

**Lisa Natusch**

---

**From:** Tracy Chan [REDACTED]  
**Sent:** Saturday, February 12, 2022 9:12 AM  
**To:** Lisa Natusch  
**Cc:** Tracy Chan  
**Subject:** Re: Claim Against the Town of Hillsborough  
**Attachments:** Hillsborough Pubilv Works Sewage Spill.pdf; HPW Sewage Spills.pdf; HPW Sewage Spills Board Meeting.pdf

Lisa,

Thank you for notifying me about the City Council meeting. However, I did not see my complaint listed on the agenda. Could you please let me know when my complaint is listed on the meeting schedule? In addition, I attached a few documents that I would like presented as evidence in my case. Please distribute those attachments to the City Council members prior to the meeting. There are 3 attachments. Lastly, I have a prior commitment and won't be able to attend the meeting, but request that my complaints are made by distributing my attachments and reading the following at the meeting:

**TO BE PRESENTED AT COUNCIL MEETING ON  
FEBRUARY 14, 2022**

Public Works,

I am a homeowner in Hillsborough. Every few years, my yard is flooded with raw sewage that becomes a cesspool for insects, bacteria on biohazardous contaminants. Our soil becomes saturated preventing my family from entering the yard. Trees and plants die, our dogs get exposed to contaminants and my children are not allowed in the yard for months at a time. I have complained over the years and asked for permanent solutions to prevent this from continuing but my requests go unanswered. Most recently, I asked for reports of past incidences, but I did not receive what I need to feel safe in my home. Chemicals were spread through my yard, caution tape was placed, yet nobody told me what types of dangers and risks these mitigation attempts posed to my family. Nobody followed up in any way, informed of us when we could reenter our yard, or check the soil condition. At this point, I would like to escalate this issue as this is the 4th or 5th complaint made regarding sewage spills in my yard.

I specifically request all records showing the dates, times, and services performed during the clean-up mitigations. I would like to know the names of the chemicals used in my yard, the amount of the chemical(s), and the follow-up protocol after the chemicals were placed. I would also like to know what actions were done to minimize ongoing sewage spills after past incidences. The most recent occurred within a couple of months ago, and we have had many more like that one over the years. I would like detailed records. The one provided was insufficient. In addition, the problem is still ongoing but to a lesser extent. Nobody came to follow up, remove the yellow caution tape, or let us know when it would be safe to enter the yard.

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Lisa,

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Thank you,

Tracy Chan

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Ms. Krolik,

My name is Tracy Chan and I am a Hillsborough resident. I have endured repeated sewage spills in my yard which led to contaminated waste and biohazards infiltrating my property. I reached out to the Public Works Department countless times and nobody responds, which is why I am contacting you. I have a manhole in my yard that is supposed to be maintained by the Town of Hillsborough. Several times throughout the years, most recently in November or December, raw sewage overflows the manhole saturating my yard with biohazardous waste. This has occurred at least 5 times.

I contacted the Public Works Department requesting detailed reports on the times that they came to my home for clean-up mitigation efforts. I need to know when they occurred and the types of chemicals my family was exposed to. I will forward emails that have gone unanswered by this department. Please email me back to let me know when I could obtain the needed records. Your earliest response is appreciated.

Sincerely,

Tracy Chan

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On Friday, February 11, 2022, 01:02:19 PM PST, Lisa Natusch <lnatusch@hillsborough.net> wrote:

Good afternoon Ms. Chan,

The claim that you presented to the Town of Hillsborough on November 11, 2021 is scheduled for a Closed Session discussion by the City Council of the Town of Hillsborough on Monday, February 14, 2022 at 4:15 p.m. The meeting will be held on Zoom and the agenda is available at <https://www.hillsborough.net/AgendaCenter/ViewFile/Agenda/02142022-1155>. The item number is Closed Session Item B.

If you would like to provide written comment to the City Council, please submit it to me by 2:15 p.m. on Monday, February 14, 2022 by email to [lnatusch@hillsborough.net](mailto:lnatusch@hillsborough.net) or in person to 1600 Floribunda Avenue, Hillsborough, CA 94010. Public comment can also be made during the Public

Comment period just before the City Council adjourns to Closed Session.

Sincerely,

Lisa Natusch, MMC

City Clerk

Town of Hillsborough

1600 Floribunda Avenue

Hillsborough, CA 94010

(650) 375-7421

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• Repeated Sewage Spills Yahoo/Sent ★



• **Tracy Chan** [redacted] 📅 Fri, Jan 14 at 8:54 AM ★

To: mharis@hillsboro  
jgiles@hillsborough  
, PW, Rick Pina  
, Lisa Natusch  
Cc: aroyse@hillsboro

Public Works,

I am a homeowner in Hillsborough. Every few years, my yard is flooded with raw sewage that becomes a cesspool for insects, bacteria and biohazardous contaminants. Our soil becomes saturated preventing my family from entering the yard. Trees and plants die, our dogs get exposed to contaminants and my children are not allowed in the yard for months at a time. I have complained over the years and asked for permanent solutions to prevent this from continuing but my requests go unanswered. Most recently, I asked for reports of past incidences, but I did not receive what I need to feel safe in my home. Chemicals were spread through my yard, caution tape was placed, yet nobody told me what types of dangers and risks these mitigation attempts posed to my family. Nobody followed up in any way, informed of us when we could reenter our yard, or check the soil condition. At this point, I would like to escalate this issue as this is the 4th or 5th complaint made regarding sewage spills in my yard.

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**Sent:** Wednesday, January 12, 2022, 06:02:53 PM PST

**Subject:** Fw: 2021-66 Public Records Act Request Received December 13, 2021 - Taking Time Extension

Lisa,

The records you had sent are not specific or detailed in terms of my complaints made over the last 16 years. I have called the Public Departments at least 4 times within that time to complain about raw sewage spills into my yard that have led to the destruction of plants, trees, and an infestation of insects. I also was forced to keep my children out the yard for weeks each time the sewage spill occurred, and my 4 dogs required bathing 3 times per day each. To date, I have dead foliage in my

yard as a result of the spills. I will need incidence records and report of each visit to my house for sanitizing and clean up purposes.

Thank you,

Tracy Chan

On Wednesday, January 12, 2022, 04:18:17 PM PST, Tracy Chan [REDACTED] wrote:

Hi Lisa,

**TO BE PRESENTED AT COUNCIL MEETING ON  
FEBRUARY 14, 2022**

Public Works,

I am a homeowner in Hillsborough. Every few years, my yard is flooded with raw sewage that becomes a cesspool for insects, bacteria on biohazardous contaminants. Our soil becomes saturated preventing my family from entering the yard. Trees and plants die, our dogs get exposed to contaminants and my children are not allowed in the yard for months at a time. I have complained over the years and asked for permanent solutions to prevent this from continuing but my requests go unanswered. Most recently, I asked for reports of past incidences, but I did not receive what I need to feel safe in my home. Chemicals were spread through my yard, caution tape was placed, yet nobody told me what types of dangers and risks these mitigation attempts posed to my family. Nobody followed up in any way, informed of us when we could reenter our yard, or check the soil condition. At this point, I would like to escalate this issue as this is the 4th or 5th complaint made regarding sewage spills in my yard.

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Sincerely,

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**From:** [Tracy Chan](#)  
**To:** [Lisa Natusch](#); [AL Royse](#); [Rick Pina](#)  
**Cc:** [Tracy Chan](#)  
**Subject:** Fw: Claim Against the Town of Hillsborough  
**Date:** Sunday, February 13, 2022 3:48:47 PM  
**Attachments:** [Hillsborough Public Works Sewage Spill.pdf](#)  
[HPW Sewage Spills.pdf](#)  
[HPW Sewage Spills Board Meeting.pdf](#)  
[HPW sewage spill contents of Raw Sewage.pdf](#)

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Lisa,

Please present all 4 attached documents to the City Council for tomorrow's meeting. I researched the contents that spilled into my yard and the contaminants include the following:

#### Contents of Raw Sewage

### Featured snippet from the web

Component	Of special interest
Microorganisms	Pathogenic bacteria, virus and worms eggs
Biodegradable organic materials	Oxygen depletion in rivers and lakes
Other organic materials	Detergents, pesticides, fat, oil and grease, colouring, solvents, phenols, cyanide

----- Forwarded Message -----

**From:** Tracy Chan [REDACTED]  
**To:** Lisa Natusch <[lnatusch@hillsborough.net](mailto:lnatusch@hillsborough.net)>  
**Cc:** Tracy Chan [REDACTED]  
**Sent:** Saturday, February 12, 2022, 09:11:45 AM PST  
**Subject:** Re: Claim Against the Town of Hillsborough

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City Clerk  
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# Contents of Raw Sewage–

, Hillsborough, CA 94010

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