

# Resident Handbook



**PRESIDIO  
RESIDENCES**



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# Welcome and Stay Connected





## Welcome to the Presidio

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### About the Handbook

Thank you for making your home in this one-of-a-kind national park site! This Resident Handbook is a “how to” guide for living in the Presidio. It introduces the Presidio’s amazing resources and provides detailed information about managing your home.

**Please keep in mind that this guide is not a substitute for your lease, the Presidio Residential Rules (available in the [Resident Portal](#)), and other important guidelines for living in this unique environment.**

**Always refer to your lease first for all details and requirements of your occupancy in the Presidio. Your executed lease supersedes any information provided in this handbook.**

### Stay Informed & Connected



Please contact Presidio Residences at any time with questions at (415) 561-5454 or [housing@presidioreidences.com](mailto:housing@presidioreidences.com).

The [Resident Portal](#) invites Presidio residents to view lease documents and rent statements and to enter a work order. To sign up, contact Presidio Residences at [housing@presidioreidences.com](mailto:housing@presidioreidences.com).

The Presidio Trust sends regular email updates on park news, events, and projects. At move-in, provide your email address(es) to Presidio Residences and keep them updated if changes occur to your contact information. This will ensure that you receive updates about projects that may impact your home or neighborhood. If you are not receiving these updates, be sure Presidio Residences has your correct address. Note: if you ever “unsubscribe” to this email list, you will likely miss important information.

The [Presidio website](#) is a great source of information about park experiences, services, and amenities.

You can also get great information by following the Presidio on:

-  [Instagram @presidiosf](#)
-  [Facebook @presidiosf](#)
-  [LinkedIn @presidiotrust](#)

### Thank You for Supporting the Presidio!

By living here, you are helping to keep this national park site beautiful and open for all.

Thank you!

## About the Presidio

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Located in the heart of the Bay Area, the 1,491-acre Presidio of San Francisco is a [National Historic Landmark District](#) and one of America’s most visited national park sites.

Long home to native people and later a military post under three flags, it’s now part of the Golden Gate National Recreation Area. It’s managed by the [Presidio Trust](#), with the [Partnership for the Presidio](#).

The Presidio is a city within a city and an [oasis for rare wildlife](#) that is among the most biologically diverse national park sites in America. It’s a global visitor destination and a bus ride away for millions of people. It’s a public park and a place where people live and businesses thrive. Hundreds of historic buildings have been reinvented as public museums, restaurants, hotels, and gyms, as well as homes and offices.

And unlike other national parks, it’s operated with funds earned here, with every dollar spent going right back into park operation.

While a beloved landmark, the Presidio is always transforming to be relevant and meaningful for its time. It’s a place that delivers all the great experiences you’d expect from a national park – and lots of surprises for visitors.

The Presidio is home to 3,000 residents, more than 350 organizations, and hosts nearly 10 million visits annually. Learn more at [www.presidio.gov](http://www.presidio.gov).

## About Housing in the Presidio

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For generations, Army soldiers lived with their families in the Presidio. Housing has always been an essential feature of the Presidio and is critical to the character of the place. The Presidio's homes were constructed between 1885 and 1970. About one-third of the Presidio's buildings are homes.

The Presidio Trust has renovated the park's housing for a new generation of occupants. Today, the Presidio is a national park site distinctive among all others because people live and work here as well as visit. There are 1,272 residences in more than two dozen distinct and beautiful neighborhoods located all around the park. More than 3,000 people make their home in the Presidio. Thank you for being among them!

## About the Presidio Trust

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The [Presidio Trust](#) is an innovative federal agency that stewards and shares the history, beauty, and wonder of the Presidio for everyone to enjoy forever. The Trust pursues a triple bottom line of People, Planet, and Performance. It works to ensure the Presidio is visited and loved by all, models outstanding practices to protect nature and reduce environmental impact, and operates efficiently and effectively in service to the public.

The Trust earns the funds to manage the Presidio by operating park businesses, from leasing homes and workplaces to offering visitor amenities like golf and restaurants. Unlike other national parks, the Trust does not receive a direct annual appropriation from the federal government. The Trust manages the Presidio in partnership with the National Park Service and with support from the Golden Gate National Parks Conservancy, a collaboration known as the [Partnership for the Presidio](#).



## Park Experiences & Amenities

The [Presidio website](#) is your best source for information about all the experiences, services, and amenities this incredible national park site offers. This section includes a summary of popular topics.



### [Eat](#)

The Presidio is home to more than a dozen eateries and also features Presidio Pop Up food trucks and mobile vendors.



### [Trails](#)

The Presidio has the best nature trails in the city. Twelve major routes crisscross the park. Come out for great hiking or bring your bike for adventures on multi-use trails. Along the way, don't miss the [scenic overlooks](#).



### [Presidio Tunnel Tops](#)

Presidio Tunnel Tops offers unforgettable Golden Gate Bridge views, the [Presidio Visitor Center](#), the [Outpost](#) playground, the [Field Station](#) curiosity lab, trails, and public lawns, [Presidio Pop Up](#) food celebrating diverse cultures, and great places to picnic.



### [Picnic Areas](#)

The Presidio features many formal picnic areas, plus lawns for lounging.



### [Presidio Golf Course](#)

Whether you're new to the game or a seasoned player, you'll enjoy 18 holes of challenging play with tight fairways and strategically placed bunkers. The golf course also features a restaurant, a pro shop, and a driving range.



### [Presidio Lodging & Camping](#)

The Presidio is home to two boutique historic hotels and Rob Hill Campground, where you can sleep under the stars.



### [Event Venues & Outdoor Lawn Rentals](#)

The park features beautiful historic venues for meetings, conferences, and retreats, and lush outdoor lawns for events and celebrations.



### [Volunteer](#)

The Presidio offers drop-in volunteer opportunities as well as programs for groups which can be a great team-building adventure.



### [Calendar of Events](#)

There's always something happening in the park, from ranger talks to cultural events.

## Discounts & Perks

### Presidio Resident Discounts

#### **Presidio Theatre**

Residents and tenants can sign up for a Presidio Theatre membership. There are five different tiers with benefits including ticket discounts, waived ticket fees, access to the member's only lounge, and invites to special events. Learn more at [presidiotheatre.org/membership](https://presidiotheatre.org/membership).

#### **Presidio Community YMCA**

Presidio residents and tenants receive a full waiver of the join fee for the [Presidio Community YMCA](#). They will also receive a 10% discount on monthly fees. Members have access to additional locations in San Francisco, San Mateo, and Marin. Email [memberservices@ymcasf.org](mailto:memberservices@ymcasf.org) or call the Presidio Y directly at (415) 447-9622.

***Discounts at Colibri and Il Parco Restaurants***

Buen Rallo, the team behind Colibri Mexican Bistro and Il Parco Café, offers people who live and work in the Presidio a 10% discount on food and non-alcoholic drinks at Colibri and Il Parco. Sign up at their [Presidio Community Program website](#).

***Wedgewood Events***

Presidio residents and tenants hosting non-social events Monday through Thursday can receive a 10% discount at [Wedgewood Events](#). Contact Wedgewood at [presidio@wedgewoodevents.com](mailto:presidio@wedgewoodevents.com) (recommended) or call (415) 702-4051 to schedule a tour. Be sure to let them know you are a Presidio resident.



# Guidance for Being a Presidio Resident



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## Contact Information

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### Presidio Residences

**Main Office**

[housing@presidioresidences.com](mailto:housing@presidioresidences.com)

(415) 561-5454

TTY: 771 or (800) 735-2929

Fax: (415) 561-5450

222 Halleck Street, San Francisco, CA 94129

**West Office**

[housingwest@presidioresidences.com](mailto:housingwest@presidioresidences.com)

(415) 561-3700

TTY: 771 or (800) 735-2929

Fax: (415) 561-3708

1504 Pershing Drive, Suite E, San Francisco, CA 94129

**Presidio Landmark Office**

[landmark@presidioresidences.com](mailto:landmark@presidioresidences.com)

(415) 561- 4460

TTY: 771 or (800) 735-2929

Fax: (415) 561-8972

1801 Wedemeyer Street, Lower Level, San Francisco, CA 94129

### Resident Portal

The [Resident Portal](#) allows people who live in the Presidio to view lease documents and rent statements and to enter a work order. If you have not registered already through the leasing process, contact Presidio Residences at [housing@presidioresidences.gov](mailto:housing@presidioresidences.gov).

### Emergency Contacts

**Emergency Dispatch for Police or Fire**

From Landline: 911

From Cell Phone: (415) 561-5656

**United States Park Police (USPP)**

Non-Emergency: (415) 561-5505

1217 Ralston Avenue (Fort Winfield Scott District)

**San Francisco Fire Department**

(415) 558-3200

Station #51 (serves the Presidio)

218 Lincoln Boulevard (on the Main Post)

## Presidio Trust

1750 Lincoln Boulevard  
San Francisco, CA 94129  
(415) 561-5300  
[www.presidio.gov](http://www.presidio.gov)  
[presidio@presidiotrust.gov](mailto:presidio@presidiotrust.gov)

## Presidio Parking Office

Justin Scott, Operations Manager  
[jscott@aceparking.com](mailto:jscott@aceparking.com)  
(415) 561-4265

## Work Order Service Center

(415) 561-4270  
After Hours: (415) 677-2267  
[woservicecenter@presidiotrust.gov](mailto:woservicecenter@presidiotrust.gov)  
Work Orders may also be entered using the [Resident Portal](#).

## Utilities

Utility Billing Inquiries  
[yescs@yesenergymgmt.com](mailto:yescs@yesenergymgmt.com)  
(800) 637-4242 or (415) 930-9026

## Hospitals

### **California Pacific Medical Center**

Van Ness Campus  
1101 Van Ness Avenue (between Post and Geary Streets)  
(415) 600-6000

### **California Pacific Medical Center**

Pacific Campus  
2333 Buchanan Street (between Webster and Clay Streets)  
(415) 600-6000

### **St. Mary's Hospital**

450 Stanyan Street (between Hayes and Fulton Streets)  
(415) 668-1000

### **Kaiser Permanente**

2425 Geary Boulevard (between Divisadero and Baker Streets)  
(415) 833-2000

### Third Party Utility Companies

Pacific Gas & Electric (PG&E)  
(Gas Service Only)  
(800) PGE-5000  
[www.pge.com](http://www.pge.com)

### Waste Management

Recology Golden Gate Disposal  
(415) 626-4000  
[www.recology.com/recology-san-francisco](http://www.recology.com/recology-san-francisco)  
Bulky Item Pick-up: [www.recyclemyjunk.com](http://www.recyclemyjunk.com)

## Maintenance & Service Requests

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The Presidio Trust makes repairs to residential units as needed. To report a maintenance issue, including problems with appliances, fixtures, electrical, heating, or plumbing systems, contact the Work Order Service Center at (415) 561-4270 or [woservicecenter@presidiotrust.gov](mailto:woservicecenter@presidiotrust.gov).

After work is complete, if you receive a service questionnaire by email, please provide us with feedback by filling out and returning it at your earliest convenience.

For “after hours” emergencies, call the Work Order Service Center at (415) 677-2267. Please note that non-emergencies will not be addressed until the next working day.

## Paying Rent & Other Obligations

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**Always refer to your lease first for all details and requirements of your occupancy in the Presidio. Your executed lease supersedes any information provided in this handbook.**

Rent is payable in advance and is due on the first day of each month. Payments received after the first day of the month are considered late. A late fee will be charged after the 6<sup>th</sup> day of the month.

Rent checks should be made payable to “Presidio Residences” and mailed or delivered to one of the addresses listed in the Contact Information section.

Rent payments may also be paid online at [www.pay.gov](http://www.pay.gov). Select the “Find an Agency” feature at the top of the page. Find “Presidio Residences” under Presidio Trust and use the Presidio Residences billing form provided there. Complete the form, making sure to include your account number.

The [www.pay.gov](http://www.pay.gov) website allows you to save your submitted form, including your billing and contact information, so you do not need to re-enter the information with each subsequent payment.

Bills for services provided by the Presidio Trust are sent electronically. Outstanding balances may be paid by check. They may also be paid online at [www.pay.gov](http://www.pay.gov).

## Utilities

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### Gas

Pacific Gas and Electric (PG&E) provides gas service to most Presidio residents. Please refer to your lease for information about transferring gas service as a new resident. If you have questions, please contact Presidio Residences.

### Electricity, Water, and Sewer

The Presidio Trust Municipal Services Department provides electricity, water, and sewer to residents. An application form for utility services is provided by Presidio Residences at move in.

## Renters Insurance

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The Presidio Trust requires that residents purchase and maintain insurance covering personal liability and personal property against loss, including by fire, theft, or water intrusion.

If you do not provide evidence of renter's insurance, we will automatically enroll you into a group insurance program with required minimum coverage and your account will be billed monthly. If you prefer to participate in the group program instead of sourcing your own coverage, inform Presidio Residences and they will enroll you.

## Working From Home

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It is common today for people to work from their home, which is permitted and expected. However, the Presidio Trust does not allow business operations to be headquartered in your home.

Please be respectful of other neighbors at home during the times you are working, limit business traffic and in-person meetings, and follow all rules and regulations in your lease and in the Presidio Residential Rules, available in the [Resident Portal](#).

Services such as internet access and telephone can be contracted directly from a provider and are not offered or managed by the Presidio Trust.

There may be times that the Presidio Trust and its vendors and contractors may need to conduct improvements and or repairs to infrastructure and building systems, including vacant units adjacent to occupied homes. This work may generate noise, disruption, traffic, dust, and other impacts. We always do our best to minimize impacts to residents and keep work confined to regular working hours. Thank you for your patience as we continue to keep the Presidio a beautiful, safe, well-running place for everyone.

## Inspections

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The Presidio Trust periodically inspects housing units to detect and address problems. Residents will be notified at least 24 hours in advance and are welcome to attend.

## Boilers

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Nearly all units in the Presidio are equipped with gas-fired heaters, water heaters, or both. For your safety, all personal property must remain at least three feet away from any mechanical equipment, including your boiler, hot water heater, and vents. These areas are subject to inspection with minimal notification.

## Security Alarms and Cameras

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### Presidio Landmark

Individual unit security systems, including alarms and exterior or hallway facing cameras, are not permitted.

### All Other Neighborhoods

Wireless “doorbell” cameras at front and/or rear entrances are permitted without prior approval. Only small installation screws are allowed to pierce wood door frames. No other alarm or security camera systems may be installed without prior approval from the Presidio Trust.

If you would like to install a security alarm or camera, please contact the Work Order Service Center or Presidio Residences. All costs are borne by the resident, including costs associated with removal at vacancy. Any system that is destructive to historic property will not be permitted.

## Satellite Dishes

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Satellite dishes are prohibited without the Presidio Trust's prior written consent.

## Basements

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Walls and basement floors may become damp, especially during winter months. If you have a basement, please take extra precautions when you store items that can be harmed by moisture. The Presidio Trust is not responsible for damage to stored items resulting from water intrusion.

The Presidio Trust may provide free pallets to keep items off basement floors. Contact the Work Order Service Center at (415) 561-4270 or [woservicecenter@presidiotrust.gov](mailto:woservicecenter@presidiotrust.gov) for availability.

We also recommend that residents consider using an off-site, professional facility to store items of special significance.

## Mold

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Mold is triggered by poor air circulation and the presence of excess moisture. Help prevent mold by taking the following precautions:

- Maintain good ventilation throughout your home – especially in the shower, laundry, and cooking areas
- Keep indoor surfaces dry
- Use a squeegee to remove window condensation as soon as you see it
- Never place a bed or mattress directly on the floor
- Clean bathrooms with mold-killing products
- Place furniture at least two inches away from any wall
- Report water leaks immediately to the Work Order Service Center

The Presidio Trust and its partners are not responsible for personal property damaged by mold. To learn more about preventing mold in your home, view the Environmental Protection Agency's publication, [A Brief Guide to Mold, Moisture, and Your Home](#).

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## Lockouts and Lost Keys

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If you are locked out on a weekday during normal business hours, please contact the Work Order Service Center at (415) 561-4270 or [woservicecenter@presidiotrust.gov](mailto:woservicecenter@presidiotrust.gov).

After hours, please call (415) 677-2267. Please note that an after-hours lock-out will be treated as a billable work order.

To ensure your safety, assistance with any lock-out requires resident identification.

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## Recycling, Composting, and Landfill

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Recycling, composting, landfill, bulky items, and hazardous waste services are provided to all residents. Residents must fully participate in these programs to dispose of waste properly and responsibly. Please refer to the guidelines in this section.

### Waste Sorting Requirements

By recycling and composting, we can keep waste out of the landfill. The following resources provide information on proper waste sorting.

- [Recology's website](#) has complete details on what can be recycled and composted; they also provide short sorting videos in [English](#), [Spanish](#), and [Cantonese](#).
- The [Presidio website](#) also shares information on how to properly sort waste
- Every three months, Recology provides Presidio residents with online training on recycling and composting and public tour of their facilities

In general, follow these requirements:

- Place all food scraps, paper plates, compostable take-out boxes, pizza boxes, napkins, and paper towels in GREEN compost container, without any plastic bag.
- Place all cans, bottles, plastic containers, aluminum foil (balled up) and trays without any liquid or food in BLUE recycle container.
- Place plastic bags in the landfill. No plastic bags are allowed in recycle or compost containers. Use a paper bag rather than a plastic bag for recycling. Use a compostable liner or a paper bag for compost.
- Break down cardboard boxes before placing them in the recycle container.
- Cat litter, plastic bags, Styrofoam, ceramics, and broken glass go in the landfill container.

- Do not mix recyclables and compostables or place such items in the landfill container.
- Bulky items and electronics are not allowed inside recycling, landfill, or compost containers. Also, do not leave such items behind on any park property, including trash enclosures. Residents are fully responsible for arranging proper disposal of such items.

### Bulky Items & Electronics

Do you need to let go of any furniture, appliances, or electronics such as computers, TV's, or microwaves? We encourage residents to practice eco-friendly habits when getting rid of lightly used items. There are many [local organizations](#) and online marketplaces that will help re-home gently used items. Also, you can schedule a free [Bulky Item Collection](#) with Recology by contacting them at [customerservice@recologysf.com](mailto:customerservice@recologysf.com) or (415) 330-1300.

Note: Presidio Landmark residents must notify Presidio Residences seven days in advance to arrange for bulky items disposal. Presidio Residences will schedule the pickup with Recology and inform residents where to place their bulky items.

### Household Hazardous Waste

[Hazardous waste](#) includes household products that are labeled as flammable, corrosive, toxic, or reactive. It is illegal to put electronics, batteries, fluorescent bulbs, pesticides, paint, and other chemicals in any waste containers – landfill, compost, or recycle.

Household hazardous waste may be dropped off at Recology at its [SF Transfer station](#). Or you can email [HH@Recology.com](mailto:HH@Recology.com) or call (415) 330-1405 to schedule a free pick-up. You must be present at the time of pickup.

### Battery Recycling

Batteries should never be placed in recycling, compost, or landfill containers. All batteries contain toxins that can contaminate soil and water, and when damaged or improperly disposed of, they can start fires.

Free battery drop-off is available at the [SF Transfer station](#). [Some hardware stores](#) also accept batteries for free drop-off.

### Medicine and Biohazard Waste

Take medicine and any biohazard material such as syringes and needles to a [designated drop-off location](#), or request a mail back package to ensure proper disposal.

- Don't put medicine down the toilet or sink
- Don't put medicine, syringes, needles, EpiPen, or inhalers in landfill, recycling or compost containers

- Use a local [medicine drop-off kiosk](#)
- Request a [mail-back package](#) online or by phone for medicine, EpiPens, inhalers and aerosols.

### Schedule of Recycle, Compost, and Landfill Collection Days

- **Monday (and some locations on Thursday) (Recycling)** – Baker Beach/South Baker Beach, Presidio Landmark
- **Monday (Compost)** – Baker Beach/South Baker Beach, Presidio Landmark
- **Tuesday** – Liggett, MacArthur, Portola, Presidio, Quarry, Sanches, Simonds Loop
- **Wednesday** – Washington, Kobbe, North Fort Scott, Pilot's Row, Riley, Ruckman, Storey, Wyman, Belles

Where applicable, Recology plastic carts must be placed at the curb by 6 am. Be sure to return carts to the proper storage area promptly after collection and secure lids with a bungee.



## Wildlife Management

Coyotes, raccoons, and other wildlife are attracted to open and overflowing refuse containers. Once they get used to this food source, it is difficult to deter wildlife from making return visits.

Protect wildlife by securing waste bins with bungees at all times. Keep the lids of waste containers closed at all times. Do not overfill waste bins and never leave extra waste bags outside.

Contact Recology at [customerservice@recologysf.com](mailto:customerservice@recologysf.com) or (415) 330-1300 to obtain a missing bungee or replace a broken bin or lid.

## Public Dumping and Abandoned Property

Dumping in public spaces is illegal. Please report any abandoned items to the Work Order Service Center at [woservicecenter@presidiotrust.gov](mailto:woservicecenter@presidiotrust.gov). Please be prepared to provide the location of the items, a description of items, and a photograph (if possible).

## Presidio GO Shuttle



The Presidio GO Shuttle offers visitors, employees, and residents free daily service to and around the park. The shuttle has two routes: the [Downtown Route](#) and the [South Hills Route](#).

The Downtown Route offers round-trip service between the [Presidio Transit Center](#) and downtown San Francisco, with limited stops along the way. It operates seven days a week, running from 6 a.m. to 7 p.m. on weekdays and 9 a.m. to 6 p.m. on weekends. A few commute time weekday trips on the Downtown Route are only available to Presidio residents and employees who have a Presidio GO Shuttle pass. See the [Downtown Route schedule](#).

The South Hills Route makes stops all around the Presidio. It's free, available to all, and does not require a Presidio GO Shuttle pass. It operates from 6 a.m. to 7 p.m. on weekdays and 11 a.m. to 6 p.m. on weekends. See the [South Hills Route schedule](#).

Shuttles are wheelchair-accessible and feature bike racks.

Get shuttle info and schedules at [www.presidio.gov/shuttle](http://www.presidio.gov/shuttle). For real time departures and live tracking, use [presidiobus.com](http://presidiobus.com). The Presidio GO Shuttle operates on a limited weekend schedule on federal holidays.

## Public Transit



You can get to the Presidio from San Francisco, the East Bay, the South Bay, and Marin on public transit.

Note that several SF Muni routes provide service to or near the Presidio. Routes include: 1, 28, 29, 30, 43 and 45. [Muni 43](#) stops at the Presidio Transit Center, which is near the Presidio Visitor Center. [Muni 30](#) has stops along Mason Street at Crissy Field.

Get complete details [on the Presidio website](#), which includes travel directions from popular starting points. You can also get a detailed travel plan using [Google Maps](#) or [511.org](#)

## Parking & Electric Vehicle Charging

### Parking Permits

Parking is regulated throughout the Presidio. In residential neighborhoods this allows us to fairly allocate spaces and discourage parking by non-residents.

Residents are required to obtain permits from the Presidio Residences office. Most Presidio households (with the exception of Presidio Landmark and 41 Moraga) have one free designated, exclusive-use parking space. Designated spaces can be a garage, driveway, carport, or numbered parking stall. A permit is not required to park in an assigned garage, driveway, or carport. Additional vehicles must obtain a permit from Presidio Residences.

Everyone, including residents, must pay for parking in the public areas of the Presidio (example: lots around the Main Parade Lawn). Please refer to the signage in each area for details regarding time limits and fees. Hourly and daily parking can be purchased from pay stations or the PaybyPhone app.

### Report Parking Violations

Parking violations can be reported to the U.S. Park Police at (415) 561-5505.

## Electric Vehicle Charging Stations

Electric vehicle charging stations are available in several locations in the Presidio. View a map at [www.plugshare.com](http://www.plugshare.com).

Some residential garages have sufficient power to support electric vehicle charging. If your home has a private garage and you wish to investigate the potential for installing an electric vehicle charger, please contact the Work Order Service Center. The cost for installation of chargers and the cost of electricity generated from EV charging are the responsibility of the resident.



## Bike Share

Bike share is a great way to commute to work or travel around the Presidio. Use the Lyft app to pick up a bike and return it to one of the [bike share stations](#) located through the Presidio. Memberships allow for unlimited 45-minute rides.



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## U.S. Postal Service

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### Postal Services

A branch of the United States Postal Service (USPS) is located in the Presidio.

558 Presidio Boulevard  
San Francisco, CA 94129  
(415) 563-4976

Hours:

Monday to Friday, 9:30 am to 4 pm  
(closed for lunch 1:30 pm to 2 pm)



The **Marina branch** of the USPS is used for new service requests, reporting a problem with mail service, parcel pickup, mail holds, and direct contact with your mail carrier.

2055 Lombard Street  
(between Fillmore and Webster Streets)  
San Francisco, CA 94123  
(415) 351-1875

Hours:

Monday to Friday, 8:30 am to 5:30 pm  
Saturday, 9 am to 4:30 pm

To submit an online change of address request to the USPS, visit [www.usps.com/umove](http://www.usps.com/umove).

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## Register to Vote

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Although the Presidio is under federal jurisdiction, park residents are represented in local, state, and federal government as follows:

- San Francisco Board of Supervisors: 2nd District
- California State Assembly: 19th District
- California State Senate: 11th District
- United States Congress: 11<sup>th</sup> District

Register to vote at <http://registertovote.ca.gov>.

## Emergency Preparedness

In a serious emergency, local services will be affected, so a basic rule of thumb is for people to be able to take care of each other 72 hours before help arrives. SF72, a website brought to you by the San Francisco Department of Emergency Management, is your hub for emergency preparedness: [www.sf72.org/home](http://www.sf72.org/home).

At SF72, you will find information about what to do in an emergency, simple steps to get connected, and useful guides to help you get prepared. Please familiarize yourself with the information contained in the website, being sure to remember that it is not meant to be a substitute for abiding by the terms of your lease and other important requirements of living in the Presidio.

## Public Safety Services



### United States Park Police (USPP)

Law enforcement and security are provided by the U.S. Park Police, in accordance with Title 36 of the Code of Federal Regulations and other applicable laws. Presidio residents and visitors are subject to all applicable laws, as well as Presidio Trust and National Park Service policies regarding law enforcement at the Presidio, including traffic, use and possession of weapons, alcoholic beverages, and controlled substances. Questions about Presidio law enforcement can be directed to the U.S. Park Police at (415) 561-5505.

### San Francisco Fire Department (SFFD)

The San Francisco Fire Department serves the Presidio and has a station located at 218 Lincoln Boulevard on the Main Post.

### Emergency Dispatch Center

For police, fire, medical, or public safety emergency, call:

- from a cell phone: (415) 561-5656
- from a landline: 911



### Presidio Fire Marshals Office

(415) 561-4008

[fireprevention@presidiotrust.gov](mailto:fireprevention@presidiotrust.gov)

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## Special Event Permits

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If you are considering an event or activity for areas inside or outside your home, please contact the Presidio Trust at [outdoorevents@presidiotrust.gov](mailto:outdoorevents@presidiotrust.gov). They will work with you to determine if a special use permit is required. The following elements typically trigger the need for a special use permit:

- Need for road closures, detours, or intermittent traffic stoppages
- Tents or canopies
- Valet parking or shuttle service
- Food trucks or carts
- Any amplification
- Use of catering service
- Serving, selling or providing alcohol by a third party
- Heaters
- Major Equipment

Please also note the following:

- Inflatables/blow up games, jumpy houses, and trampolines are not allowed in a National Park.
- For guidance, please refer to the [Rules for Special Use Permit](#).

Please provide the Presidio Trust with a complete plan of your event via email so they can determine if a special use permit is needed. Special Use Permits have fees associated with use (see the [2026 Outdoor Events – Special Use Permit Fee Schedule](#)).

You may also be asked to complete an [Outdoor Event Application](#). Applications must be received 15 working days prior to your event. Submitting an application does not guarantee your activity will be approved.

Any event that occurs without the appropriate permits may be considered a violation of your lease.

Note: The Presidio issues permits to organizations who wish to hold special events in the Presidio, including runs, races, festivals, and large private events. Please review the [2026 Special Events Schedule](#) for details on expected dates and impacts.

## Pest Management

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Integrated Pest Management (IPM) is an effective and environmentally sensitive approach to controlling pests using a combination of practices. IPM solves pest problems while minimizing risks to people and the environment.

The Presidio Trust's first goal is to keep insects and rodents from entering buildings. To achieve this, the Trust closes building cracks, seals below- or at-grade crawl spaces, and screens rooftop gutters.

Residents should keep all food sealed and inaccessible to pests. Do not leave open food items in kitchens, cabinets, or anywhere else. Ensure any operable windows are closed and locked when unattended, and do not prop open doors to the outside.

If further measures are needed, trained staff members select the most effective management methods, limiting the use of pesticides. The most effective, long-term way to manage pests is by using a combination of techniques.

If you are concerned about insects or rodents in or near your home, please contact the Presidio Trust Work Order Service Center at (415) 561-4270 or [woservicecenter@presidiotrust.gov](mailto:woservicecenter@presidiotrust.gov).

Prompt reporting and early treatment will help keep buildings pest free.

## Living Near Wildlife

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The Presidio is home to an extraordinarily diverse wildlife population. More than 600 species, from expansive birds of prey to North America's tiniest butterfly, make their home in the park. Visit the [website for an overview](#).

The diversity of wildlife extends beyond the typical "urban" wildlife seen in most city parks and neighborhoods. As one of the last large open spaces in San Francisco, the Presidio is truly a wildlife refuge. Protecting wildlife and wild spaces is part of the Presidio Trust's value of stewardship and a key aspect of our mission.

Today's residents and tenants are the inheritors of the Presidio's natural heritage. The presence of wildlife around the park enlivens both the visitors' and residents' experiences with sounds and sights that capture the imagination and deepen a sense of place. Wildlife also provides important ecological functions— they pollinate flowers, prey on "pest" species, decompose organic matter, and replenish nutrients in soils.

Living and working in the Presidio requires special thoughtfulness. It means that there may be restrictions that you would not encounter in the rest of the city, and at times we must modify our behaviors to help assist with wildlife coexistence in the Presidio.

## Birds

Because it is one of the largest open spaces in San Francisco, with plentiful food and water, the Presidio is a haven for many bird species seeking either a permanent home or a safe resting place on a migratory journey. Many of these birds have lost their habitat elsewhere and rely on space here in the park.

More than 85 percent of the animals regularly seen in the Presidio are birds—including more than 65 species that live and nest in the park, and up to 175 additional species called “neotropical migrants.” Many of these migratory birds stop here during their annual trips from their nesting grounds in the tropics where they spend the winter, and northward again in the spring.

Species like Barn Swallows may nest on your building and are protected by the International Migratory Bird Treaty. If there is a problem with the location of a bird nest (e.g., the nest is near a doorway), or you have other bird-related concerns, contact the Work Order Service Center at (415) 561-4270. Do not move or disturb nests.



## Coyotes

Coyotes are native to the Presidio and have lived in California for more than 10,000 years. Coyotes were removed from San Francisco at the turn of the century but returned to the Presidio in 2002. They’re also seen in Marin, Golden Gate Park, Lands’ End, Glen Park, and other Bay Area open spaces. Coyotes play an important role in the park’s environment by keeping rodents and raccoons at healthy levels. They’re adaptable creatures and are here to stay.

Because the Presidio welcomes millions of visitors and is a place where people live and work, the Presidio Trust has an active coyote management program that includes public education. Our goal is to promote coexistence and reduce potential conflicts between coyotes and people.



**Residents play a crucial role in keeping wildlife wild.** To keep coyotes naturally timid of human contact, keep food (including trash) away from wildlife and keep your distance from coyotes. Keep dogs on leash and avoid bringing them near coyotes. If you have a direct close encounter with a coyote in the Presidio, you may scare it away by making loud noises and/or waving your arms ([see video](#)).

To report a coyote incident of concern, email [coyote@presidiotrust.gov](mailto:coyote@presidiotrust.gov) or contact the Work Order Service Center at (415) 561-4270.

For more information, including a video tutorial on how to scare off coyotes, visit [www.presidio.gov/coyote](http://www.presidio.gov/coyote).

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## Waste, Fraud, & Abuse Hotline

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The Presidio Trust is committed to serving the public and upholding the highest ethical standards.

The Trust has established an anonymous, independent hotline that allows anyone in the community to report a matter of concern related to fraud, waste, or abuse.

### How Does it Work?

A special toll-free number is available to anyone 24 hours a day, 7 days a week: (877) 703-5336

For complete details, [visit the website](#).

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## Premises Move Out

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We ask that you provide Presidio Residences at least two-weeks notice prior to moving out of your home, even if the end of your lease term is near, unless otherwise specified in your lease. The Presidio will conduct a post-move out inspection. Any extraordinary damage, rubbish, or need for cleaning will cause residents to incur a charge for that work.

## Safety and Rules

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Many of the rules and regulations that apply to living in the Presidio are detailed in your lease and in the Presidio Residential Rules that are provided with your lease. The Residential Rules are also available on the Resident Portal. Please read and understand the requirements in those documents and all attachments.

[The Presidio Trust Compendium](#) also details rules that apply in the park.



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