

# CORRESPONDENCE

## McMillan, Acquanette (Netta)

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**From:** Elizabeth Moore  
**Sent:** Tuesday, January 28, 2025 12:56 PM  
**To:** westgatersc@greystar.com  
**Cc:** Residences at Westgate Manager; Residences at Westgate  
**Subject:** Fwd: Correction on day for Emergency Plumbing Repairs  
**Attachments:** Returning-Home-After-Fire.pdf

Some people who received this message don't often get email from c... :... . [Learn why this is important](#)

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Hello,

Disaster Responders will be conducting inspection in my apartment tomorrow due to the impact of the fires. They will be conducting assessment testing for for smoke damage. As shared I evacuated my apartment on January 10th as advised by my doctor with symptoms related to smoke inhalation and possible carbon monoxide poisoning / other toxic debris.

I am writing to express urgent concerns regarding tenant safety and habitability in the wake of the Eaton fire and subsequent windstorm in Pasadena and Altadena. The fire and smoke damage have left many homes uninhabitable, creating serious safety, environmental, and housing challenges for tenants.

Despite my previous emails, I have not received a response or clarity regarding Greystar's / Residence at Westgate plans or actions to address these critical issues. I am requesting an update on what steps Greystar is taking to:

Are there any inspections and environmental testing for lead, mere try, asbestos, heavy metals, lithium, VOCs PAHs, HCl and other potential toxins.  
Being conducted?

1. Inspect and remediate smoke and ash damage in impacted properties.
2. Perform environmental testing for toxins such as lead, asbestos, and VOCs to ensure tenant safety.

These steps are essential to guarantee tenant safety and ensure rental units meet habitability standards. Given the urgency of the situation, I kindly request a response to my emails and a detailed outline of your plans and timeline by [specific date, e.g., 7 days from today].

Thank you for your attention to this matter. I look forward to your prompt response and meaningful action to address these issues

I expect the restoration company to remove all of my personal belongings to conduct the cleaning necessary .

This does not cover the walls , floors or HVAC ducts. I have also inquired about.

Since the smoke/carbon monoxide alarm was going off, I have not received any communication about Most systems have filters (the “blue wool” ones) that are not very effective for the smallest toxic air particles that can penetrate deepest into our lungs. Use MERV 11 or 12-rated filters and add 1” foam around the edges or tape over any gaps in the filter holder. These filters have a white cloth-like material and are pleated for a larger surface area to capture particles and to prevent a significant pressure drop. Change your furnace or HVAC filter monthly until the smell goes away. • Clean your HVAC ducts. The evidence is limited on how this impacts general indoor air quality, but many ducts are poorly sealed, poorly maintained, and have poor filtration so can get contaminated.

Please respond what action steps I have . I would like to work amicably to resolve this matter.

Lastly, I still have not received any formal apology for the letter left on my door addressing the use of air blowers. Again, this use of air blowers was restricted by Pasadena Department Public Health Department.

Thank you in advance for your time and efforts and timely response.

Kind regards,

Elizabeth

[https://www.epa.gov/emergencies-iaq/wildfires-and-indoor-air-quality-iaq#\\_How\\_does\\_wildfire](https://www.epa.gov/emergencies-iaq/wildfires-and-indoor-air-quality-iaq#_How_does_wildfire)

Begin forwarded message:

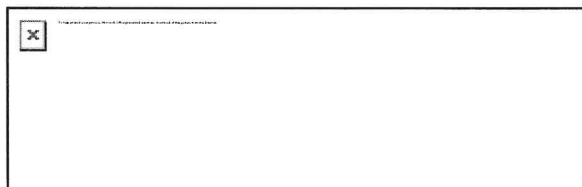
**From:** Residences at Westgate <[no-reply@rentcafe.com](mailto:no-reply@rentcafe.com)>

**Subject:** Correction on day for Emergency Plumbing Repairs

**Date:** January 28, 2025 at 11:02:46 AM PST

**To:**

**Reply-To:** [ResidencesatWestgate.Reply.GreystarRE@aptleasing.info](mailto:ResidencesatWestgate.Reply.GreystarRE@aptleasing.info)



Dear Residents,

On Wednesday, January 29th, we will be performing emergency plumbing repairs and will need to suspend the water supply to buildings 132 Green St., 168 Green St. and 153 Dayton Ave. Repairs will take approximately 2 hours to complete between the hours of 9am-12pm. This will affect all water supply, hot and cold.

Please plan accordingly and remember that restrooms in the pool area are available during this time.

We understand this is an inconvenience. Please rest assured our vendor will complete the necessary work as soon as possible.

Thank you for your understanding and cooperation. Please feel free to contact the leasing office should you have any questions.

## Residences at Westgate

165 S. De Lacey Ave., Pasadena, CA 91105

This email was sent to [n](#). To ensure you continue receiving our emails, please add us to your address book or safe list. You can opt out of email notifications from Residences at Westgate [clicking here](#). You can opt out of all email notifications from Greystar Real Estate Partners, LLC [clicking here](#).

fd | elizabeth moore  
[frootedesign.com](http://frootedesign.com)

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*Seasons come and Seasons go...*

<https://www.youtube.com/watch?v=CJqRsuLbcL0>

## Returning Home After a Fire Frequently Asked Questions

The following guidance is **ONLY** for properties that have suffered smoke damage **AND** do not have fire damaged structures, including yellow and red tagged structures. Pasadena Building Inspectors continue to conduct [Structure Safety Assessments](#) for all structures within the wind and fire impacted areas, and colored placards have been posted to each assessed property. The placards correspond to the structure's safety status.

**DO NOT ENTER** your property if your property has been damaged directly by fire and/or has been yellow or red tagged.

Note that this is general guidance and the City understands that every residence is different. Individuals should use their discretion and consider engaging professional help to make sure their property is suitable for return. If you have any doubts on the safety of your property, contact a professional for support and guidance. Licensed professionals can be found through the [California Contactors State Licensing Board](#).

If your property has suffered direct fire damage, you will need to await information from the U.S. Environmental Protection Agency (EPA), which is the lead agency for Phase 1 of the Household Hazardous Waste Removal. More information about this process can be found at the [Fire Debris Removal Program](#) website.

The FEMA Disaster Recovery Center is also open at Pasadena City College Community Education Center (3035 E. Foothill Blvd.) daily from 9 a.m. to 8 p.m. At the center, people can get help applying for federal assistance, speak to representatives from state and federal agencies, receive updates on their FEMA application for assistance, and learn about the appeals process. FEMA financial assistance may include money for basic home repairs, personal property losses or other uninsured, disaster-related needs such as childcare, transportation, medical needs, funeral, or dental expenses.

### **What should people do if they return home and their house smells like smoke, but does not appear to be fire damaged?**

Smoke is a combination of toxic air particles, including, fine particles, volatile organic compounds (VOCs), and many other reactive gases. Some of these compounds are toxic [e.g., dioxins, benzene, formaldehyde, polycyclic aromatic hydrocarbons (PAHs)]. What you smell are these toxic air particles settled on interior surfaces such as walls, furniture, curtains, etc. These odors will diminish over time.

Before re-entry, sniff for gas. If you detect natural or propane gas, or hear a hissing noise, leave the property immediately and call the fire department after you reach safety. If you have a propane tank system, turn off all valves and contact a propane supplier to check the system before use.

### **Protect your health**

- Wear a well-fitted NIOSH approved respirator (such as an N95 or P100) when you clean up inside our home.
- Wear gloves, safety goggles, long-sleeved shirts, long pants, and shoes with socks to avoid contact with ash or debris. If you get ash on your skin, in your eyes, or in your mouth, wash it off as soon as you can.
- People with heart or lung disease (including asthma), older adults, and pregnant women should avoid cleanup activities as much as possible.
- Keep children and pets away from ash and cleanup activities.

#### Bring in fresh air

- Air out your indoor spaces as much as possible by opening windows and doors. If you have minimal smoke smell/damage inside your home – and the area outside smells worse – don't take this step. Check the air quality in the Los Angeles Area on the [South Coast AQMD website](#).

#### Check your Heating, Ventilation, and Air Conditioning (HVAC) or furnace

- Most systems have filters (the “blue wool” ones) that are not very effective for the smallest toxic air particles that can penetrate deepest into our lungs. Use MERV 11 or 12-rated filters and add 1” foam around the edges or tape over any gaps in the filter holder. These filters have a white cloth-like material and are pleated for a larger surface area to capture particles and to prevent a significant pressure drop. Change your furnace or HVAC filter monthly until the smell goes away.
- Clean your HVAC ducts. The evidence is limited on how this impacts general indoor air quality, but many ducts are poorly sealed, poorly maintained, and have poor filtration so can get contaminated.

#### Use air cleaners to help remove particles and odors

- Consider purchasing portable air cleaners with both a HEPA filter and activated carbon filter. The carbon filter is important as it will remove toxic air particles. The HEPA filter will remove 99.97% of the toxic air particles that penetrate deepest into our lungs. Keep air cleaners on until the smells go away and change the filters according to the manufacturer's instructions.
- You may need to change the carbon filters more frequently since they get used up.
- You may want to change out the cabin air filter in your car if it was exposed to smoke and smells.

#### Deep clean the surfaces of your home

- Soap and water are adequate to clean ash from hard surfaces, including walls. Do not use harsh chemical cleaners or vinegar as they can react with chemicals in the ash.
- Gentle sweeping of indoor surfaces, followed by wet mopping, is the best way to clean indoors.
- Do not use shop vacuums or regular household vacuums as these do not filter small particles and can blow particles into the air. If available, HEPA-filter vacuums can filter out small particles and can be used.
- Commercial cleaning may be needed for carpet, upholstery, and window treatments.
- Shower regularly throughout the day when cleaning areas with ash.

#### Additional information:

[How to Clean Up Smoke and Soot from a Fire](#) (LA County EHS)

[Returning Home After a Fire](#) (LA County Public Health)

[Wildfires and Indoor Air Quality](#) (EPA)

#### **What should people do to remove ash and debris from their property?**

When cleaning up after a wildfire, it's important to take safety precautions to protect yourself and your property. Ash can be irritating to the skin, eyes, nose, and throat. Ash may make it difficult to breathe and can aggravate asthma.

If you choose to consult a professional to conduct ash and debris removal, make sure they are licensed through the [California Contractors State Licensing Board](#).

If you choose to conduct ash and debris removal of your own property:

#### Protect your health

- Wear a well-fitted NIOSH approved respirator (such as an N95 or P100) when you clean up inside our home.
- Wear gloves, safety goggles, long-sleeved shirts, long pants, and shoes with socks to avoid contact with ash or debris. If you get ash on your skin, in your eyes, or in your mouth, wash it off as soon as you can.
- Shower regularly throughout the day when cleaning areas with ash.

- People with heart or lung disease (including asthma), older adults, and pregnant women should avoid cleanup activities as much as possible.
- Keep children and pets away from ash and cleanup activities.

#### Clean up ash and debris

- Do not use leaf blowers or take other actions that will put ash into the air.
- Avoid dry sweeping. Before sweeping ash off surfaces, wet down ash with as little water as you can. Continue to use caution while cleaning the wet ash, as contact with wet ash can cause chemical burns or skin irritation. On surfaces with a lot of ash, mist ash with water to keep dust down, then sweep. Wet mop area after sweeping. On areas lightly dusted with ash, use a damp cloth or wet mop.
- Do not allow water to go down the driveway, down the street, or into storm drains. You may allow water to drain into landscaping as ash will not hurt plants or grass.
- If washing your roof, redirect downspouts to landscaped areas.
- Take your vehicle to a car wash or wash it over a vegetated area such as your lawn.
- Remove shoes before entering your home or use “sticky mats” in entryways and doors to remove dust and ash from your shoes. Sticky mats are sold in hardware stores.
- Collected ash may be disposed of in the regular trash by placing it in a plastic trash bag first to prevent the ash from becoming airborne and blowing away as the trash can is later emptied.
  - If you think any waste is hazardous (including asbestos), contact your local hazardous waste authorities regarding appropriate disposal

#### Additional information:

[How to Clean Up Smoke and Soot from a Fire](#) (LA County EHS)

[Returning Home After a Fire](#) (LA County Public Health)

#### **Do I need to wear a mask outside if I am not cleaning or if air quality is “good”?**

It is okay to go outside without a mask. Use your discretion and follow local guidelines. If you are cleaning or sweeping, if there are strong winds, or if your neighborhood is conducting debris removal, it is recommended you wear a well-fitted NIOSH-approved respirator (such as an N95 or P100) when you clean up inside our home. Check the air quality in the Los Angeles Area on [the South Coast AQMD website](#).

#### **What should I do about wildlife near my home after the fire?**

Wildlife displaced by wildfire activity may enter your property or home. Places where there is an accumulation of trash or debris can attract wild animals.

- Keep garbage in rodent-proof containers that are tightly covered to avoid attracting animals.
- Do not leave pet food outdoors. Check for areas where rats and wild animals can sleep, hide, or find food. If possible, seal these areas.
- Protect yourself by wearing gloves and a mask when cleaning these areas. Wash your hands when you're finished.

#### Additional information:

[A Practical Guide to Rodent Control](#) (LA County Public Health)

#### **Can I eat food left in my home before I evacuated?**

- Food safety may be a problem if the power outage lasted for a long period of time.
- If you experience a power outage or find that your kitchen has ash, soot, dust, and other airborne particles, avoid foodborne illness by following these recommendations:
  - Any food or drink products with an off odor or signs of spoilage should be thrown away. Best practice is: “When in doubt, throw it out.”

- Generally, food in the refrigerator is safe if the power was out for no more than 4 hours and the refrigerator and freezer doors were kept close. Keeping the doors to the refrigerator and freezer closed helps maintain the coldest temperatures.
- If a power outage lasts more than four hours or the refrigerator door was not kept shut, it is best to throw away perishable food items such as meat, dairy products, and eggs.
- If food from your refrigerator or freezer has an off-flavor or odor when prepared, it should be discarded and not eaten.
- Items that have thawed in the freezer should be thrown away. Do not re-freeze thawed food. All other food items should be inspected to ensure safety.
- Plastic bottles with liquid (such as water) that have been covered in ash should be thrown away. It is not enough to rinse off the bottle as these particles contaminate the caps, making them very difficult to decontaminate.
- Food that has not been stored in waterproof or airtight containers and has been covered with ash should be thrown away. This includes products that have been stored in cardboard or other soft packaging. Food stored in sealed, previously unopened glass or metal cans or jars (such as baby food) should be safe for use. Clean before opening and transfer the contents to another container before eating.
- Discard any raw foods stored outside the refrigerator, such as potatoes or fruit, as fumes could contaminate them.
- Throw food away in trash bags and seal tightly before placing in the trash can. Double bagging is recommended to prevent fly breeding.

**If I return home, is the water in my home safe to drink?**

Portions of Pasadena's water service areas remain under a "Do-Not-Drink-Water Notice." To check if your home in the impacted (grey) area, you can search your address at [PWPweb.com/WaterNotice](http://PWPweb.com/WaterNotice). The State Water Resources Control Board (SWRCB) and Pasadena Water and Power (PWP) confirmed that all **other** areas within Pasadena's Water Service territory is safe to drink. If you are in the impacted area identified on the updated map (dated Jan. 13, 2025) the SWRCB and PWP advise the Pasadena community to not use tap water for drinking and cooking until further notice. In the impacted areas, do not drink tap water. Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice, and food preparation until further notice. This also applies to pets and domestic animals. Additionally, do not try to treat the water yourself. Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe to drink.

The City is working diligently to address the issue and is committed to ensuring the safety and well-being of the Pasadena community. PWP is prioritizing the necessary water infrastructure repairs, while continuing its standard for daily water quality testing.

Additional information:

[PWPweb.com/WaterNoticeFAQ](http://PWPweb.com/WaterNoticeFAQ) or [Pasadena Water and Power](http://Pasadena Water and Power)

**If I return home and do not have electricity, what do I do?**

To report loss of power, including emergency outages, call (626) 744-4673. For water emergencies, call (626) 744-4138. We are experiencing high call volume. Return calls may be delayed. Crews will respond to reported outages. If you see a downed power line, always assume the line is energized and do not approach or touch the line. Call 911 to report a downed line. For more information, visit [PWP's Outage Map website](#).