



When the Smoke Clears



**Information you might need or find useful after experiencing
a fire loss.**



www.fremont.gov

Fire Department

3300 Capitol Ave, Building A, P.O. Box 5006, Fremont, California 94537-5006
(510) 494-4200

Development Services Center – Building Inspection Division

39550 Liberty Street, P.O. Box 5006, Fremont, CA 94537-5006
(510) 494-4400

Dear Resident,

The City of Fremont's concern for your well being does not end when firefighters pick up their equipment and return to quarters.

The purpose of this pamphlet is to offer comfort, and to guide and assist you through those difficult moments following a fire.

We have examined the post-fire concerns of previous fire incidents and we believe the information and services noted in this pamphlet will ease some of the anxious moments that occur after a fire.

If your needs are not addressed in this pamphlet, please call the City of Fremont Fire Department at (510) 494-4200 or email fremontfire@fremont.gov with your questions.

We will refer you to the appropriate resource.

Sincerely,



Zoraida Diaz
Fire Chief

Fire Department Incident Number: _____

Incident Address: _____

Incident Date: _____

Notes:

Request Fire Department Incident Report:

Your insurance company may need a copy of the fire incident report. To submit a public records request to the City of Fremont, please click [here](#).

Alternately, you may access our portal using the QR Code seen below:



Fire Department Operations

Below are frequently asked questions concerning Fire Department activities during and after a fire.

Why are the firefighters breaking windows and cutting holes in the roof?

This is an extremely important operation known as **ventilation**. As a fire burns, smoke, heat and flames move upward and outward. Breaking the windows or cutting holes in the roof stops this damaging movement of hot gases and smoke. This enables firefighters to fight the fire more efficiently, resulting in less damage to the structure and contents in the long run.



After the fire is out, why do the firefighters continue to break the walls and ceilings?”

This is another critical operation called **overhaul** and is done to be ensure the fire is completely out and there are no materials burning or smoldering inside the walls or attic.



Saving lives and minimizing property loss are the greatest priorities of the firefighters. However, some items not burned may be damaged or destroyed either by ventilation, overhaul operations or by the water used to put out the fire.

Be assured, however, the fire department will make every attempt to protect as much property as possible.

If it can be done safely, firefighters will attempt to protect interior items such as photographs, furniture, and other personal belongings by gathering them together and protecting them with tarps and covers.

Steps to Reoccupy Your Home or Business

Upon extinguishment of the fire and after all overhaul operations have been completed, the Fire Department Incident Commander will determine if the building is safe to reoccupy or if an assessment by a building inspector is required. This decision will be based on the amount of damage to the structure and in consideration of all safety hazards.



What is the process to have my home/business assessed by a building inspector?

Prior to moving back into your residence or business, you should contact the City of Fremont, **Community Development Department (CDD)** Permit Center located at **39550 Liberty Street**, Fremont CA. Visit City of Fremont Permit Center website for hours of operation. They can also be reached as noted below:

Plans and Permits: blinfo@fremont.gov or (510) 494-4460 / (510) 494-4443

Building Inspections: buildinginspections@fremont.gov or (510) 494-4400

Permits for the repair of plumbing, mechanical service, electrical service, and the structure may be required. In addition, depending on the extent and type of damage, plans for reconstruction may be required.

Why does my home have a Yellow or Red Tag?

The fire or building department can place a yellow or red tag on your home depending on the severity of the damage caused from the fire.

The color tags on homes indicate the level of damage and safety concerns:

- **Red Tag:** This means the home is severely damaged and deemed too dangerous to inhabit. It could be due to structural damage from natural disasters, fire, or severe code violations.
- **Yellow Tag:** This indicates moderate damage. The home may have limited habitability, often meaning it can be occupied during the day should not be inhabited over night or on a permanent basis. It suggests that repairs are needed to ensure full safety.

When can I re-occupy my residence or business?

Occupancy will only be granted when the entire environment of the structure is safe and restored to its original condition. The City of Fremont Building Inspector, during the final inspection, will generally determine this. If the damage is minor and the inspector has determined that the structure is safe, he/she may grant occupancy during the fire survey process, but only after permits have been obtained and inspections have been completed for the release of utilities.

If plans are required for reconstruction, what process should be followed?

The City Building Inspector will determine if plans for the reconstruction of the building are required. If plans are required, you will need to contact a designer, architect, or engineer, depending on the type of structure and the extent of damage. Three sets of plans must be submitted to the Development Services Center (DSC) for review. Because of the circumstances, an expedited plan review process will be utilized.

After permits are issued, are inspections required?

Yes. Inspections can be scheduled through the Building Department's automated system by calling (510) 494-4885. Directions for requesting inspections will be made available to you at the time permits are issued.



Are there associated fees?

Yes. Fees are incurred during the fire survey application process. Additional fees may be incurred during the plan review and permit processes. For general fee information, please contact DSC staff at (510) 494-4460.

Things to Consider

Although the loss from a fire, even a small one, can seem overwhelming, there are some steps you should take as soon as you can.

- Give immediate notice of the loss to the insurance company or its agent; also contact your mortgage company or landlord.
- Protect the property from further damage by making repairs such as covering holes in the roof or walls. Your insurer may refuse to pay for losses that occur from not taking such reasonable care. *Look for licensed contractors under “Fire & Water Damage Restoration” and/or “Building – General Contractor”.*
- Make an inventory of damaged personal property with information such as quantity, description, purchase price, date of purchase.

Resources (not affiliated with City of Fremont)

American Red Cross ^{5,6,7}
800-733-2767 / 415-427-8000

Tri-City Volunteers, Inc. ^{6,7}
510-793-4583

Salvation Army ^{1, 6}
Oakland, 510-437-9437
Newark, 510-793-6319
Emergency ready-to-eat food / Food Pantry

Family Emergency Shelter Coalition ^{1,4}
510-581-3223

Emergency Shelter Program ^{2,4}
510-786-1246

¹Families accepted • ²Women and children only

⁴Shelter facility • ⁵Voucher for motel

⁶Emergency food • ⁷Emergency clothing

EMERGENCY INFORMATION AND COUNSELING REFERRAL FOR ALAMEDA COUNTY PROGRAMS

Contact Eden I&R : 510-537-2710 or 1-888-886-9660

The fire may have affected your utilities and services. Here are some agencies you may need to contact:

- Alameda County Water District.....510-668-4200
- Pacific Gas & Electric.....800-743-5000
- Garbage Collection – Republic Services of Alameda County510-657-3500
- AT&T..... Dial 611 for repair service or 800-310-2355
- Comcast (Cable) TV.....800-934-6489
- U.S. Mail – Main Post Office
37010 Dusterberry Way.....800-275-8777



Checklist of documents you may need to replace, if destroyed in the fire and agency / organization to contact for replacement:

Driver’s License and Auto Registration: Department of Motor Vehicles
4287 Central Avenue, Fremont
800-777-0133

Bank Records: Your local bank branch

Insurance Policies: Your insurance agent(s)

Military Records: Veterans Administration / 1-800-827-1000

U.S. Passport: Local Post Office

Social Security Records: 3100 Mowry Avenue, Fremont / 1-888-632-7073

Birth, Death, Marriage Certificates, Property Records • Titles to Deeds
County Recorder (County of event or property) for Alameda County
510-272-6362

Credit Cards/Stocks/Bonds: The issuing company or broker

Wills: Your Attorney

Federal Tax Records: Internal Revenue Service / 1-800-829-1040

State Tax Records: California Franchise Tax Board / 1-800-852-5711

Citizenship Papers: United States Citizenship and Immigration Services / 1-800-375-5283

