

HIGH POINT COMMUNITY ASSOCIATION

EMERGENCY COMMUNICATIONS: EVENINGS, WEEKENDS AND HOLIDAYS

To help clarify communication procedures during town-related or High Point complex emergencies—such as water main breaks or power outages—that occur on evenings, weekends, and holidays, please review the following information.

DIAL 911 first for all medical emergencies and for fire/smoke; 24 hours/7 days a week

- Provide the 911 operator with the address, unit number, and the type of emergency

Requiring Assistance in an Emergency

Person with a disability or their caregivers should arrange for assistance in an emergency by registering directly with the **Hartsdale Fire District**:

- Hartsdale Fire Department: 914-949-2325 or
- Visit their headquarters at 300 West Hartsdale Ave

In addition to the fire department, person with a disability can apply to have their name added to the Westchester Special Needs Registry. To obtain additional information about this program or to sign up: Call 211 or register at www.westchestergov.com/specialneeds

High Point Response During Emergency Incidents:

- Upon receiving a report, the Gatehouse contacts the on-call maintenance, who investigate and collect information about the issue.
- For an external problem, maintenance will contact the Town of Greenburgh or Con Edison for updates. The response times from these agencies vary and return calls are not immediate.
- Maintenance will try to reach a management team member to request a robocall, but this communication depends on management availability since they are not required to be on call during evenings, weekends, or holidays.

Gatehouse Contact Phone: 914-761-5560

When contacting the Gatehouse, please be patient. Phone lines are limited, and staff are often assisting visitors, which may result in delays during periods of high call volume.

Additional Resources

Residents are encouraged to use the following external resources for real-time updates:

- **Con Edison Power Outage:** You can report an outage directly to ConEd which ensures the issue is logged and tracked. Reporting an outage to ConEd you will receive automatic status updates including estimated restoration times. Power Outage Reporting:
 - Website: www.coned.com; report the outage and view an outage map
 - Phone Number: 1-800-752-6633
 - Text: 688243: in message box type OUT to report outage, STATUS to get updates or HELP if help is required
- **Town of Greenburgh:** Monitor the Town's official website and social media channels for updates regarding municipal incidents such as a water main break:
 - **Website:** www.greenburghny.com; Click on Alert Center

We appreciate your understanding as the relevant teams work to resolve situations. Verified information will be provided as soon as available.