

THE CANYON

Residence Guide



THE CANYON

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WELCOME TO THE CANYON

ONSITE DIRECTORY

Concierge Desk - 415-267-2799

Hours : 24 hours 7 days a week

Email: Info@TheCanyonSF.com

Leasing Office - 415-267-2799

Hours : 9am-6pm 7 days a week

Email: Info@theCanyonSF.com



RESIDENT MOBILE APPS

We are committed to making your resident experience as seamless and convenient as possible. Prior to moving in we ask that you download the following mobile apps, everything you need available at your fingertips.

THE CANYON HOME APP

Make rent payments, set reservations, submit maintenance service requests and more! The invitation link will be set out to you shortly.

LATCH

Latch is a keyless Entry solution for easy access to your home. App available at the [App Store](#) or [Play store](#), After download, see a leasing agent for activation!



ECOBEE

Adjust temperature from anywhere, view & edit your schedule and set your preferences.

Available at [App Store](#) or [Play Store](#)



MEET THE TEAM



Marissa Booker

Senior General Manager

✉ Manager@thecanyonsf.com

Coming Soon

Resident Experience Manager

✉ info@thecanyonsf.com

Derek Champion

Leasing Consultant

✉ info@thecanyonsf.com

Brittany Banks

Leasing Manager BMR

✉ BMR@thecanyonsf.com

Coming Soon

Maintenance Tech

✉ Maintenance@hecanysnf.com

Brendan Wallace

Assistant Community Manager

✉ AsstManager@hecanysnf.com



Max Cervantes

Service Supervisor

✉ Maintenance@hecanysnf.com



Coming Soon

Leasing Professional

✉ info@thecanyonsf.com



Shannon Tow

BMR Housing Coordinator

✉ BMR@thecanyonsf.com



Coming Soon

Coming Soon

Maintenance Tech

✉ Maintenance@thecanyonsf.com





AMENITIES



FITNESS CENTER

Level 6
Hours: 24 Hours



SUANA

Level 6
Hours: 24 Hours



HOT TUB

Level 6 Rooftop
Hours: 7am-10pm



TOWER TERRACE

Level 6
Hours: 7am-10pm
Reservable Space
\$250 Hr (2 Hr Min)



MEDIA LOUNGE

Level 4
Hours: 7am-10pm
Reservable Space
\$75 Hour (2 hour min)



GALLERY LOUNGE ?

Annex Level 6
Hours: 24 Hours
Reservable Space
\$150 Hour (2 hour min)



DINING LOUNGE

Level 6
Hours: 24 Hours
Reservable Space
\$150 Hour (2 hour min)



ARCADE

Level 4
Hours: 7am- 10pm



CO WORKING LOUNGE

Level 2
Hours: 24 Hours



DOG WASH

Lower Level
Hours: 24 Hours



BIKE STORAGE

Lower Level
Hours: 24 Hours



CANYON TERRACE

Level 2
Hours: 24 Hours

***PLEASE REMEMBER GUESTS MUST BE ACCOMPANIED BY A RESIDENT**



COMMUNITY GUIDELINE REMINDERS

SMOKE-FREE COMMUNITY

The Canyon is a smoke-free community. All residents and their guests are prohibited from smoking in their apartments (including balconies) and in any of the common areas and amenities.

QUIET HOURS

The Canyon observes standard quiet hours from 10pm through 7am. Residents are encouraged to be mindful of noise in order for everyone to enjoy the peaceful relaxation of their homes.

LOCK OUTS

No lock out fees will be incurred during normal business hours from 9am to 6pm. *For after hour lock outs a \$125 fee will be charged. Reminder to keep your phone charged or code handy to ensure your home is easy accessibility after hours.

PERMISSION TO ENTER

The Canyon Employees are not permitted to enter you home without prior consent (excluding emergencies concerning fires/floods/etc). All Permission to Enter requests are submitted via The Canyon Home app and can only be fulfilled during business hours 9am-6pm.

PRIVATE PARTY/EVENT

The Canyon offers the ability to reserve the Dining Lounge, Rooftop Lounge, Private Screening Room or Clubhouse. Residents would need to reserve on the The Canyon Home App and reach out to the concierge for availability at pricing at thecanyonconcierge@greystar.com.

Liability/Party Agreement required. Unauthorized events/parties will be treated as such and charges will be added to your ledger for time used, cleaning fee, smoking fee, etc.

PETS POLICY

All pets must be first registered with the community and Pet Screening. Please ensure that your pet is always on a leash when in common areas of the building. For your convenience, we offer a Dog Wash available 24 hours. In the event your pet has an accident, please notify the front desk immediately.



APPLIANCE INSTRUCTIONS

BERTAZZONI REFRIGERATOR

BOSCH DISHWASHER

BERTAZZONI MICROWAVE

BERTAZZONI INDUCTION RANGE

BERTAZZONI EXTRACTION FAN

BOSCH WASHING MACHINE

BOSCH DRYER

ECOBEE THERMOSTAT



TRASH REMOVAL GUIDE

COMPOST

Please place your compost waste in compostable bags only. Please do not throw un-bagged compost down the chutes. Compostable bags can be purchased here: [Compost Trash Bags](#)

RECYCLE

Recycling must be loose, free of a plastic bag liner. Recycling must be clean and dry.

TRASH

Few things, once they are used, are actually trash. Among such things are non-recyclable plastics and other complex materials that were not designed to be recycled. Only place materials that cannot be reused or recycled in your trash.

BATTERIES

Batteries contain hazardous material and cannot be placed in the trash, recycling or compost. Please bring your batteries to the Concierge to dispose of them.

Please DO NOT put cardboard boxes, styrofoam, or any large objects down the chutes. Please breakdown any cardboard boxes and leave in the trash room.



Package Room Guide

1. You have been enrolled in your building's Smart Package Room to receive packages, please let us know of any additional residents who will need access to the Smart Package Room.
2. When you receive a package, you will receive a PIN and a QR code via text or email informing you that your delivery is ready for pickup.
3. When you arrive at the Smart Package Room, **enter the PIN or scan the QR code** at the kiosk.



Scan QR code



Hold your phone displaying the QR code 5"-10" in front of the camera. Keep the phone straight, not at an angle.

4. The kiosk will indicate the number of packages to pick up and display a **Room Map** indicating the area where your package(s) is located.
5. When you **enter** the room, **look for the red dot (laser) on your package.** (The package will be located on the shelf across from the blinking blue light.)
6. If picking up multiple packages, be sure to step back so the system can register the retrieval of the first package, then it will indicate the next.
7. Please **secure the room by closing the door** tightly when finished.
8. Let us know how your experience was!

Contact building staff if you need assistance or if you need to update your contact information.

- One person in the room at a time.
- Do not touch other packages to avoid room errors.



TRANSPORTATION

The Canyon is a transit- and bike-oriented community. Conveniently located near tons of public transit options, comfortable bikeways, convenient bikeshare docks, carshare vehicles, and convenient spots to catch an Uber or Lyft, residents of the Canyon can easily get to work, run errands, or explore San Francisco and the surrounding Bay Area without a car.

The Canyon features a spacious bike room, accessible right off a beautiful new protected bikeway on 3rd Street. As a new resident, you will receive a \$50 transit card, and you can sign up for a free BayWheels bikeshare and GIG carshare memberships.

Ways to Get Around...

Public Transit

Use your free move-in transit credit to take advantage of a wealth of public transit options just steps from your door.

- Muni's Mission Rock Station is right down the block for rides to downtown and BART via the new Central Subway
- Caltrain, BART, and ferries are all nearby, for rides throughout the region
- Receive a \$50 credit upon move-in - learn more about how to get it in The Canyon Home App
- Next train info and transportation alerts on lobby screens and in The Canyon Home App





Ways to Get Around...

Bike

With bikeways connecting to points throughout San Francisco and a safe spot to store your bike right downstairs, biking is a great way to get around.

- 1 year subscription to BayWheels bikeshare - learn more & sign up in The Canyon Home App
- Spacious and secure bike room in building with ample bike parking and a bike maintenance station - located on level B, enter via resident-only door on 3rd Street



Carshare

Carshare is a great option for running errands or weekend trips to Tahoe or the coast.

- GIG carshare memberships available for residents - learn more & sign up in The Canyon Home App
- GIG is a point-to-point carshare service, allowing you to pick up a car in the neighborhood and leave it wherever you're going
- Try Getaround for round-trip carshare using your neighbors' cars
- Vehicles nearby

Ride-Hail (Uber and Lyft)

Carshare is a great option for running errands or weekend trips to Tahoe or the coast.

- Convenient loading zones adjacent to the Canyon lobby on 3rd Street and on Toni Stone Crossing



RESIDENT & GUEST PARKING

Mission Rock is designed around an active, transit-oriented lifestyle, but we feature covered, protected parking right within the development. Tenant parking is located in Pier 48, just a short walk from all building lobbies. Visitor parking is located in Lot A, just south of Mission Rock.

Lot A and Pier 48 are managed by ABM Parking. Please reach out to ABM with any parking-related questions, and see below for a link to sign up.

The Canyon Resident **Parking: Pier 48**

[Sign up for monthly parking](#)

Use a protected parking area inside Pier 48.

Access your car anytime - easy in and out during Oracle Park or Chase Center events.

Important note about Pier 48 event activations: Pier 48 is activated for events within the pier from time to time that will require a free upgrade to valet service for a period of a few days at a time. Giants staff and ABM will communicate with you in advance of these event activations and will provide clear information about when and how to turn in your keys for the start of valet service, as well as how to drop off and retrieve your vehicle during these periods. We will work to avoid any inconveniences during these periods. Thank you in advance for your understanding.

Visitor Parking: Lot A (Outside of Event Periods)

Lot A is open 24/7

Enter via Mission Rock Street or Terry A. Francois Boulevard

Cost (non-gamedays): \$3/hour, \$18 daily max (subject to change)

Pay by App: Use Scan to Pay - signs with QR codes located throughout Lot A

Pay Stations: Pay for parking at kiosks located near 3rd/Channel or across from Atwater Tavern.

Parking on Gamedays

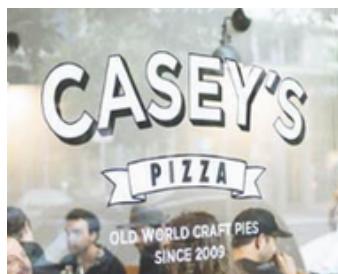
Lot A and Pier 48 are event parking locations for Oracle Park and Chase Center events. Event rates are in effect starting three to six hours before gametime and range from \$40 to \$80 for the whole event period (no hourly parking is available during these periods). While tenant parking continues as normal during events, please advise guests to get to Mission Rock via public transit if they plan to visit during event periods.



EXPLORE YOUR NEIGHBORHOOD



BLUE BOTTLE
COFFEE



EST. 2014
AT WATER TAVERN
SAN FRANCISCO



healthyspot

BLADES CO
BARBER SHOP