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200 RE-OPENING PLANNED FOR WEEKEND
See new building-specific sections below

GATEWAY PLAZA EMERGENCY INFORMATION

Updated Oct 3, 2001, 5:00pm EST

The Gateway Plaza Management and its Principals deeply regret the suffering and enormous loss of life caused by the terrorist acts of September 11. At this very sad time, we extend our deepest sympathies to all of the victims and to their families and friends.

We are working hard to try to bring you back to your apartments without disrupting the emergency operations and investigations in the area. At this time, crews are on-site preparing Gateway Plaza for your return. Furthermore, once the buildings are re-opened for occupancy we will concentrate on many exterior and interior repairs, improvements and additional amenities to return Battery Park City and Gateway to the same quality of life you experienced before the tragedy.

Please understand that while we are trying our best to prepare everything for you as quickly as possible, it may be some time before all of Gateway is back to a perfectly normal state.

UPDATED GENERAL INFORMATION FOR ALL TENANTS

COMMUNICATION FROM MANAGEMENT TO TENANTS

- In order to relay to our tenants the most accurate information as it becomes available, we ask you to keep visiting this web page. The web page will be updated as often as is needed. Please do not rely on any other source for information about Gateway. Management is constantly in touch with authorities, City, State and Federal - at the highest level.

LEASES, RENT AND FINANCIAL ASSISTANCE

- You are not responsible for rent for the time period during which you were displaced while the building was being repaired. Once your building is ready for occupancy, we will credit an additional month's rent to ease your return to Gateway.
- Any tenants who may have paid September or October rent in advance will receive a credit for these payments later on this year as our accounting system catches up.
- To correct some recent rumors, please note that as the landlord, Gateway Management and its Principals are not receiving compensation from the federal government, FEMA or any other government body for damages and expenses incurred since September 11. However, as tenants who were displaced by the terrorist acts, you may qualify for such funds. Please contact FEMA directly for more information at 1-800-525-0321.

ACCESS

- Due to the proximity of Gateway Plaza to the World Trade Center, access to the buildings at present is under the control of emergency authorities and subject to change at any time.
- As of the morning of October 2, Government authorities have allowed visitation to resume at all Gateway buildings. Residents are permitted to access their apartments to retrieve personal belongings

between the hours of 10:00am and 5:00pm. Residents should report to the Bowling Green National Guard Post with proper ID, appropriate dress and a face mask.

- Access at this time is permitted only through the esplanade entrance (near Albany and South End Avenue) to the rear of the 400 building's lobby.

CLEAN-UP AND REPAIRS

- Government authorities have found that no environmental health hazards exist at Battery Park City. Gateway Plaza Management continues to monitor this situation, in compliance with all DEP and EPA protocols.

- The city and private engineering firms have certified the structural safety of all buildings.
- Plaza 600 is the only building to have suffered any major physical damage such as broken windows; we are beginning repairs in this building now. In the other buildings, damage is generally limited to dusty apartments due to open windows.
- All doors forced open by firefighters, FEMA, etc. have since been padlocked. As part of a project-wide improvement program and to protect your belongings, all locks are being changed to a more modern and sophisticated system. The locksmith teams are working under the supervision of retired police officers retained by management. The entire Gateway Plaza complex continues to be patrolled by New York City Police and National Guard teams, as well as our private security force.
- If you are visiting your apartment and find that your lock cylinder has been changed, please see the onsite staff to sign for your new keys. No keys will be given out without proper identification. Please bring photo I.D. to our staff and they will help you with the new procedure.
- Management has made every effort to insure, wherever possible, that no apartments have been entered by workmen or utility repair specialists without the presence of a security supervisor. Persons who believe that possessions have been removed from their apartments in their absence should file a claim with their insurance carrier and report the incident to the Police.
- Some apartments are dusty and require cleaning. Tenants should consult with their insurance company and then choose between the following:

1. Tenants can make their own arrangements with their insurance companies to have authorized cleaners remove dust from their apartment. HEPA filters should be used and all dusty surfaces wet-wiped.

2. Tenants can choose to take advantage of Gateway Management's arrangement with Maxons Restoration, an insured and bonded cleaning company. You must either check with the help desk in the lobby of the Plaza 400 or call Maxons directly at 1-800-3MAXONS (fax: 212-447-6251) to obtain information about the cleaning of your apartment, give permission and set up an appointment (if you wish to be present). At Gateway's expense, Maxons will clean major apartment surfaces (walls, floors, ceiling, sills, counters). Personal possessions (bookcases, clothing, computers, furniture, small items, etc.) are the tenant's responsibility and must be cleaned either by the tenant, a cleaner of the tenant's choice (usually in agreement with the tenant's insurance) or by Maxon's at extra cost (ask a Maxon's representative about this beforehand).

- Apartment air-conditioning filters will be checked and replaced if necessary by building staff. Please contact us by email at cjensen@lefrak.com or fax at 718-459-7412 or 718-997-7305 to arrange for filter cleaning. This must be done prior to reoccupying your apartment, so the sooner you contact us the better.

SERVICES

- Gas, cable and limited electricity have generally been restored. Most elevators are running. Apartment electricity in closed buildings is adequate for visiting purposes, when visiting resumes.
- Work is continuing in order to restore service to the buildings.
- As of October 3, mail is still being held at the Bowling Green Post Office, 25 Broadway, 212-363-9490. Mail can be picked up between 6 am and 6 pm, Mon-Fri and 6 am - 1:30 pm on Sat, with identification and proof of address.

GARAGE

- There does not appear to be any major physical damage in the Gateway Plaza garage.
- At present, emergency authorities have suspended retrieval of cars from Gateway garage. We hope that this situation will change in the near

future.

- No cars may enter the garage (to park) at this time.

PLAZA 200 RESIDENTS ONLY

Plaza 200 is almost fully restored. If we are able to obtain the appropriate final sign-offs from various governmental authorities, we hope to re-open the building this weekend. Please check this website and the Hotline for further details.

Returning residents should take note of the following:

- Major apartment surfaces (floors, walls, counters, ceilings) have been cleaned. If your apartment still has dust present, please see the section on cleaning above. All tenants are invited to take advantage of the cleaning arrangements available; the help desk in the lobby of Plaza 400 can provide further information.
- Building staff did their best to clean out refrigerators; regardless, all refrigerators at Gateway will be replaced on an organized program over the coming months as soon as the replacements can be obtained and governmental authorities permit truck deliveries.
- We will try to have telephone service restored by re-opening. It may be advisable to bring a cell phone until service is fully repaired.

PLAZA 100,300,400,500 RESIDENTS ONLY

Once the hurdle of re-opening the first building is passed, the other buildings should re-open soon thereafter.

PLAZA 600 RESIDENTS ONLY

Workers are now covering broken windows and installing glass. We will reoccupy undamaged (i.e. dusty at worst) apartments soon after the reopening of the other buildings.

Please note:

- Residents of A,B,N,P apartments should contact Management at one of the email/contact numbers listed to discuss their situation. Given the delay in reopening this building, we may be able to move you to an apartment in one of the other Gateway buildings on a first come/first served basis
- Residents of other apartments should arrange for cleaning as detailed above. Please contact Management if you wish to be put on the waiting list to move to another building in Gateway (preference will be given to those with the damaged apartments first).

CONTACT INFORMATION AND LINKS

- Hotline: 718-575-4881 -- for the most accurate and specific information on the Gateway situation. Please consult the hotline from time to time to keep updated.
- Assistance Desk: 718-575-4732 -- to speak to a representative. Also 718-575-4777. Fax number 718-997-7305.
- Emergency Number: 718-271-5010 -- if you have an emergency after 5 pm.
- Email Contact: cjensen@lefrak.com -- include your building and apartment number.

Please do contact us in one of these fashions if you have not done so already so that we have a contact number for you.

- The city's website at nyc.gov has some emergency information. Please note that what is true for Battery Park City may not be true for Gateway, and what applies to Gateway may not apply to all buildings.
- Gateway's reopening depends in large part on the support of local politicians. Councilmember Kathryn Freed's office number is 212-431-2933.
- There are bulletin boards for Battery Park City residents at bpc.mobile123.com. However, keep in mind that there are many unsubstantiated rumors on this site as well.

Rest assured that we are working with the city to quickly return the buildings to normal use. We hope to see you all back home as soon as possible.