

To report a crime dial 911

HVMA has a security force on 24-hour duty, which patrols roads and clusters and monitors emergency assistance to residents. Security will respond along with police in the event of illegal entry, prowlers, or suspicious activity. When reporting a crime state the trouble briefly. Give the location. If possible, provide the full address including a unit number. If you don't know the unit's number provide an intersection or a landmark. Answer the operator's questions and stay on the line until the operator terminates the call. Help can be sent while you talk. Inform the operator if you do not want your name and address given to responding units. Inform the operator if you want to speak to the officer(s) or responders. When placing a call to 911, if you encounter an extended ring cycle or silence on the line, do not hang up and redial unless the silence lasts more than eight seconds. You will only delay your access to the Emergency Communication Center. When providing information about an incident, be as descriptive as possible. You may be asked to give identifying information about any persons or automobiles involved in the situation. The more information you can provide, the more information operators will be able to relay to responding units and prioritize your call appropriately. If the situation changes before help arrives, call 911 again and then give the operator an update.