



THE TOWN OF RIVERHEAD IS HAPPY TO ANNOUNCE A NEW STREAMLINED ONLINE
PROCESS TO RENEW AND/OR APPLY FOR A RENTAL PERMIT

The OpenGov Rental Permit Application Process

**Code Enforcement Online
Violation Complaint****Town Code**[Home](#) › [Departments](#) › [Code Enforcement](#)

CODE ENFORCEMENT

The Code Enforcement Division ensures public safety and promotes the highest achievable quality of life for the Town of Riverhead's residents, business owners, and tourists.

The Code Enforcement Officers of the Town enforce the Town Code, Property Maintenance Codes, and Parking Regulations through measures and procedures that emphasize compliance. Enforcement employs education along with fair, consistent, and equitable enforcement measures while protecting the constitutional rights of all Americans.

For all general questions regarding code complaints; please use this [complaint form](#) or call 631-727-3200 ext 612.

Rental Permits

The Town of Riverhead is happy to announce a new streamlined online process to renew and / or apply for a rental permit.

The requirement for this process is that an applicant maintains a valid email address or a mobile phone with text/sms capabilities. Should you not have an email address or mobile phone, please contact this office at the above phone number for further instructions on how to apply. Additionally, a public kiosk station and scanner is situated in the vestibule of the Code Enforcement office for your convenience.

Apply for a Rental Permit

- [Apply for a Rental Permit: OpenGov Application Portal](#)
- [Instructions: How to Apply for a Rental Permit with OpenGov \(PDF\)](#)

Printable Department Documents

- [Licensed Professional Inspection Report \(PDF\)](#)
- [Floor Plan Example Information Packet \(PDF\)](#)
- [Complaint Form \(PDF\)](#)
- [Code Compliance Inspection Form \(PDF\)](#)

Contact Us

Code Enforcement**Physical Address**  [View Map](#)4 West Second Street
Riverhead, NY 11901[Directions](#)Phone: [631-727-3200](#)**Hours**Monday through Friday
8:30 am to 4:30 pm[Directory](#)**Richard Downs**

Senior Town Investigator

[Email Richard Downs](#)Phone: [631-727-3200 Ext. 277](#)**Nicole Buckner**

Town Investigator

[Email Nicole Buckner](#)Phone: [631-727-3200 Ext. 230](#)**Ivan Soto**Code Enforcement Officer (Spanish Speaking)
[Email Ivan Soto](#)

Rental Permits

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User Guide: Creating Rental Submissions on the Riverhead, NY Portal

By following this guide, individuals can efficiently register rentals while also gaining access to tools for tracking their submissions and communicating with reviewers.

Katelyn Martin-Contreras | 15 steps | 46 seconds

 Opengov

 Viewpointcloud

1

Navigate to <https://riverheadny.portal.opengov.com/> 

2

Click here.



Town of Riverhead, NY

Login Sign Up

Discover Online Services

Choose below to browse services by department



Rental Permits

Residential Rental Registration Process

[Explore](#)



Help, Links, Guides & Other Information

[Explore](#)



3

Click "Select" on the Rental Registration record.



Town of Riverhead, NY

[Login](#) [Sign Up](#)

Rental Permits

The mission of the Rental Division is to safeguard public health, safety, and welfare of the tenants and their families by enforcing Building, Property Maintenance, and Zoning codes, and ordinance of the Town of Riverhead, which will preserve and enhance property value, and promote a quality of Riverhead as the preferred place to reside and conduct business.

[Apply Online](#)

Residential Rental Registration Process

NOTE: With the exception of Apartment Buildings and Non-transient Motels/Hotels a SEPARATE REGISTRATION is required for EACH rental building or unit. Example if you have a two-family residence you are required to register both units within separately.

Select



4

Click "Apply Online"



Town of Riverhead, NY

Login Sign Up



provides necessary naturally occurring affordable housing. However, there may be units that violate the Towns Property Maintenance Code or other technical codes. Moreover, the Town does not have comprehensive information about the location, ownership, or condition of many units. The lack of information about these units, and the health and safety of the tenants residing in them, is of concern to officials and housing advocates.

Relying on a complaint-based enforcement program may not be adequate to ensure that residential rental units are safely maintained. Tenants may not report complaints due to fears of landlord retaliation and/or fear of government authorities. They may also face language, culture, or education barriers that deter them from using complaint-based programs. Substandard housing conditions are linked to a wide array of significant health problems - especially in children, the disabled, and the elderly. They also threaten the physical, social, and economic stability of surrounding structures, neighborhoods, and the City as a whole.

It is in the public interest that all residential rental units comply with certain minimum maintenance standards. The most effective way to obtain compliance with such standards is through registering them with periodic inspections performed of residential rental units.

[Riverhead Town Code- Rental Dwelling Units](#)

[New York State Property Maintenance Codes](#)

If you have questions or would like to apply in person with a paper application, please contact the Code Enforcement Department at 631-727-3200 Ext 670.

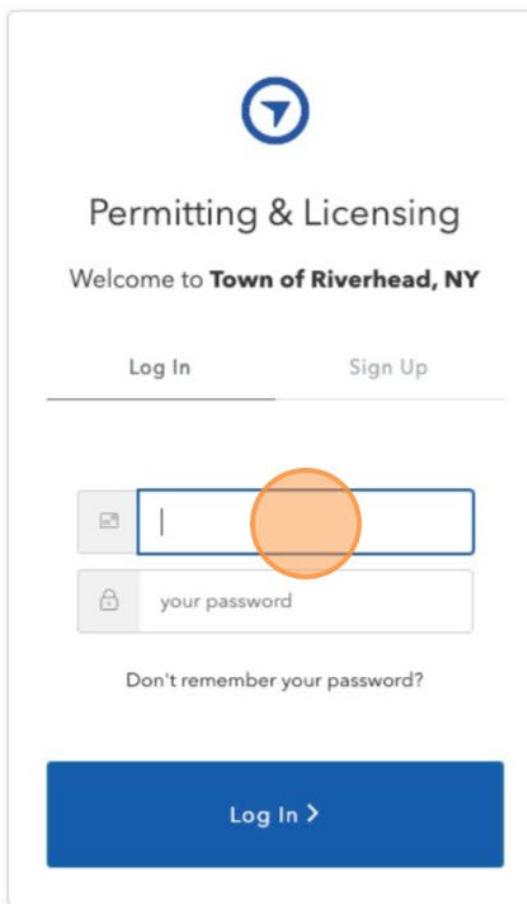
Apply Online



5

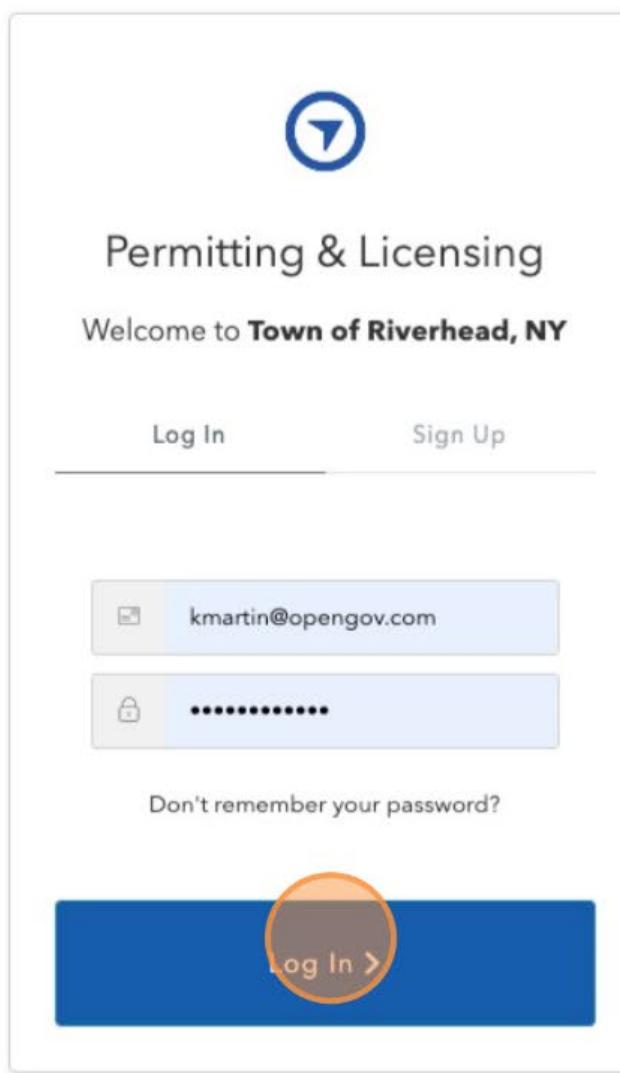
Click this email field to enter your User Profile information if you've used OpenGov before (including if it was used in a different community, you can use the same User Profile information to log in here).

If this is your first time using OpenGov, click "Sign Up".



6

Click "Log In"



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Provide all of the displayed contact information, this will link to your Applicant Profile and be automatically included on future submissions.

Town of Riverhead, NY My Account  Katelyn ▾

Have a project #? Step 1 of 10 · Save Draft and Exit

Residential Rental Registration Process

Confirm your contact information
Ensure your contact information is up-to-date so that we can get in touch with you if needed.

First Name <input type="text" value="Katelyn"/>	Last Name <input type="text" value="from OpenGov"/>	
Email address <input type="text" value="kmartin@opengov.com"/>	Phone Number <input type="text" value="985-652-7890 ext. ____"/>	
Address 1 <input type="text" value="123 S. Katelyn Road"/>	Address 2 (Optional) <input type="text"/>	
City <input type="text" value="Kansas City"/>	State <input type="text" value="MO"/>	ZIP/Postal Code <input type="text" value="64106"/>

 [Skip to Confirmation](#)  [Force Next](#) Next >

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Click "Next".

Town of Riverhead, NY

My Account  Katelyn ▾ 

Have a project #? Step 1 of 10 · Save Draft and Exit

Residential Rental Registration Process

Confirm your contact information
Ensure your contact information is up-to-date so that we can get in touch with you if needed.

First Name	Last Name	
Katelyn	from OpenGov	
Email address	Phone Number	
kmartin@opengov.com	985-652-7890	
Address 1	Address 2 (Optional)	
123 S. Katelyn Road		
City	State	ZIP/Postal Code
Kansas City	MO	64106

 [Skip to Confirmation](#)  [Force Next](#)     

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Click "Search for an address or parcel by name, address, or Parcel ID" if you have specific location information for your complaint.

If you don't have specific location information for the Address or Parcel search, then you'll need to select "Point on Map" and associate an approximate location using the provided map.

Town of Riverhead, NY

My Account Katelyn

Have a project #?

Step 2 of 10 ·

Location for Residential Rental Registration Process

Select a primary location for this record. If needed, you can add additional locations later.

Search for Address or Parcel

If you cannot find your address, please contact 631-727-3200 Ext# 670.

Search for a name, address, or Parcel ID

Search for a name, address, or Parcel ID

Back Skip to Confirmation Force Next Next

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Click "Next" once you've associated the exact or approximate location.

Town of Riverhead, NY My Account  Katelyn ▾ 

 123 Maple Avenue
Riverhead, NY 11901 Change Location 

Unit

Property Owner Information

Name

Phone Number Email

Street # Street Name Unit

City State Zip Code

[Back](#) [Skip to Confirmation](#) [Force Next](#) **Next >**   

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If any of the listed exceptions apply to you, you don't need to proceed with your submission. Otherwise, select "Next".

Town of Riverhead, NY My Account  Katelyn ▾

Save Draft and Exit

Step 3 of 10

Please select if any of the following applies to this location, if not hit Next:

This is a commercial hotel/motel business operating exclusively and catering to transient clientele, that is customers who customarily reside at these establishments for short durations for the purpose of vacationing, travel, business, recreational activities, conventions, emergencies and other activities that are customary to a commercial hotel/motel operations. For the purposes of this section a "short duration" shall be defined as not more than 21 consecutive days.

This is a residential care facility established under federal, New York State or Suffolk County guidelines or for units where occupants are in an established care program.

This unit is a agricultural worker housing as defined in § 301-3 of the Riverhead Town Code.



[Back](#) [Skip to Confirmation](#) [Force Next](#) [Next](#)



Complete the displayed requests for information, noting that any field marked with an "*" would be required before you can select "Next" to continue with your submission.

Town of Riverhead, NY My Account KM Katelyn ▾

Have a project #? Step 4 of 10 · Save Draft and Exit

Residential Rental Registration Process

Property Information

Select the Type of Dwelling(s) Situated on the parcel * ?

Select your option

Select your option

Single-Family Dwelling - (A detached building designed for and occupied exclusively as a home or residence by not more than one family)

Two-Family Dwelling - (A building arranged, designed for or occupied exclusively as a home or residence for not more than two families living independently of each)

Multi-Family Dwelling -(A Single building, other than a garden apartment or apartment house, designed for and occupied as a residence by three or more families living independently of each)

Town of Riverhead, NY

Your Profile
[Your Records](#)

Resources
[Claim a Record](#)
[Employee Login](#)



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Once you've completed each of the submission sections, you'll be prompted to provide uploaded information through the Attachments section.

Attachment	File	
Proof of residency (Photo I.D. with address) Examples include Driver's License or U.S. Passport.	No file uploaded	<button>Upload</button>
An accurate and legible floor plan submitted on a page(s) no larger than 8.5 x 16 inch paper- drawn with a straight edge in scale, including all floor levels and basement, neatly done which must include interior dimensions of all room walls and uses of all rooms, i.e., hallways, kitchens, bathrooms, foyers, closets and any		

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Click "Confirm and Submit" after reviewing all of the information you've provided.

Town of Riverhead, NY My Account  Katelyn ▾

Would you like an interview with the officer? *

Yes, before the inspection.

Complainant Contact Name *
Complainant Contact Name

Complainant Contact Email: * 
Complainant Contact Email Address

Complainant Contact Phone: * 
Complainant Contact Phone Number

Interview Method Requested *
Email

Attachments  [Edit ...](#)

Attachment	File
Documentation of Concern This will help us confirm the violation by providing us valuable information about the location. You can upload photos of the potential violation.	EF Logo.jpeg Uploaded on Nov 11, 2024 at 3:56 pm

I certify under possible penalty of perjury under the laws of this jurisdiction that the preceding information is true and correct.

[Back](#) Confirm and Submit  [Force Submit !\[\]\(b58ce23dea981591220540985bbef047_img.jpg\)](#)

This portal is not live

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Once you've confirmed your submission, you'll obtain the following:

- Record ID gives you an easy way to identify your record
- Guest Access lets you add additional email addresses to your record to receive updates regarding your record + access to payments, inspections, and issued documents.
- Timeline Preview lets you see the process your record is intended to travel. Within each active step, you'll be able to send questions to the assigned reviewer using the text field.

The screenshot shows the 'Intake Review' page for a 'Residential Rental Registration' process. The process ID is RP-24-8 (Renewal). The status is 'In progress'. The page includes sections for 'Your Submission' (Attachments: Guests (0)), 'Message the reviewer' (Send Message button), and a 'Timeline Preview' (Intake Review, Registration Fee, Inspection, Rental License). Red arrows point from the text labels 'Record ID', 'Guest Access', and 'Timeline Preview' to their respective highlighted elements on the page.

Residential Rental Registration
Process
RP-24-8 ← Record ID
(Renewal)

Intake Review
In progress. This step is in progress.

Your Submission
Attachments
Guests (0) ← Guest Access

Message the reviewer
Send Message

Timeline Preview
Intake Review ← Timeline Preview
Registration Fee
Inspection
Rental License



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