

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: <u>OHUI@copbfl.com</u>

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. <u>https://portal.neighborlysoftware.com/copbfl/participant</u>. When you are using the software for the first time you must click on register to create a new account in Neighborly.

pempano	Sign In R	egister
Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Portal New users mustfirst register their account before signing in to the portal	Email Address Email Address Password Password Sign in Forgot your password? Data Privacy	

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.

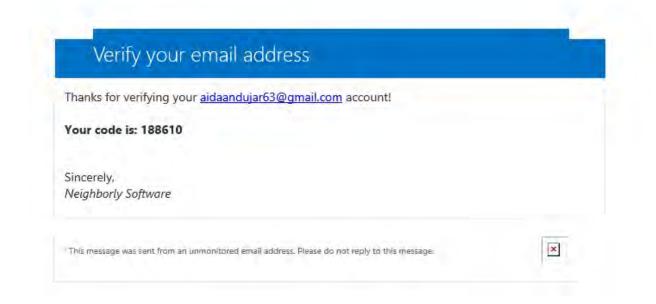
https://support.google.com/mail/answer/56256?hl=en

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.

pempano	Sign In Register
Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Portal	Neighboriy 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.
New users must first register their account before signing in to the portal	Send verification code
Technical issues email: support@neighborlysoftware.com	Data Privacy

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

pompano	Sign In Register
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	A verification code has been sent to your Inbox. Please copy the code in the Verification code box below and click. Verify Code', If you haven't received a code, check your Junk folder or click. "Send new code". aidaandujar63@gmail.com Verification Code Verify code Didn't receive a code? Send new code
	Data Privacy

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.

pompano	Sign In Register
beach.	E-mail address verified. You can now continue.
Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Portal	aidaandujar63@gmail.com
	First Name
New users must first register their account before signing in to the portal	Last Name
	New Password
	Confirm New Password
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Once you add your email, your first name and last name, and a password, click create and you will create an account in Neighborly.

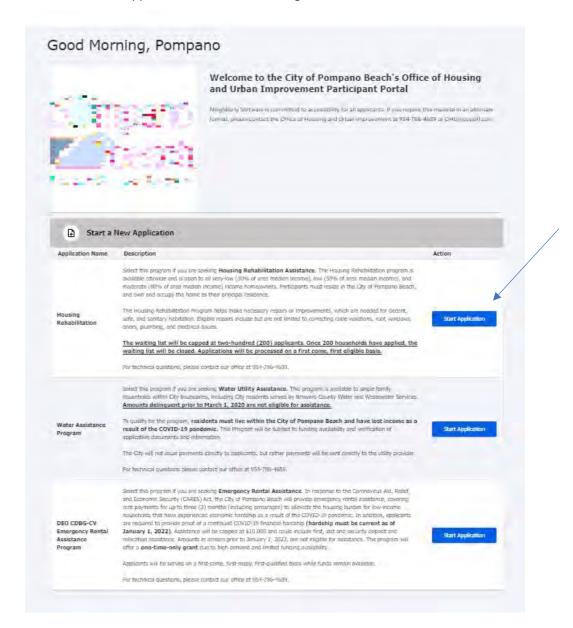
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beach.	E-mail address verified	i. You can now continue.
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Office of Housing and Urban Improvement Portal	Housing	
New users must first register their account before signing in to the portal	Improvement	
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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.

pimpano	Sign In Register	
Welcome to the City of Pompano Beach's Office of Housing and Urban Improvement Portal	Email Address Email Address Password Password	ā
New users must first register their account before signing in to the portal	Sign in Forgot your password? A Data Privacy	

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

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.



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.

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Housing Rehabilitation Application	Program Overview Base sevente in Billion State	4
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	Applicants with limited access to a computer, limited Registry percentisency re-who/seev a disability and read associance to complete the well list application please contact and office at 954-966-4629 for antisiance.	
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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 Ausstance
Rehabilitation applicants who are eligible for emergency repairs will be assisted with a grant if the assistance is \$5,000 ar less. If the assistance is granter than \$5,000 then the assistance will be provided in the form of a determent payment loan. Fac determent payment loans, the Office of Hosang and Jahan Improvement will make a seconterest loan sequal to the amount of assistance. There will be no interest charged on the coststanding baance. In order to eman empirisment of the loan, the department will record a titlewin (b) was not and mortgage on the property equal to the loan amount. This note and mortgage must be signed by the homeowners) (meaning outs poison on the deed) before any rehabilitation will begins.
If aller for (10) years the here the not been sold or HUE has not been (arrolered, the loan Galance will be reduced by 20% such your begreening in your eleven (11) of the loan and how zero balance at the end of fifteen (15) years, at which point the loan will be forgiven in full and the lien removed.
His loan will have to be replad in full 8 it is determined to be in default. Default cours 8 any of the following takes place during the joan term sub, transfer, or conveyance of property; convision to a webal property, less 8 browsteed exemption status; or lakes to occup the bornes your primary feedence. 8 any of these occur, the outstanding balance will be due and pagable.
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 954-786-4639 for assistance.
If you have general program-guestices plasse call or office as 954-784-4459 or e-mail on at CH4.4400gH8 com
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Save Complete & Consider a

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

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ogram Overview	6
as provide the following information	
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pompano	City of Pompano Beach Housing and Urban Improvement TRUISING REHABILITATION PROGRAM
hank you for your interest in the City of Pompano Beach Office of Housing and Urban Impr isonty may be given to households who are special needs and Very-low income	rovement Housing Rehabilitation and/or Emergency Repair Program. Please note that due to specific program requirements that must be mot for each funding source.
Now its a list of spinolitic plogram requirements that will determine your presiminary eligibility. The property must be located within the City of Perepano Beach City Imits.	ty for the program. Applicants that do not meet the specific program requirements will not be proprie to apply for the Housing Rebublictation Program.
 The property must be occured within the city of Fompano deach city imits. You must have 100% homestical elementation on your property. 	
1. The sam of all lears, merbgages and liens on our property must not exceed 95% of the	s after-inhabilitation property value
4. The household cannot have assets that inceed \$50,000.00	
5. The estimated cost of repairs to your home must not exceed the maximum subsidy fir	
6. The repairs needed on the home must be necessary for the home to be decisin, safe a 7. The property must be your only home. You cannot own any other property (including).	
 The property must be your only nome, too cannot own any other property (including). The property must be insured to receive residential rehabilitation assistance. 	vacant kms)
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 The property must be single family home, townhouse or a condominum. There must be no coeffici of intervid. The total annual household income must not exceed the program finits. Program host The property value must not exceed the maximum value limits as established by the or 	ome Limits are published by the office of Hooging and Urban Development or the State Housing Initiatives Platmenhip Program and change on a yearly base office of Housing and Urban Development or the State Housing Initiatives Platments physical Program and Change on a yearly base. Inson processor are offender to access any end to access any end of the program strength to access an all Platme.

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".

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Housing Rehabilitation Application ur 20140	Application Peak use the life below to continue the spatiation process.	Citick Insers to continue	
A. Pre-Application Eligibility		Click here to continue	
B. Pre-Application Questions C. Household			
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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.

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APPHICATION () APPHICATION () or 14)	Program, Housing Rehabilitation 31 2012 Status, Pre-BigBility in Program	Name - House, Hokey Address - Ho Property Address
 Program Overseen A. Pre-Application Elphility* 	A. Pre-Application Eligibility Mean provide the following reterminance	8
a a ma-Application) Quantization	A1, Fest Name A2, List Name	
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y K. Baster	At a minimum, the following criteria must be met in order to be determined eligible:	
- Albanes	Applicant must low the prepently owner by penal of a deed in their name.	
a hant	Home must be located within City of Pempago Beach;	

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 Pempano Basch Housing Rehab and Encryptory Repair Programs is designed to recorder functs in the form of a Deferral Loon to qualified applicants with memory repairs and/or alternations to altert the immediate locability of the forme. The five (1), trades in which assistance can be provided are rooting, electrical, planning of Cohenga patterns), and accessibility/hamier immoval.
Source additional	At a minimum, the following criteria must be met in order to be determined aligible:
(AFFLICATION	Applicant must be the property owner by proof all a feed in their name.
• Program Diversion	Ihome must be located witten City of Pompano Busich
A. Pre-Application Eligibility 1	Occupying household must be at or bolow 80% of the median informe level (see chart below): How many members and in your household?
 D. Pre-Westmature Questions 	v
d & theesehold Comparation	HUD 20% Median Income Level (Subjectio change)
 Ver-Approxition Solimit 	Mosentosificie 1 2 3 4 5 8 7 8
e AdminiSep. Application Review	MCOMME Lawer 533.000 584.40 Son 150 376.000 322.500 309.00 325.500 309.00 325.50 309.00 325.50 309.00
e D Austicant	All montpaper, taxes, and special assessments on the home must be custed; and past;
E Mousehold	Owner must occupy the property as their principal residence by proof of hemissiaid examptions and
+ + Destaure	Home must have homeownery insuches or notification from insummer company of instally to insure due to state of home (insurance must be initialised price to project completion).
Treastern W. P.	Applicant cannot own another/home/potentry/ (including empty lots)
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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 Question

	Program Housing Rohabilitation	Name House Hickey
	ld 26132 Slatus: Pre-Eligibility in Progress	Address No Property Address
() (8 OF 14)		
a Program Dieckew	B. Pre-Application Questions	-B
 A. Pre-Application Englishy 	These provide the following information	
D. Pre-Application Questions*	B1. Does anyone in the home meet the delimition of special needs? Persons with special needs is defined in section 4200004/13; Honda Statutes, "as an adult person requiring independent living	
 C Household Composition 	services in order to maintain housing or develop independent living skills and who has a disabiling condition; a young adult formerly in faster care who is eligible for services under s. 409 H451(5); a survivor of domestic violence as defined in s. 741, 28; or	
Pre-Application Submit	a periori neteving beneficia under the Social Security Todality investment (SSD) program or the supplemental Social Security Interne (SSI) program or tom weteriori discality perioris. Persons with periori needs is defined ablee and periority finance individual sequences and periority. The supplementation of the supplementation of the supplemental Social Security and security and the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supp	
n Admin.Pra-	and permanent.	
Application Review	© Yes	
E Household	B2. Do you have a mortgage/s on your home?	
F. Disclosures	© Yes	
6 G. Mortgage	O No	
n ti Property Insurance	B3. Are montgage payments current? O Yes	
0 I. Income	O No.	
n 3. Accet	B4, Are the property taxes current?	
e K Repairs	C No	
e L. Affiliavita	85. Has your home been loted for any code violations/	
w Submit	C Yes C No	
	B6. Do you have homeowner's insurance?	
ENAILS	C Yes.	0
	O 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 Louise Write Ups Reports	26g2 B, Q, A, ()
AUDIT LOC AUDIT LOC APPLICATION (0 OF 16)	Program Housing Behabilitation 16 2012 Status: Pre-Elipbility in Progress	Marra House, History Addams No Property Address
Program Overview A. Pre-Application	B: Pre-Application Questions Trace provide the following information	B
Bighidity B. Pre-Application Questions ² C. Household Connection De-Application Submit Autoin Pra- Application Review C. Application F. Orenserving C. Monzage	B1. Does anyone in the home meet the definition of special needs? Presons with special needs is defined in section 428.0004(3), Florids Statuties, this on object present requiring independent living services in order to maintain housing or develop independent thing stills and with house disabling condition, aryong adult formedy in fraits care who is digited for anxiets under stills. The same still special interval to these disables is a service of admentation of source and independent living a preson recently benefits under the Source Source 15:00 presonance (SSU presonance), and the same still advected to the specific meet to the Supplemental Security floating, mativiabulate experiments and prespice with disabilities may how adtituities finding housing that is safe, adtractable, and ammannt, these these these these these these the specific meet to the specific meet and the statution of the specific meet to the specific meet and including meeting. The specific meet the specific meet to the specific meet and the statut meet down. The specific meet the specific meet to the specific meet and the statute interval to the specific meet and the statute interval to the specific meet and the statute meet the specific meet and the specific meet to the specific meet and the statute meet the specific meet and the statute meet the specific meet and the specific meet and the specific meet and the statute meet the specific meet and th	
H. Pyscarty Insurance Uncome	EL Are montgage payments current? © Yes • No	
4. Rapaire	STOP If you answered NO you cannot proceed with application	
L. Affidants Submit	B4. Are the property bases convert?.	
THAILT	BS, Has your home been citied for any code violations?	

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 C	ontractors Funding Loans Write Ups Reports -	26132 B Q & C
75 54	B4. Are the property taxes current?	
6 2	 Yes. 	
DOUTIOUS - RUDITION	O No	
10000000000000000000000000000000000000	B5. Has your home been cited for any code violations?	
APPLICATION	O Yes	
	No	
Program Orientian	B6. Do you flave homeowners insurance?	
A. Pre-Application	Ves	
Elipibility	O No.	
B. Pre-Application	B7. Do you own another home/property (includes empty lots)?	
Questions"	O Yes	
C. Household	No No	
Componition		
Pre-Application	BB. Have you received any assistance from the City in the past?	
Submit	O Yes	
Agmin Pre-	No	
Application Review		
A CONTRACTOR OF	B9. Is the property your primary residence (Do you currently live in the home)? Yes	
D: Applicent		
E Household	D No.	
P. Disclosures	B10, Is the property 100% Homestead Exempt?	
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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 had 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 B Q &
B C STATUE AUDITION	Program Housing Rehabitation ki 20192 Status: Pre-Bigbildy in Progress		Name House, Hickey Adhees: No Property Adhees
 Program Overview A Pre-Application Eligibility 	C. Household Composition Please provide the following information	/	8
E. Pra-Application Questions C. Household	C.1. Please provide a list of members of your household: CLET NAME	LAST NAWE	DATE OF BIATH
Composition* = Pre-Application Submit		Add Rine:	
 Admin Pre- Application Remew D. Applicant 	Documentation		
 D. Appacant E. Household F. Disclosures 	Picture ID (all adult household members) "Required		iž Email Internation uno 1300k) 🥹
 E. Mortgage H. Property 			
Insurance O Lincome	No saya history		
 I. Asset K. Repaire 		Save Complete & Constraie	
# L.Affidavita			

The screen below shows spaces to add additional household members.

Dashboard	Contractors Funding Loans Write Ups Reports -			26152 🐧 Q 🖉
us Aubitude	Program Housing Rehabilitation Id 26132		/	Name Mouse, Mickey Address No Property Address
APPLICATION (0 OF 16)	Status Pre-Eligibility in Progress			
rogram Överview	C. Household Composition			西
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Applicant				
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You can delete a household member by simply clicking on the red **x** to the right of the name.

am Housing Rohabilitation Id 26132 Itus Pre-Eligibility in Progress		Addres	e Mouse, Nickey 5 No Property Address
Household Composition			Ð
C.1. Please provide a list of members of your household:	LAST NAME	DATE OF BUTTE	
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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.

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) Picture ID (all adult trouvelookil members)		Launaat Pia 🧐
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	Save Complete & Continue	

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

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

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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.

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Program Operation A Production Organica	Pre-Application Submit Page provide the following information			6
& Pre-Application Qualities C Monumbers Comparison	We certify that the information provided is the and as accurate as possible Click here to electronically say			
Pre-Application Solumit" Admin. Pre- Application Review	he and fadary			
D. Assistens E. Household		Sport	Complete & Subma	
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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 OHUI staff has reviewed your pre-application.

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

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Housing Rehabilitation Application 16:24:40	Eligibility Review You have completed the eligibility pre-application process. You will be notified to continue to the application submission process if you qualify.	
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Program Overview		
A. Pre-Application Eligibility		
B. Pre-Application Questions	N COLORADO	
C. Household		
D. Income Verification		
Pre-Application Submit		
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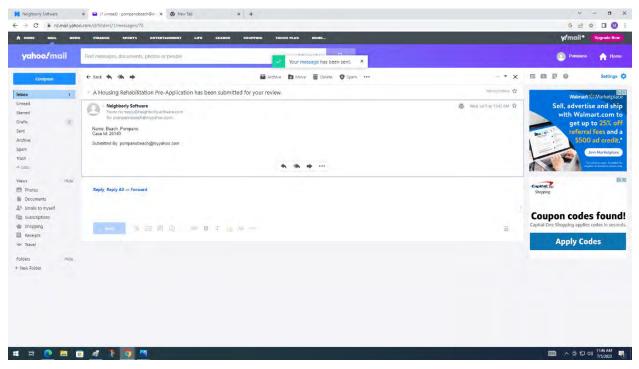
This will prompt you to the Pre-Application Submit screen. Check the box that says that "I/we certify that the information provided is true and as accurate as possible". Then click on Complete & Submit. If you hit Save, your information will be saved but your application is not complete.

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View Oxers ()) Print Application	We certify that the information provided is true and as accurate as possible.	
Program Overview	Electronically signed by pompanobeach@myyahoo.cam on 7/5/2023 11.41 AM	
A. Pre-Application Eligibility	Signature Required.	
B. Pre-Application Questions		
C. Household	No save history	
D Income Verification		
Pre-Application Submit*		
E. Applicant	Save Complete & Submit	
F. Disclosures		
G. Mortgage		
H. Property Insurance		
I. Asset Verification	N	
J. Repairs		
K. Affidavits		
Submit		
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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.

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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.

pompano	Sign In 🖌 Register
beach.	Email Address
Welcome to the City of Pompano Beach's	Email Address
Office of Housing and Urban Improvement Portal	Password
	Password
New users must first register their account before signing in to the portal	Sign in
	Forgot your password?
	Data Privacy

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.

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