the Golden Gate Village residents to connect to services and resources.

We have partnered with other community organizations to provide Marin City residents with referrals to:

- Rental Assistance Food Access (CalFresh application, and food access) - Utility assistance
- Access to Veteran Services - Career Coaching (English & Spanish) - Referrals to job training programs and more!

We can assist you with navigating Housing Authority requirements such as Annual Recertifications and changes of income or household submissions.

Come socialize with other community



members!

Or just come to have some coffee, read, or

study.

Come checkout our game room!

GGV RESIDENT SERVICES INFORMATION

 **Service Coordinator, Valerie Baske:** 415-491-2525 x 316 – Vbaske@marinhousing.org

 **FSS Coordinator, Myra Wallace:** 415-491-2525 x 301 – Mwallace@marinhousing.org

 **FSS Coordinator, Debbie Baldo:** 415-491-2525 x 403 – Dbaldo@marinhousing.org

 **Program Manager, Jaqueline Mendez:** 415-491-2525 x 501 – JMendez@marinhousing.org.

Se habla español.

OFFICE HOURS Monday–Thursday

9:00 a.m. – 5:00 p.m.

 *When in doubt, call the GGV Office – we're here to help.*