

Riverbay service update for March 24, 2020, in response to the COVID-19 pandemic.

We wish to advise you of the following:

Income Affidavits

In the next few weeks, you will receive your Income Affidavit form for the calendar year 2019. While the instructions indicate that the completed forms are due by April 30, 2020, HCR has pushed the date back 30 days. The new deadline is May 29, 2020.

In addition, this year, you do not have to notarize the completed form. This is a major change from previous years. Please be sure to include a copy of your insurance declaration page when you submit your income affidavit.

2020 Census

In addition, please take some time to fill out and return your Census form. See your invitation letter for your access code to complete the form online. It is important to make sure we are all counted! The deadline has been extended to August 14th.

Laundry Rooms

As stated previously, we are keeping laundry rooms open as a service to cooperators. Please self-monitor to ensure no more than five people occupy the laundry room at a time.

Remember, Riverbay Corporation is closed for regular business. Previously scheduled non-emergency service appointments, especially services that require workers to enter an apartment, remain cancelled until further notice.

Maintenance will only respond to emergencies. Any calls for emergency service should be made to the Call Center. (Please be brief on the phone, as we do not have a full contingent of operators.)

Thank you for your attention and please, stay safe.