

## **Frequently Asked Questions During the COVID-19 Pandemic**

The COVID-19 Pandemic presents unprecedented times. Below are the most frequently asked questions (FAQ's) and answers to help you navigate these uncertain times.

### **Town Hall**

**Question:** Are Greenburgh Town Hall and other Town buildings open to the public?

**Answer:** Greenburgh Town Hall is currently closed to the public until further notice, however, all Town Departments, with the exception of the Greenburgh Town Court, are open and operational and are staffed by essential Town personnel. Nonessential Town personnel are working from home. Additionally, the lobby of Town Hall is open from 8:30 am until 5:00 pm Monday through Friday for pick-up and delivery of mail and for pick-up and drop-off of applications for licenses, permits, tax exemptions, certificates and payment of taxes, fees and the filing of claims.

### **Town Board**

**Question:** Is Town Board still meeting and conducting business during the COVID-19 Pandemic and, if so, how?

**Answer:** The Town Board monitors and oversees the business of the Town during the COVID-19 Pandemic on a daily, if not hourly, basis. The Town Board publicly conducts General Meetings, Special Meetings and Work Sessions using videoconference technology such as Zoom and other platforms which enable the public to participate. All Town meetings, including meetings of the Planning Board, Zoning Board, Board of Assessment Review etc. are publicly posted and noticed and meetings can be accessed by cellphones and/or computers so that the public can participate.

### **Greenburgh Town Court**

**Question:** Is the Greenburgh Town Court closed and, if so, how do I resolve a ticket, summons or other pending matter?

**Answer:** The Greenburgh Town Court, and all other Town and Village Courts, are closed pursuant to a Directive and Order from the Administrative Judge of the 9th Judicial District. All nonessential matters (i.e. tickets, summonses, evictions, trials etc.) are being adjourned until a date after May 30, 2020 although payments for fines and fees can be made online by going to <https://www.greenburgh.com/252Courts> and clicking on **QUICK LINKS** at the bottom of the page. To make a payment by mail, **ONLY** a money order or cashier's check payable to "Greenburgh Town Court" will be accepted. Mail payment to 188 Tarrytown Road, White Plains, NY 10607. ***NO Personal checks will be accepted and DO NOT MAIL CASH.*** Please note: All payments made by mail will be opened and processed after the Court reopens. All matters involving persons in custody are being adjourned until a date on or after May 7, 2020. If anyone received a Notice of Driver License Suspension from NYS DMV, and the suspension date is between March 17, 2020 and May 5, 2020, the DMV is working on automatically stopping the suspension from going into effect during the time the Court is closed. However, if the suspension went into effect before March 17, 2020, the suspension cannot be resolved until the Court officially reopens.

## **Police Department**

**Question:** Is the Police Station still open, are Town Police continuing to enforce the law and how are COVID-19 regulations being enforced?

**Answer:** The Police Department is fully functioning although the Police Station's walk-in hours are limited. The Police Department and the Building Department are strictly enforcing the NYS Governor Andrew Cuomo's Executive Orders and Town Supervisor Paul Feiner's Emergency Order. Guidance on interpreting the Governor's Executive Orders, including Orders related to public gatherings and 6 ft. Social Distancing requirements (EO-202.1; 202.3); Essential and Nonessential businesses (EO-202.6); unauthorized construction activity (EO-202.8) and masks, face coverings and other protective gear in public, particularly in supermarkets, grocery stores and pharmacies, (EO-202.16 & 202.17) can be found in Opinions issued by the NYS Department of Health and the NYS Empire Development Corporation which can be found on those agency's websites.

## **Tax Receiver**

**Question:** When are Town, County and Special District taxes due and how and where do I pay?

**Answer:** Town, County and Special District taxes are due by April 30<sup>th</sup>, 2020 without penalty. If possible, payment should be made by logging on to the Town's website at Greenburghny.com. There is no Town charge or fee for paying your taxes through the Town's website although your credit card company may charge a fee if you pay by credit card. Most property owners who have a mortgage have their taxes paid by their mortgage company and do not have to worry. If you have questions, please call the Tax Receiver's Office at (914) 989-1550.

**Question:** Has the time to pay Town, County and Special District taxes that are due by April 30, 2020 been extended because of the COVID-19 Pandemic?

**Answer:** No, the time to pay Town, County and Special District taxes that are due by April 30, 2020 has not been extended because of the COVID-19 pandemic, however, Westchester County officials, pursuant to an Executive Order by the Governor, have established a Taxpayer Hardship Program which allows the Town to waive late payment penalties up until July 15, 2020 for taxpayers qualifying for hardship who pay the taxes after April 30, 2020 and reduce late payment penalties to .5% through May 30th and 1% through July 15th for non-hardship qualifying taxpayers who pay the taxes after April 30, 2020.

**Question:** How do I know whether I qualify for a taxpayer hardship and what are the requirements?

**Answer:** Qualifications differ depending whether a taxpayer is a residential property owner, a landlord owning six units or less, or business owner and is subject to certain income requirements. Hardship Request Forms which must be certified by the property owner can be accessed from the Town's website at Greenburghny.com.

## **Town Assessor**

**Question:** What exemptions are available to property owners?

**Answer:** Senior Citizen, Volunteer Fireman/Ambulance, Veterans, Disabled

To find out the details, please call the Assessment Department

**Question:** What is the total income amount to become eligible for the Partial Senior Citizen tax exemption?

**Answer:** \$37,399

**Question:** If I have questions about my exemption or any other exemption I may be eligible for where do I get that information?

**Answer:** Call the Assessment Department 914-989-1520

**Question:** If I would like to have my assessment reviewed what do I do?

**Answer:** Call the Assessment Department to schedule a telephone conference. Be prepared to explain why you feel your assessment is not accurate.

**Question:** What are some important things to know about challenging your assessment?

**Answer:** Date: June 1<sup>st</sup> – 16<sup>th</sup>. We will only accept applications during that period. Application RP-524, can be downloaded here: [New York State Department of Taxation & Finance](#). In addition to the application, we would recommend either an appraisal by a licensed NYS certified appraiser or a Comparable Market Analysis (CMA) from a Realtor.

## **Parks and Recreation**

**Question:** Are any Town parks open?

**Answer:** Playgrounds, all Courts and the Dog Park will be closed until May15th. Our parks and open spaces will remain open.

**Question:** Will there be summer day camp for my child?

**Answer:** Currently, we are preparing for summer day camp with a start date of Monday, June 29th. This will be contingent upon approval from the county's Department of Health.

**Question:** Will the pools be open this summer?

**Answer:** We are preparing for pools to open on May 24th. This will be contingent upon approval from the county's Department of Health.

**Question:** Whom do I contact if I have more questions?

**Answer:** You can contact registration at (914) 989-1800 or [recreation@greenburghny.com](mailto:recreation@greenburghny.com)

## **Department of Community Resources-Theodore D. Young Community Center**

**Question:** When will the Theodore D. Young Community Center (TDYCC) facility open back up to the public?

**Answer:** The TDYCC facility will reopen once a plan is in place to address the health and safety for all patrons and staff.

**Question:** Will there be summer day camp for my child?

**Answer:** Currently, we are preparing for summer day camp with a start date of Monday, June 29th. This will be contingent upon approval from the county's Department of Health.

**Question:** Are there any current programs available now that my family can participate in?

**Answer:** Yes, we are conducting some engaging activities via virtual (online) format. Currently, we have online classes for our seniors (60 year of age and older). Please contact Tina Harper at [THarper@GreenburghNY.com](mailto:THarper@GreenburghNY.com) or (914) 989-3620 for additional information and to register.

**Question:** Are there any resources available if I am in need of a nutritious meal?

**Answer:** Please contact us at (914) 989-3600 between the hours of 9:00 am and 5:00 pm to register for our food delivery program with the Community Action Program (CAP).

**Question:** Do you have staff on hand that can answer questions/concerns regarding programs and services?

**Answer:** Currently, our staff are accessible by their respective email addresses and office phones Monday - Friday between the hours of 9:00 am - 5:00 pm.

**Question:** Are there volunteer opportunities currently available?

**Answer:** If you are a qualified instructor for a skill or program, we are seeking volunteers to instruct virtual services for our constituents. Please email David Reggina, Assistant Commissioner, at [DReggina@GreenburghNY.com](mailto:DReggina@GreenburghNY.com) for more information.

**Question:** Are you seeking volunteers to assist with essential items and groceries to be delivered to our seniors (60 years of age and older).

**Answer:** Please contact Tina Harper at [THarper@GreenburghNY.com](mailto:THarper@GreenburghNY.com) or 914-989-3620 for additional information.

## **Building Department**

**Question:** Is the Building Department open?

**Answer:** Yes, but Town Hall is closed to the public and our staff is at a 50% reduction. You can contact us between the hours of 8:00 am to 4:00 pm Monday thru Friday at (914)-989-1560 or email us at [Building@GreenburghNY.com](mailto:Building@GreenburghNY.com)

**Question:** Are you still accepting permit applications?

**Answer:** Yes, you can either mail them to the Building Department or drop off in the lobby at Town Hall.

**Question:** Are building permits still be issued?

**Answer:** Yes, building permits are still being issued.

**Question:** Can I get a building inspection done on a building, plumbing or other permits?

**Answer:** Building inspections are being done on a very limited basis. Please contact your inspector or this office at (914) 989-1560 to go over your project.

**Question:** Can I still work on a construction project at this time?

**Answer:** Per the Governor's Executive Order 202.6, only essential or emergency construction can proceed at this time. Construction work being completed by a single worker who is the sole employee/worker on a job site may continue. Please contact us for more information prior to starting or continuing construction.

**Question:** Can I maintain my lawn?

**Answer:** Yes, you can maintain your lawn. Landscaping is deemed an essential service by the NYS Empire Development Corporation but only for maintenance or pest control but not for cosmetic purposes.

### **Sanitation and Highway**

**Question:** Will the Sanitation Department continue to pick up regular garbage and recycling?

**Answer:** Regular collection of garbage and recycling continues as scheduled. Only material in the Town issued garbage and commingled carts for those on the automated routes, and only garbage and commingled placed in garbage cans for the non-automated routes is collected. Do NOT pile garbage on top of the container, it will not be collected. Do not place loose trash in the cart, all debris must be bagged. Do NOT place any recyclables in plastic bags, it will not be collected. Cardboard boxes must be ripped into flat pieces. Cardboard should be tied into bundles or placed into an open, reusable container. Keep the weight under 50-pounds. Practice social distancing with your carts – keep them 3 feet apart/away from other objects. All material must be curbside by 7:00 am on your designated pickup days.

**Question:** Can residents still schedule bulk pickups with the Sanitation Department?

**Answer:** No. All bulk pickup services are suspended until further notice. Please do not leave uncollected material at the curb, as this is a violation of Town Code. Residents following current “stay-at-home” directives and doing “spring-clean-up” should seek services of private carting or junk removal companies. Many of these firms provide opportunities for re-use of your discarded household items.

**Question:** Can residents still drop off electronics at the Department Public Works (DPW) yard?

**Answer:** No. The DPW yard is closed to the public. However, the Westchester County Household Materials Recovery Facility, located at 15 Woods Road, Valhalla, NY 10595, accepts electronics. Please call them at (914)-813-5425 to schedule a drop off time. More information on materials accepted at this facility can be found here at [Westchestergov.com](http://Westchestergov.com)

**Question:** Is the Public Works Department still collecting yard waste?

**Answer:** Yes. Yard waste pickup (i.e. leaves, cut up and tied branches, as per the Town Code) continues weekly – no appointment or call necessary. Just place your organic yard waste at the curb in open containers or bundled and tied – NO PLASTIC! Please note: Leaves and grass clippings must be in paper yard waste bags or open, reusable containers. Consider mulching for improved yard care. Branches and twigs must be tied and bundled in small bundles – less than 4 feet long and bundle size total less than 2 feet across. No logs or stumps. The Town does NOT pick up material from private contractors. For example, if you hire a contractor to remove a tree, they are responsible for hauling away the debris. The Town does NOT collect debris from tree removals, or gardeners renovating a property.

**Question:** Is the Highway Department working on road repaving or curbing projects?

**Answer:** The Highway Department is not taking on any new road repaving or curbing projects. They will only be working on road repaving projects that were approved with the 2019 budget.

### **Town Clerk**

Please visit [Town Clerk](#) for services available to our residents during the temporary closure of Town Hall.

**Question:** How can I obtain or renew my Handicap Parking Tag?

**Answer:** If you are filing for a **new or first-time** handicap permit, please either mail in or bring in your approved application with your doctor's signature, along with your driver's license. If you have a **blue tag** (permanent) you may renew, via mail, by, sending the Clerk's office a copy of your picture ID and your tag number. Once received, the Clerk's staff will process your new tag and mail it back to you. If you have a **red tag** (temporary), you must send in a copy of your picture ID, as well as an approval (the application) from your doctor (please see the form on the Town of Greenburgh's website under Town Clerk – forms) for an additional six month handicap tag. Please note that the Greenburgh Police Department has agreed not to ticket residents' cars with expired handicap permits during this state of emergency, however, once the emergency status is lifted, residents will be held responsible for an updated handicap tags. Please note parked cars in handicap-designated spaces without a tag remain subject to receiving a ticket in accordance with the law.

**Question:** Am I able to obtain a Marriage License?

**Answer:** Yes, marriage licenses are available either by Zoom or at Town Hall (front lobby, only, for the couple to receive the license, and masks must be worn, at all times). Please contact the Clerk's office staff to discuss your preference, the process, and to make an appointment.

**Question:** Should I still send in my Dog License Renewal and payment for fees?

**Answer:** Yes, residents should continue to mail in their dog's updated vaccination forms along with a check for the annual fee: \$16.00 (sixteen dollars) or \$23.00 (twenty-three dollars, if your dog is not spayed or neutered.)

**Question:** Can I get a hunting/fishing licenses?

**Answer:** The NYS technology that is used to process both licenses requires "in-person" and in-office contact. Therefore, the Clerk's office is, temporarily, unable to process either licenses until the building officially re-opens to the public. We regret this and all current inconveniences; however, we are operating under conditions designed to protect the health and safety of residents and employees of the Town.

The Town Clerk is available via email at: [JBeville@GreenburghNY.com](mailto:JBeville@GreenburghNY.com) and by phone at: (914) 989-1504. Residents may also contact Deputy Town Clerk, Joylen Thomas at (914) 989-1501 or by email: [JThomas@GreenburghNY.com](mailto:JThomas@GreenburghNY.com)

### **Town Attorney**

**Question:** How does one determine whether a business is essential or nonessential?

**Answer:** The NYS Empire Development Corporation website outlines essential and nonessential businesses during the COVID-19 Pandemic.

**Question:** How does one determine the proper protective gear to wear during the COVID-19 pandemic?

**Answer:** The websites for the Center for Disease Control ("CDC") and the NYS Department of Health provide guidance on the proper protective gear to wear during the COVID-19 Pandemic and other helpful health related information.

**Question:** If I believe the Town has damaged my property or otherwise infringed upon my legal rights, can I still file a Notice of Claim against the Town?

**Answer:** Yes. Notice of Claim forms are available in the lobby of Town Hall from Monday through Friday between 8:30am to 5:00pm. Upon completion, claims can be placed in the Town Clerk's bin in the lobby.

**Question:** Are notary services still available at Town Hall?

**Answer:** Yes. Please contact the Town Attorney's office at (914) 989-1615 to schedule an appointment.

## **Greenburgh Library**

**Question:** Are staff available by phone, email, or chat during the closure?

**Answer:** Yes, the staff are available and eager to help. Library staff can be reached via telephone, email or our new live chat service. Look for the *Live Chat* box on our [home page](#). You can leave a question via "Ask Us" anytime. Chat live with a staff member on Monday - Friday between 11am to 5pm.

Call leave a message and we will get back to you:

- 914-721-8204 for library cards, pins, book returns, etc.
- 914-721-8225 for questions about digital collections and adult programs
- 914-721-8227 for youth services questions

Send an email - [Information@greenburghlibrary.org](mailto:Information@greenburghlibrary.org)

**Question:** How do I renew my materials?

**Answer:** You can renew online here: [MY ACCOUNT](#)

You will need your library card number and PIN (typically the last 4 digits of your phone number).

You can renew by phone: (914) 674-4169 and follow the prompts. This is an automated system. You will need your library card number and PIN (typically the last 4 digits of your phone number).

You can call the library at (914)721-8204 and speak to a clerk in Circulation.

**Question:** What digital collections are available online?

**Answer:** There are collections available for reading, listening, watching, online learning, research for students and for kids.

- [To Read, Listen & Watch](#) for eBooks, Audiobooks, Movies, Television & Music
- [Online Learning](#) for free online courses, K-1st year of college on-demand, live, virtual tutoring, test prep, resume writing and more
- [Research](#) to find encyclopedias, indexes to magazines, journals and newspaper
- [Digital Collections for Kids](#) to find animated picture books, chapter books, comics, television shows, movies, and learning opportunities
- [For Students](#) provides access to encyclopedias, research magazines and journals for students from elementary to high school

**Question:** Have any digital checkout limits been increased during the closure?

**Answer:** Yes. Digital checkout limits have been increased for the following collections:

- [Hoopla](#) 10 per month, per library card through May 31, 2020.
- [Kanopy](#) 20 credits per month through May 31, 2020 plus a list of [no credit films](#).

## **Hartsdale Public Parking District**

**Question:** Are parking meters on the street and throughout Parking District lots in full force and effect during the Pandemic?

**Answer:** Yes. All parking meters on the street and throughout Parking District lots are in full force and effect.

**Question:** How is payment for metered parking being handled by the Parking District during the Pandemic?

**Answer:** In order to facilitate payment of parking meters during the pandemic, parking meters will continue to operate with the deposit of coins or by using the PASSPORT pay by phone App. The District has lifted the time limit restrictions on the App for the street meters in the residential areas of East Hartsdale Avenue and the Site C Parking Lot and Site A Garage so that residents can extend their time by phone. Time limits are being enforced at the street meters in the business districts of East Hartsdale Avenue and Central Avenue so that parking is readily available to consumers in support of the local business communities.

**Question:** What about non-metered parking areas?

**Answer:** The Greenburgh Police have advised that the 3 hour time limit at non-metered areas on Columbia and Lawton Avenues and Wilson, Lakeview and Jane Streets, continue to be waived until at least May 15th.

**Question:** How are Site A Overnight Permits being handled during the Pandemic?

**Answer:** Site A Overnight Permit Holders may leave their vehicles on Level 2 of the site during hours not covered by their permit provided they deposit coins in the meter or use the pay-by-phone App. The time limit restriction on the App has been lifted during the Pandemic in order to accommodate Permit Holders. On Saturdays, Permit Holders can move their cars to non-metered Levels 4 & 5 or, again, use coins or pay-by-phone to pay the meter.

**Question:** Are commuter Permit Holders eligible for refunds during the Pandemic?

**Answer:** Yes. Annual Commuter Permits have always been eligible for pro-rated refunds and this policy will continue. If you would like a refund, please return your permit sticker and access card by mail to Hartsdale Public Parking District, 234 E. Hartsdale Ave., Hartsdale, NY. 10530 along with a signed request for a refund. Refunds will be processed and mailed within two weeks. Quarterly Commuter Permits are normally not eligible for refunds, however, a special accommodation is being made for 2nd Quarter Commuter Permit Holders provided the permit sticker and access card are received by the Parking District no later than May 15, 2020. If you would like a refund, please return your permit sticker and access card by mail to Hartsdale Public Parking District, 234 E. Hartsdale Ave., Hartsdale, NY. 10530 along with a signed request for a refund. Refunds will be processed and mailed within two weeks.

If you have additional questions, please contact the Parking District office at 914-723-1026 or email us at [info@hartsdaleparking.com](mailto:info@hartsdaleparking.com).