



CITY OF POMPANO BEACH, FL

Office of Housing and Urban Improvement Housing Rehabilitation Program

Step by Step Instructions for Applying for Housing Rehabilitation Assistance through Neighborly Software

This document will walk you through the steps required to complete your application in Neighborly.

For software questions contact Neighborly software email support@neighborlysoftware.com

For all other questions regarding the program/application process please call 954-786-4659

*Office of Housing and Urban Improvement
100 West Atlantic Blvd., Rom 220
Pompano Beach, FL 33061
Phone: (954) 786-4659
FAX: (954) 786-5534
Email: OHUI@copbfl.com*

Neighborly software portal link for the City of Pompano Beach. Click on this link to apply for the program.

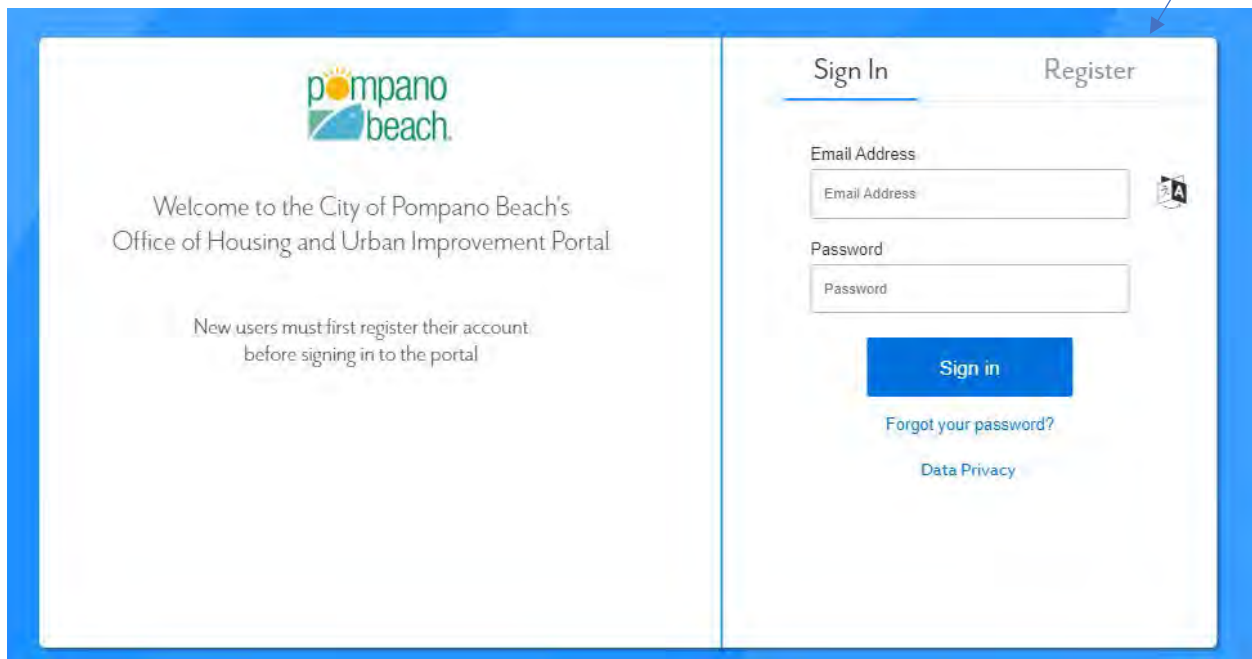
<https://portal.neighborlysoftware.com/copbfl/participant>

There are two steps that must be completed by those interested in applying for housing rehabilitation assistance through the City of Pompano Beach Office of Housing and Urban Improvement. You must first add your name to the wait list for the program. Once your name is added to the waiting list, the staff will review the pre-application, and if you meet the minimum requirements, you will be contacted to complete the application in Neighborly Software. Applications will be processed on a first come, first eligible basis subject to funding availability.

Submitting a pre-application, or submitting a complete application does not guarantee assistance will be provided. All assistance is subject to federal and state requirements based on the funding source.

INSTRUCTIONS FOR ADDING YOUR NAME TO THE HOUSING PROGRAM WAITING LIST.

This is the first screen you will see when you log into the Neighborly Software portal link. <https://portal.neighborlysoftware.com/copbfl/participant>. When you are using the software for the first time you must click on register to create a new account in Neighborly.



The screenshot shows a web portal interface. On the left side, there is a logo for 'pompano beach' with a sun icon. Below the logo, the text reads: 'Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Portal'. Underneath that, it says: 'New users must first register their account before signing in to the portal'. On the right side, there are two tabs: 'Sign In' (which is selected) and 'Register'. Below the tabs are two input fields: 'Email Address' and 'Password'. Below the input fields is a blue button labeled 'Sign in'. Under the button are two links: 'Forgot your password?' and 'Data Privacy'. A blue arrow points from the top right of the page towards the 'Register' tab.

If you do not access this screen, click on the logo on your screen that looks like the image copied below to refresh the screen.



This should refresh the screen and bring up the log in screen.

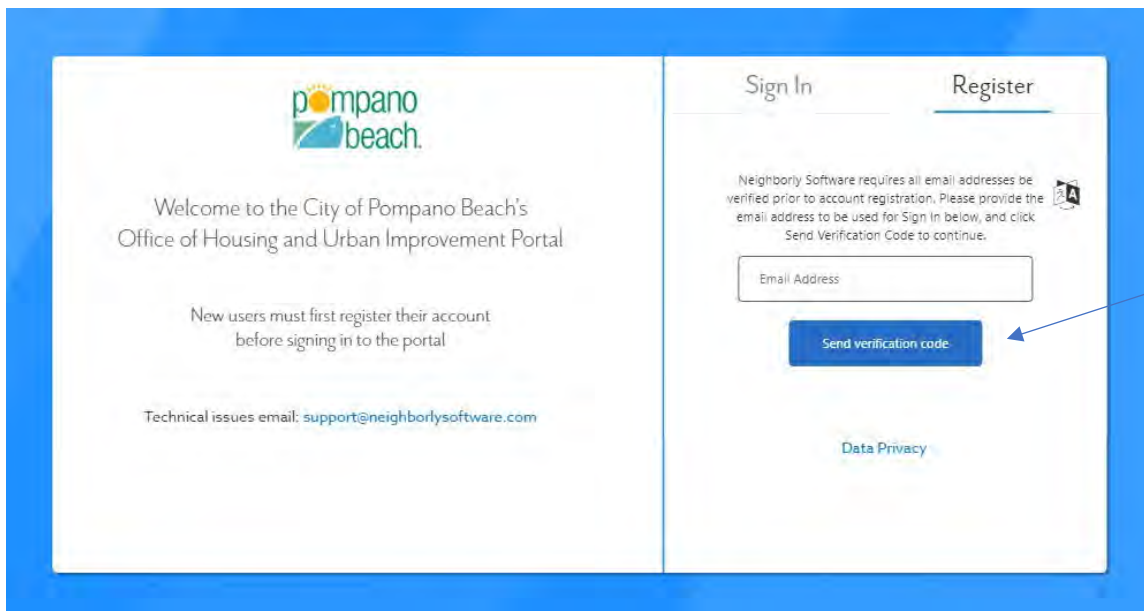
When you click on Register, you will see the screen below.

YOU MUST HAVE AN E-MAIL ACCOUNT TO REGISTER IN NEIGHBORLY. IF YOU DO NOT HAVE AN EMAIL ACCOUNT, CREATE ONE BEFORE YOU REGISTER. HERE IS LINK TO CREATE A GMAIL ACCOUNT.

<https://support.google.com/mail/answer/56256?hl=en>

NOTE: Write your email and password down or take a screen shot with your phone. You will need this information each time you log into your Neighborly account.

Enter your email address and click on send verification code.



pompano beach.

Welcome to the City of Pompano Beach's
Office of Housing and Urban Improvement Portal

New users must first register their account
before signing in to the portal

Technical issues email: support@neighborlysoftware.com

Sign In Register

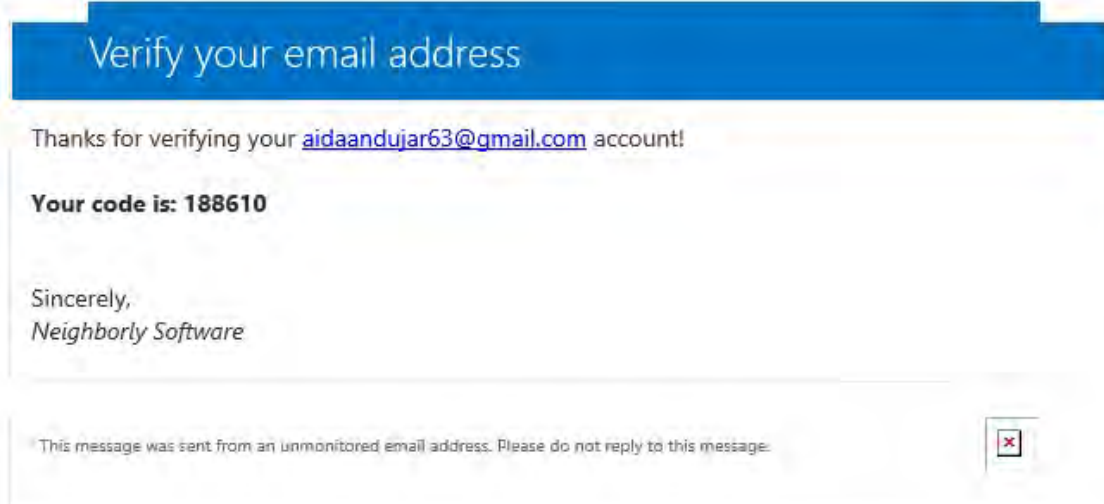
Neighborly Software requires all email addresses be verified prior to account registration. Please provide the email address to be used for Sign In below, and click Send Verification Code to continue.

Email Address

Send verification code

Data Privacy

You will receive the email below thanking you for verifying your email address and you will receive a 6-digit code.



Type in your email address on the registration screen and enter the verification code sent to your email address from Neighborly. Once you enter your email address and the verification code, click verify code.

The screenshot shows a registration page for the City of Pompano Beach. The left panel features the city logo and a welcome message. The right panel is titled 'Sign In / Register' and contains a verification step. It includes a text box with instructions, an email input field containing 'aidaandujar63@gmail.com', a 'Verification Code' input field, a blue 'Verify code' button, and a 'Send new code' link. A blue arrow points to the 'Verify code' button.

Once you enter the code and your email address is confirmed, you will see the screen below. Type in your first name, last name and create a password.

NOTE: Make sure you create a password you will remember which must be no less than 12 characters.

Write down your password in a secure place or take a screen shot with your phone so you will not forget it. You will need this password each time you log into Neighborly.



Welcome to the City of Pompano Beach's
Office of Housing and Urban Improvement Portal

New users must first register their account
before signing in to the portal

Sign In

Register

E-mail address verified. You can now continue:

aidaandujar63@gmail.com



First Name

Last Name

New Password

Confirm New Password

Create

[Data Privacy](#)

Once you add your email, your first name and last name, and a password, click create and you will create an account in Neighborly.

pompano beach.

Welcome to the City of Pompano Beach's
Office of Housing and Urban Improvement Portal

New users must first register their account
before signing in to the portal

Sign In **Register**

E-mail address verified. You can now continue.

aldaandujar63@gmail.com

Housing

Improvement

.....

.....

Create

[Data Privacy](#)

Once you log in, you will see a menu on the left had side of the screen. Click on the program overview tab and review the requirements of the program. Once you read the program overview, click save and complete at the bottom of the screen.

Once you are registered you can always log back into your account by using your e-mail and password.

The screenshot shows the login interface for the Pompano Beach Office of Housing and Urban Improvement Portal. On the left, the Pompano Beach logo is displayed above the text: "Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Portal" and "New users must first register their account before signing in to the portal". On the right, there are two tabs: "Sign In" (active) and "Register". Below the tabs are two input fields: "Email Address" and "Password". A blue "Sign in" button is positioned below the password field. Below the button are two links: "Forgot your password?" and "Data Privacy". A blue arrow points to the "Forgot your password?" link.

NOTE: If you forget your password click on forgot password link in the sign in screen and Neighborly will be sent a verification link to your email so you can reset your password.

When you log into the City of Pompano Beach portal you will have the ability to apply for any of the programs that are open at that time. If you are applying for the rehabilitation or emergency repair program, you must select Housing Rehabilitation option to start the application. Scroll to the right and click on the start application button for Housing Rehabilitation.

Good Morning, Pompano



Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Participant Portal

Neighborhood Software is committed to accessibility for all applicants. If you require this material in an alternate format, please contact the Office of Housing and Urban Improvement at 954-786-4659 or CHU@pompano.com.

Start a New Application

| Application Name | Description | Action |
|--|--|-----------------------------------|
| Housing Rehabilitation | <p>Select this program if you are seeking Housing Rehabilitation Assistance. The Housing Rehabilitation program is available citywide and is open to all very-low (30% of area median income), low (50% of area median income), and moderate (80% of area median income) income homeowners. Participants must reside in the City of Pompano Beach, and own and occupy the home as their principal residence.</p> <p>The Housing Rehabilitation Program helps make necessary repairs or improvements, which are needed for decent, safe, and sanitary habitation. Eligible repairs include but are not limited to correcting code violations, roof, windows, doors, plumbing, and electrical issues.</p> <p>The waiting list will be capped at two-hundred (200) applicants. Once 200 households have applied, the waiting list will be closed. Applications will be processed on a first come, first eligible basis.</p> <p>For technical questions, please contact our office at 954-786-1639.</p> | Start Application |
| Water Assistance Program | <p>Select this program if you are seeking Water Utility Assistance. This program is available to single family households within City boundaries, including City residents served by Broward County Water and Wastewater Services. Amounts delinquent prior to March 1, 2020 are not eligible for assistance.</p> <p>To qualify for the program, residents must live within the City of Pompano Beach and have lost income as a result of the COVID-19 pandemic. This Program will be subject to funding availability and verification of application documents and information.</p> <p>The City will not issue payments directly to applicants, but rather payments will be sent directly to the utility provider.</p> <p>For technical questions please contact our office at 954-786-1639.</p> | Start Application |
| DEO CDBG-CV Emergency Rental Assistance Program | <p>Select this program if you are seeking Emergency Rental Assistance. In response to the Coronavirus Aid, Relief, and Economic Security (CARES) Act, the City of Pompano Beach will provide emergency rental assistance, covering rent payments for up to three (3) months (including arrears) to alleviate the housing burden for low-income households that have experienced economic hardship as a result of the COVID-19 pandemic. In addition, applicants are required to provide proof of a continued COVID-19 financial hardship (hardship must be current as of January 1, 2022). Assistance will be capped at \$10,000 and could include first, last and security deposit and relocation assistance. Amounts in arrears prior to January 1, 2022, are not eligible for assistance. The program will offer a one-time-only grant due to high demand and limited funding availability.</p> <p>Applicants will be served on a first-come, first-served, first-qualified basis while funds remain available.</p> <p>For technical questions, please contact our office at 954-786-1639.</p> | Start Application |

Once you log into Neighborly you will see the program overview screen. Please read this page to learn about the program and determine if you are eligible for assistance and are interested in moving forward with your application. You must complete all the steps at the left of the screen that have check boxes to be added to the wait list. Please note your Neighborly ID number listed under Housing Rehabilitation Application. Write this number down as it will be used to identify your application throughout the process.

Housing Rehabilitation Application

Program Overview

City of Pompano Beach Housing and Urban Improvement HOUSING REHABILITATION PROGRAM

Thank you for your interest in the City of Pompano Beach Office of Housing and Urban Improvement Housing Rehabilitation and/or Emergency Repair Program. Please note that due to limited program resources that most families for such housing assistance may be given to households who are special needs and very low income.

Below is a list of specific program requirements that will determine your preliminary eligibility for the program. Applicants that do not meet the specific program requirements will not be able to apply for the Housing Rehabilitation Program.

1. The property must be located within the City of Pompano Beach City limits.
2. You must have 100% homesteaded ownership on your property.
3. The total of all loans, mortgages and liens on our property must not exceed 95% of the after-rehabilitation property value.
4. The household cannot have assets that exceed \$50,000.00.
5. The estimated cost of repairs to your home must not exceed the maximum subsidy limit.
6. The repairs needed on the home must be necessary for the home to be decent, safe and sanitary based on a visual inspection.
7. The property must be your only home. You cannot own any other property (including vacation lots).
8. The property must be insured to receive residential rehabilitation assistance.
9. The property must not be in foreclosure or have delinquent taxes, mortgage payments or liens.
10. There must be no conflict of interest.
11. The total annual household income must not exceed the program limits. Program Income Limits are published by the office of Housing and Urban Development of the State Housing Initiatives Partnership Program and change on a yearly basis.
12. The property value must not exceed the maximum value limits as established by the office of Housing and Urban Development or the State Housing Initiatives Partnership Program. Property value limits change on a yearly basis.
13. Applicants who have received assistance under the emergency repair or rehabilitation program are not eligible to apply again for the same assistance. Assistance under each program is limited to once in a lifetime.

Terms of Assistance:

Rehabilitation applicants who are eligible for emergency repairs will be assisted with a grant if the assistance is \$5,000 or less. If the assistance is greater than \$5,000 then the assistance will be provided in the form of a deferred payment loan. For deferred payment loans, the Office of Housing and Urban Improvement will make a zero interest loan equal to the amount of assistance. There will be no interest charged on the outstanding balance. In order to ensure repayment of the loan, the department will record a fifteen (15) year Note and mortgage on the property equal to the loan amount. The note and mortgage must be signed by the homeowner(s) (including each person on the deed) before any rehabilitation work begins.

If after ten (10) years the home has not been sold or title has not been transferred, the loan balance will be reduced by 20% each year beginning in year eleven (11) of the loan and have zero balance at the end of fifteen (15) years, at which point the loan will be forgiven in full and the lien removed.

The loan will have to be repaid in full if it is determined to be in default. Default occurs if any of the following takes place during the loan term: sale, transfer, or conveyance of property; conversion to a rental property; loss of homestead exemption status; or failure to occupy the home as your primary residence. If any of these occur, the outstanding balance will be due and payable.

Applicants with limited access to a computer, limited English proficiency or who have a disability and need assistance to complete the wait list application please contact our office at 954-786-4659 for assistance.

If you have general program questions please call or visit at 954-786-4659 or email us at CHU@copfl.com.

SPONSOR

Once you read the program overview at the bottom of the screen you have the option to save or complete and continue. If you click save, this section will not be complete. In order to complete this section and close it you must click on complete and continue.

Terms of Assistance:

Rehabilitation applicants who are eligible for emergency repairs will be assisted with a grant if the assistance is \$5,000 or less. If the assistance is greater than \$5,000 then the assistance will be provided in the form of a deferred payment loan. For deferred payment loans, the Office of Housing and Urban Improvement will make a zero-interest loan equal to the amount of assistance. There will be **no interest** charged on the outstanding balance. In order to ensure repayment of the loan, the department will record a fifteen (15) year note and mortgage on the property equal to the loan amount. The note and mortgage must be signed by the homeowner(s) (including each person on the deed) before any rehabilitation work begins.

If after ten (10) years the loan has not been sold or title has not been transferred, the loan balance will be reduced by 20% each year beginning in year eleven (11) of the loan and have **zero balance at the end of fifteen (15) years, at which point the loan will be forgiven in full and the lien removed.**

The loan will have to be repaid in full if it is determined to be in default. Default occurs if any of the following takes place during the loan term: sale, transfer, or conveyance of property; conversion to a rental property; loss of homestead exemption status; or failure to occupy the home as your primary residence. If any of these occur, the outstanding balance will be due and payable.

Applicants with limited access to a computer, limited English proficiency or who have a disability and need assistance to complete the wait list application please contact our office at 954-786-4659 for assistance.

If you have general program questions please call or office at 954-786-4659 or e-mail us at OHU@ci.pompano.com.



THIS PAGE IS UNFORMED BY ANGEL@ci.pompano.com on 7/6/2024 2:31:41 PM


If you want to print a page in Neighborly use the print tab at the upper left-hand corner to print a copy.

Program: Housing Rehabilitation
 Id: 26132
 Status: Pre-Eligibility in Progress

Name: House, Hickey
 Address: No Property Address

Program Overview

Please provide the following information:

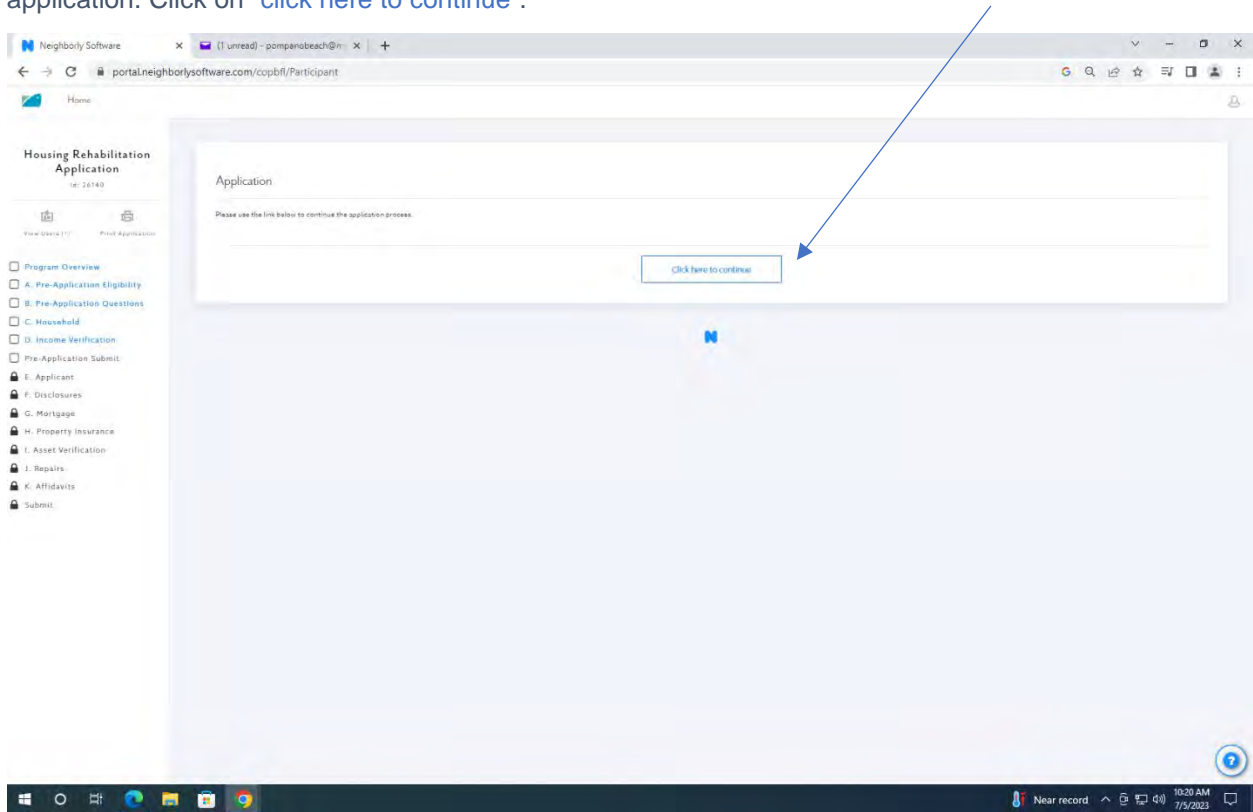

City of Pompano Beach Housing and Urban Improvement
HOUSING REHABILITATION PROGRAM

Thank you for your interest in the City of Pompano Beach Office of Housing and Urban Improvement Housing Rehabilitation and/or Emergency Repair Program. Please note that due to specific program requirements that must be met for each funding source, priority may be given to households who are special needs and very-low income.

Below is a list of specific program requirements that will determine your preliminary eligibility for the program. Applicants that do not meet the specific program requirements will not be eligible to apply for the Housing Rehabilitation Program:

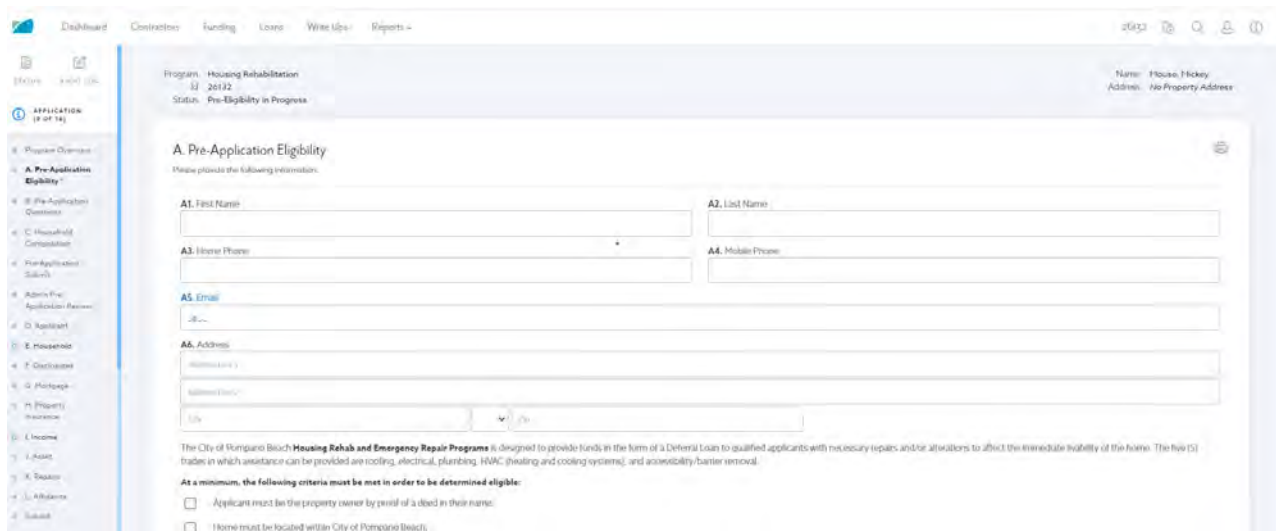
1. The property must be located within the City of Pompano Beach City limits.
2. You must have 100% homestead exemption on your property.
3. The sum of all loans, mortgages and liens on the property must not exceed 92% of the after-rehabilitation property value.
4. The household cannot have assets that exceed \$50,000.00.
5. The estimated cost of repairs to your home must not exceed the maximum subsidy limit.
6. The repairs needed on the home must be necessary for the home to be decent, safe and sanitary based on a visual inspection.
7. The property must be your only home. You cannot own any other property (including vacant lots).
8. The property must be insured to receive residential rehabilitation assistance.
9. The property must not be in foreclosure or have delinquent taxes, mortgage payments or liens.
10. The property must be single family home, townhouse or a condominium.
11. There must be no conflict of interest.
12. The total annual household income must not exceed the program limits. Program Income Limits are published by the office of Housing and Urban Development or the State Housing Initiatives Partnership Program and change on a yearly basis.
13. The property value must not exceed the maximum value limits as established by the office of Housing and Urban Development or the State Housing Initiatives Partnership Program. Property value limits change on a yearly basis.
14. Applicants who have received assistance once under the emergency repair or rehabilitation program are not eligible to apply again for the same assistance. Assistance under each program is limited to once in a lifetime.

If you need to log out and return to your application, go to the main login screen, add your email and password and it will bring you back to your application. You will see the screen below to continue your application. Click on “click here to continue”.



Once you have completed program overview, click on **A. Pre-Application Eligibility** on the upper left side of the screen.

When you click on **A. Pre-Application Eligibility** you will see the screen below. Fill in all of the information requested. You must include a home phone and cell phone, if you only have one number, repeat the number in each cell.



Answer all the questions by clicking in the box and a checkmark will appear. If you do not meet the minimum requirements for the program, you should not continue your application. Answer all of the questions accurately. The information provided will be verified when you submit your application for the program.

The City of Piquette Branch **Housing Rehab and Emergency Repair Programs** is designed to provide funds in the form of a Deferral Loan to qualified applicants with necessary repairs and/or alterations to affect the immediate livability of the home. The five (5) trades in which assistance can be provided are roofing, electrical, plumbing, HVAC (heating and cooling systems), and accessibility/barrier removal.

At a minimum, the following criteria must be met in order to be determined eligible:

- Applicant must be the property owner by proof of a deed in their name;
- Home must be located within City of Piquette Branch;
- Occupying household must be at or below 80% of the median income level (see chart below);

How many members are in your household?

HUD 80% Median Income Level (Subject to change)

| Household Size | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|----------------|----------|----------|----------|----------|----------|----------|----------|----------|
| Income Level | \$13,000 | \$14,400 | \$16,100 | \$17,600 | \$19,300 | \$20,100 | \$21,200 | \$21,400 |

- All mortgages, taxes, and special assessments on the home must be current and paid;
- Owner must occupy the property as their principal residence by proof of homestead exemption; and,
- Home must have homeowners' insurance or notification from insurance company of inability to insure due to state of home (insurance must be obtained prior to project completion);
- Applicant cannot own another home/property (including empty lots)

Applications are accepted based on funding availability and the program can close without further notice. Assistance is provided based on eligibility and on a first-come, first-served basis.

No save history

When you have completed this section, you have the option to save and return later, or click complete & continue to complete this section.

Once you complete this section click on **B. Pre-Application Questions**

Program: Housing Rehabilitation
ID: 26132
Status: Pre-Eligibility in Progress

Name: House Piskey
Address: No Property Address

B. Pre-Application Questions

Please provide the following information:

B1. Does anyone in the home meet the definition of special needs?
Persons with special needs is defined in section 4203.004(F), Florida Statutes, "an adult person requiring independent living services in order to maintain housing or develop independent living skills and who has a disabling condition, a young adult formerly in foster care who is eligible for services under s. 409.143(1)(c), a survivor of domestic violence as defined in s. 741.28, or a person receiving benefits under the Social Security Disability Insurance (SSDI) program or the Supplemental Security Income (SSI) program or from veterans' disability benefits." Persons with special needs as defined above and including frail elders, individuals experiencing homelessness, and people with disabilities may have difficulties finding housing that is safe, affordable, and permanent.
 Yes
 No

B2. Do you have a mortgage/s on your home?
 Yes
 No

B3. Are mortgage payments current?
 Yes
 No

B4. Are the property taxes current?
 Yes
 No

B5. Has your home been cited for any code violations?
 Yes
 No

B6. Do you have homeowners' insurance?
 Yes
 No

Answer all questions accurately. If your answer makes you ineligible for the program, you will receive a message that says to stop completing the application since you are ineligible for the program. If you receive this message do not continue with your application. Log out of Neighborly.

Dashboard | Contractors | Funding | Loans | Write Ups | Reports -

26/32

Program: Housing Rehabilitation
Id: 26132
Status: Pre-Eligibility in Progress

Name: House 1 Key
Address: No Property Address

B. Pre-Application Questions

Please provide the following information:

B1. Does anyone in the home meet the definition of special needs?
Persons with special needs is defined in section 420.004(1), Florida Statutes, "as an adult person requiring independent living services in order to maintain housing or develop independent living skills and who has a disabling condition, a young adult formerly in foster care who is eligible for services under s. 409.145(5), a survivor of domestic violence as defined in s. 741.28, or a person receiving benefits under the Social Security Disability Insurance (SSDI) program or the Supplemental Security Income (SSI) program or from veterans' disability benefits." Persons with special needs as defined above and including frail elders, individuals experiencing homelessness, and people with disabilities may have difficulties finding housing that is safe, affordable, and permanent.

Yes
 No

B2. Do you have a mortgage/s on your home?

Yes
 No

B3. Are mortgage payments current?

Yes
 No

STOP If you answered **NO** you cannot proceed with application.

B4. Are the property taxes current?

Yes
 No

B5. Has your home been cited for any code violations?

Yes

If you answer all questions and do not receive a stop warning, that means that you meet the minimum requirements for eligibility under the program. All of the information you provide will be verified through third party documentation before you can receive assistance.

Dashboard Contractors Funding Loans Write Ups Reports - 26132

STATUS AUDIT LOG

APPLICATION (10 OF 14)

- Program Overview
- A. Pre-Application Eligibility
- B. Pre-Application Questions***
- C. Household Composition
- D. Applicant
- E. Household
- F. Disclosures
- G. Mortgage
- H. Property Insurance
- I. Income
- J. Asset
- K. Repair
- L. Affidavit
- Submit

B4. Are the property taxes current?
 Yes
 No

B5. Has your home been cited for any code violations?
 Yes
 No

B6. Do you have homeowner's insurance?
 Yes
 No

B7. Do you own another home/property (includes empty lots)?
 Yes
 No

B8. Have you received any assistance from the City in the past?
 Yes
 No

B9. Is the property your primary residence (Do you currently live in the home)?
 Yes
 No

B10. Is the property 100% Homestead Exempt?
 Yes
 No

No save history

Save Complete & Continue

Once you complete this section, if the program allows you to continue with your application, click on save to return to this section later or click **Complete & Continue** to complete this section.

Next, click on **C. Household Composition** at the upper left hand side of the screen. This will open the window below. Please list all household members living in the home related or unrelated and the date of birth for each member. To add a household member, click on **Add Row**. This will add a new line where you can add additional household members. Continue to do this until all household members and dates of birth are listed.

Dashboard Contractors Funding Loans Write Ups Reports - 26132

STATUS AUDIT LOG

APPLICATION (10 OF 14)

- Program Overview
- A. Pre-Application Eligibility
- B. Pre-Application Questions*
- C. Household Composition***
- D. Applicant
- E. Household
- F. Disclosures
- G. Mortgage
- H. Property Insurance
- I. Income
- J. Asset
- K. Repair
- L. Affidavit
- Submit

Program: Housing Rehabilitation
Id: 26132
Status: Pre-Eligibility in Progress

Name: House, Flickey
Address: No Property Address

C. Household Composition
Please provide the following information

C.1. Please provide a list of members of your household

| FIRST NAME | LAST NAME | DATE OF BIRTH |
|-------------------------|-----------|---------------|
| Add Row | | |

Documentation

Picture ID (all adult household members) *Required [View Information \(1/26/20\)](#)
[Add Another File](#)

No save history

Save Complete & Continue

The screen below shows spaces to add additional household members.

Program Housing Rehabilitation
Id 26132
Status Pre-Eligibility in Progress

Name: House, Mickey
Address: No Property Address

C. Household Composition

Please provide the following information:

C.1. Please provide a list of members of your household:

| FIRST NAME | LAST NAME | DATE OF BIRTH |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

[Add Row](#)

Documentation

You can delete a household member by simply clicking on the red x to the right of the name.

Program Housing Rehabilitation
Id 26132
Status Pre-Eligibility in Progress

Name: House, Mickey
Address: No Property Address

C. Household Composition

Please provide the following information:

C.1. Please provide a list of members of your household:

| FIRST NAME | LAST NAME | DATE OF BIRTH |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

[Add Row](#)

Under documentation, you must upload a picture ID for all adult household members (18 years of age or older). To upload a picture ID, you click on [Upload File](#).

Documentation

Picture ID (all adult household members)

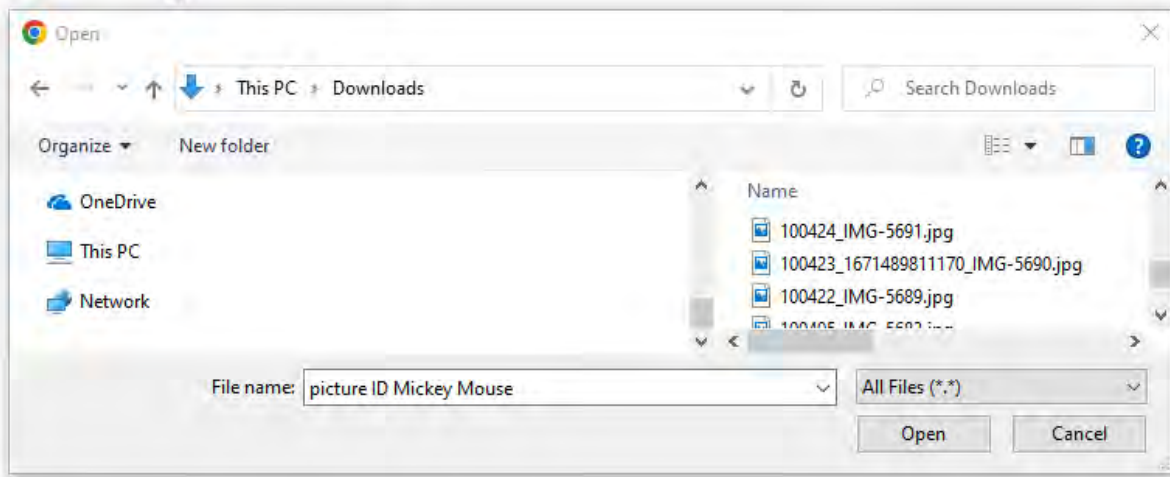
[Upload File](#)

No save history

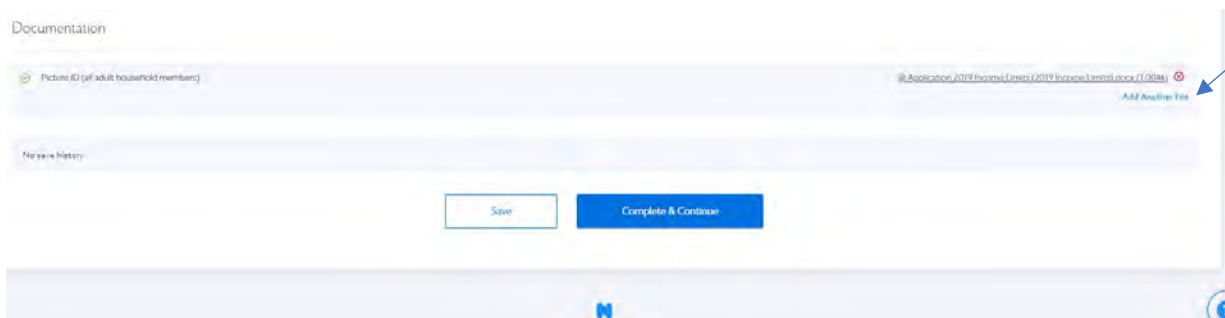
[Save](#) [Complete & Continue](#)

Go to the file where you have a saved copy of your picture ID and upload into Neighborly.

II

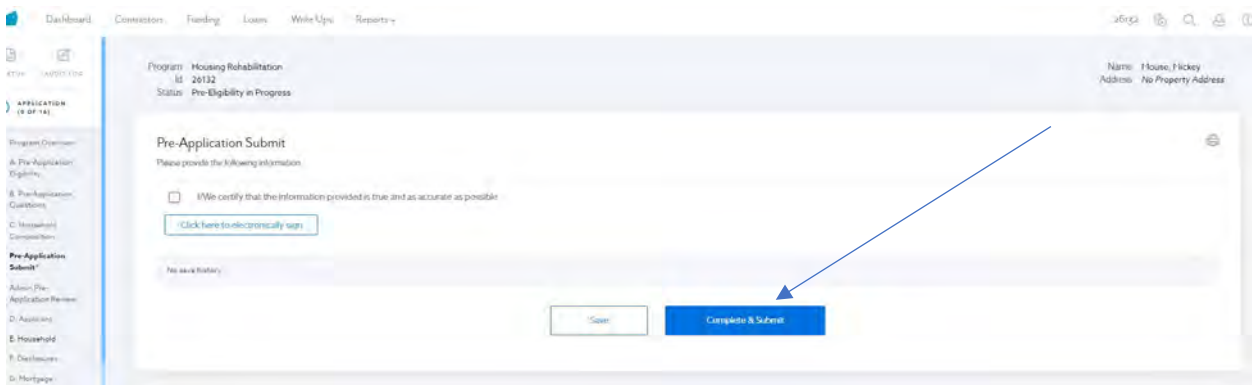


Continue to do this for each adult household member by clicking on add another file.



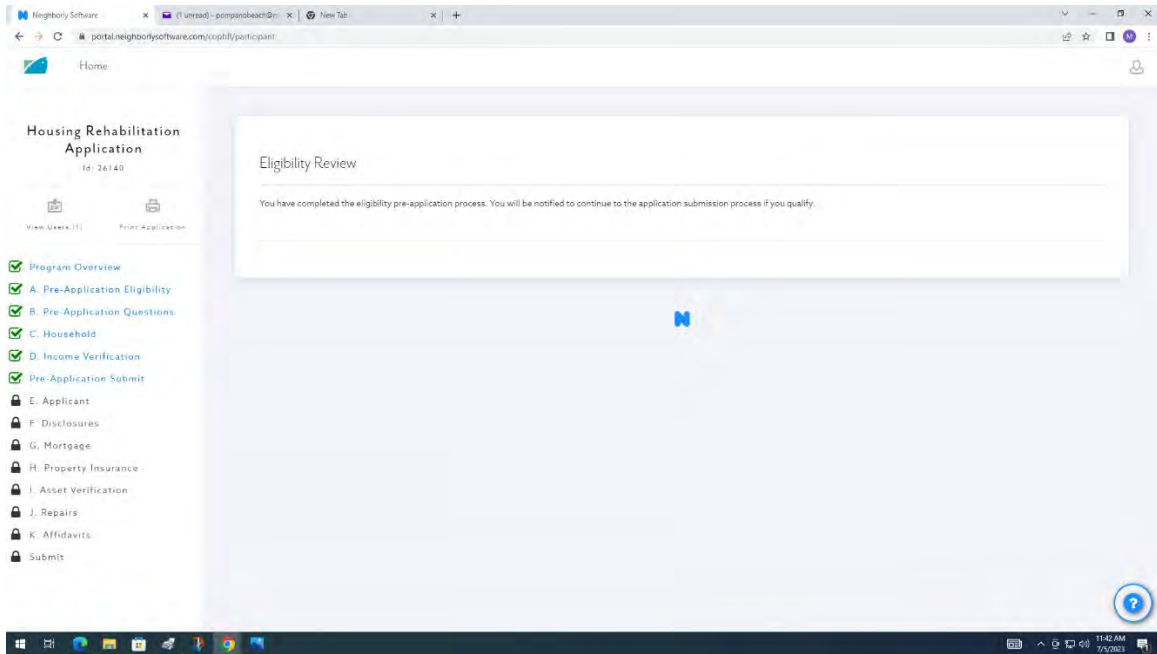
Once this section is complete, click on [Complete & Continue](#).

Click on [Pre-Application Submit](#) to submit the pre-application. Click on the box that states that all the information provided is true and as accurate as possible. Then click on the box to sign electronically. Then Click on [Complete & Submit](#).

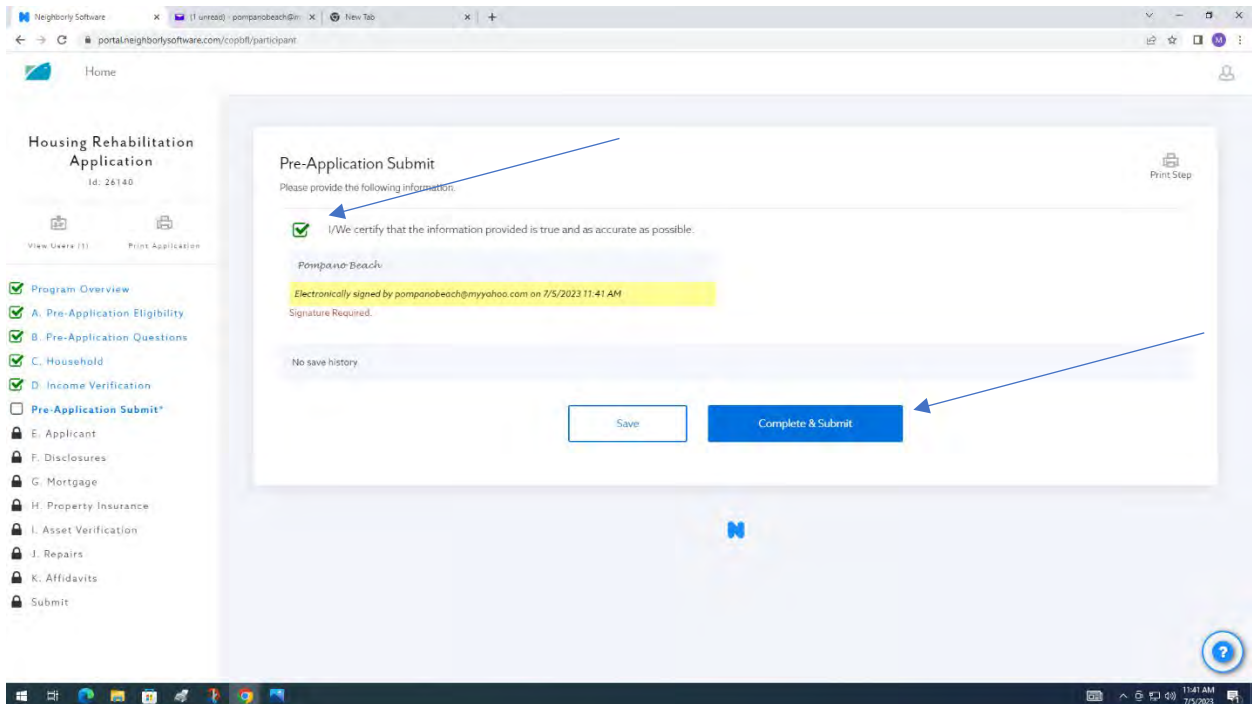


Once you click on [Complete & Submit](#) you have been successfully added to the Rehab Program waiting list. You will be contacted through Neighborly to complete an application in Neighborly software after the OHU staff has reviewed your pre-application.

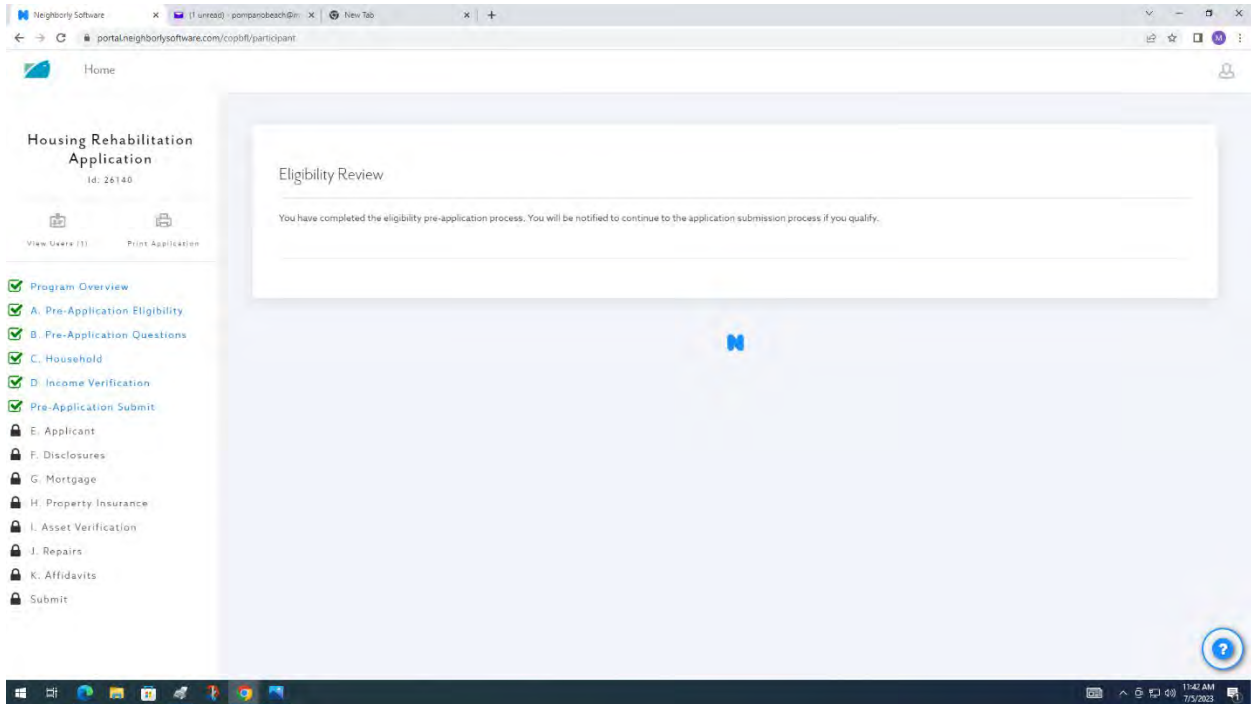
Once you click on complete and submit you will see an Eligibility Review screen.



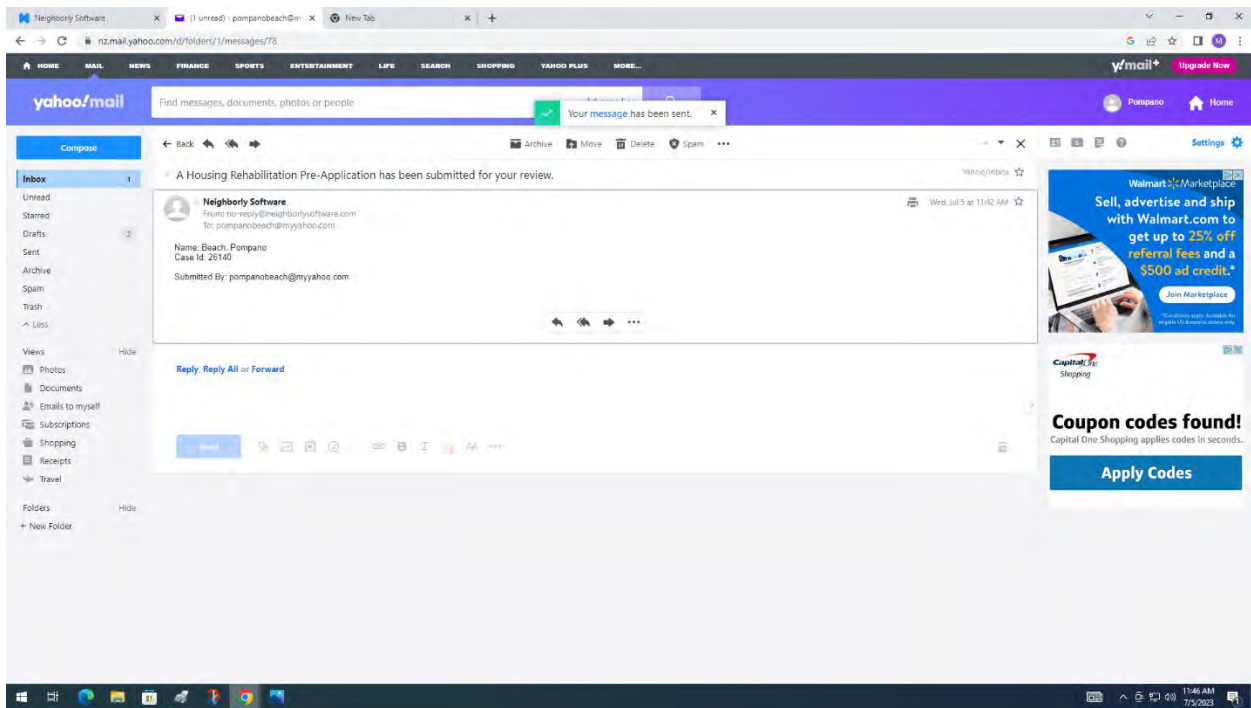
This will prompt you to the **Pre-Application Submit** screen. Check the box that says that “I/we certify that the information provided is true and as accurate as possible”. Then click on **Complete & Submit**. If you hit **Save**, your information will be saved but your application is not complete.



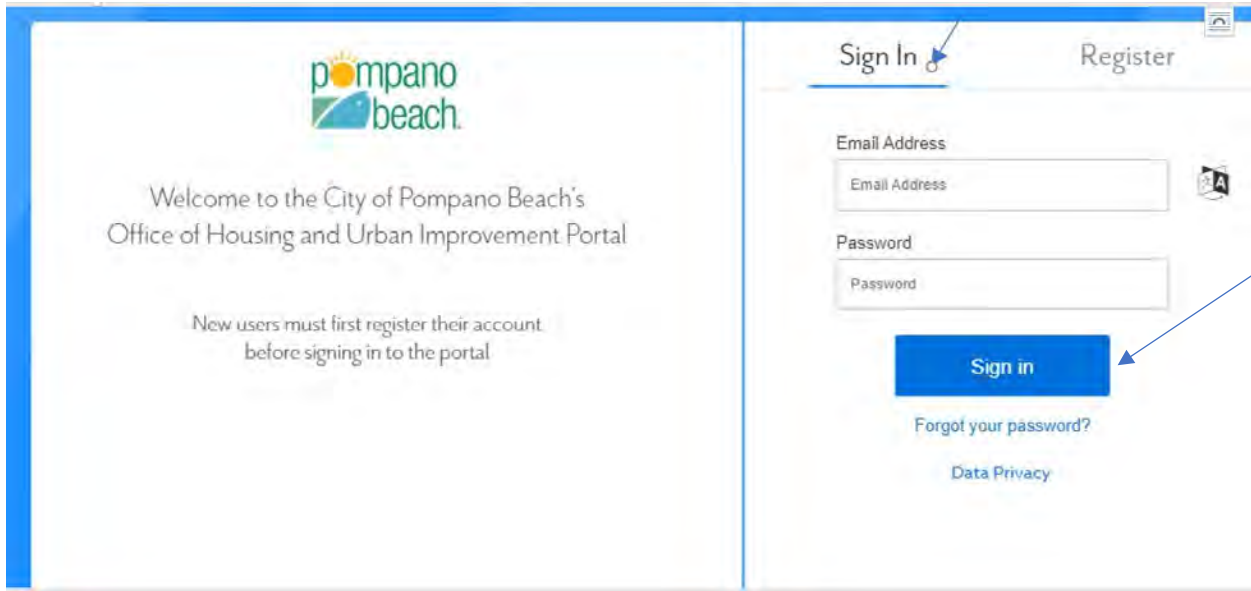
After you click on complete and submit you will receive a message stating that you have completed your pre-application process. Once you receive this notification, the next step is for the OHUI staff to send you an e-mail through Neighborly to move forward with completing your online application.



When your pre-application is submitted, you will receive an e-mail from Neighborly confirming that your pre-application has been submitted. You will also have your case ID which is also your program case number.



If you need to log out and return to your application, go to the main login screen, add your email and password and it will bring you back to your application. You will see the screen below to continue your application. Sign in to continue.



For questions or to request additional information, please call 954-786-4659 or email OHUI@copbfl.com

For technical issues email: support@neighborlysoftware.com

IMPORTANT

IF YOU ARE COMPLETING YOUR APPLICATION ON A REMOTE COMPUTER THAT IS NOT YOURS, BE SURE TO SIGN OUT COMPLETELY FROM NEIGHBORLY SOFTWARE WHEN YOU ARE DONE. ALSO, DELETE ANY FILES SAVED ON THE LAP TOP AND/OR DOWNLOADS.

