

Housing and Urban Improvement Division Homeowner Housing Rehabilitation Program

Step by Step Instructions to Applying for Housing Rehabilitation Assistance Using Neighborly Software Housing and Urban Improvement Division Phone: (321) 608-7530 Fax: (321) 674-5738 Email: huid@mlbfl.org



Access the City of Melbourne's Neighborly Software portal.

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 (321) 608-7530.

Two steps must be completed by those interested in applying for Homeowner Housing Rehabilitation assistance through the City of Melbourne's Housing and Urban Improvement Division. First, complete a **pre-application**. Once a pre-application is completed and submitted, Housing staff will review the pre-application, If the minimum requirements are satisfied, you will be added to our waitlist.

Housing staff will contact you to complete a full application using the City of Melbourne's Neighborly portal. Applications are processed on a first-ready, first-served basis subject to funding availability.

Note: 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 completing the Homeowner Housing Rehabilitation Program Preapplication.

Getting Started

This is the first screen you will see when you log into the Neighborly Software portal using this link <u>https://portal.neighborlysoftware.com/melbournefl/participant</u>. When using the software for the first time you must click "**Register**" to create a new account in Neighborly.



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

You must have an email account to register in Neighborly. If you do not have an email account, create one before you register.

NOTE: Save your email and password in a secure place. You will need this information each *time you log into your Neighborly account.*

Enter your email address and click "Send verification code".



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

| hanks for verifying yo | ur <u>aidaandujar63@gmail.cor</u> | n account! | |
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| our code is: 188610 | | | |
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| leighborly Software | | | |

Type in your email address on the registration screen and enter the verification code sent to your email address from Neighborly. Next click "**Verify code**".



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



Note: Make sure you create a memorable password with at least 12 characters.

Save your password in a secure place. You will need this password each time you log into Neighborly.

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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| | Melbourne The Harbor City | Sign In Regist | er | |
| | Welcome to the City of Melbourne, FL Participant Portal. New users must first register their account before signing into the portal. | Last Name Last Name Conver Password Conver New Password Conver | | |
| | | Video Tutorial : Register Data Privacy | | |
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Tip: There is a short video tutorial that can be accessed that provides detailed steps to register.

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



There is a short video tutorial that can be accessed that provides detailed steps to reset your password.

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

When you log into the City of Melbourne's 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 Homeowner Housing Rehabilitation Program, you must select the Homeowner Housing Rehabilitation option to start the application. To apply, scroll to the right and click "**Start application**" for the Homeowner Housing Rehabilitation Program.

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| N Hore | City of | Λ | | Register | |
| | Good Evening, lea | arning! | | | |
| | Neighborly Software | Welcome to Neighborly County's Housing and Comm The County of Neighborly is committed to accessibility for a alternate format, please contact us at (880)888-8888 | unity Development Portal. Il applicants. Il you require this material in an | | |
| | Start a New Application | | | | |
| The Designation of the local division of the local division of the local division of the local division of the | Public Facilities & Infrastructure | Select this option if you are a nen-prefit organization or a municipality applying for a Public Pacifities or infrastructure grant. | Click here to start a new application | | dial - |
| HER AND | нома | Select this option of you are a nonprofit organization or social service apercy interested in applying for the Housing Opportunities for hersons with AGS (HOPMA) Program. For quantities regarding this program, contact Sharo Multike, Community Development Hanning Hanager at (817) 392-5785 or Sharon Burdeys/Intreortheeaa por | Click have to start a new application | | |
| 10.0 | Rapid Re-housing | Select this option if you are needing assistance to obtain quality, safe, and alfordable rental bosoning. Funds will assist in security deposit, first martel's sent and utility deposit. | Click have to start a new application | | |
| and the second second second | Lead Safe Program - Owner | Select this option if you are the OMMER of a ungle or multifumily household applying for the Lead Safe program. | Click have to start a new application | | 22000 |
| 0 138/2.02 | Lead Safe Program - Tenant | If you're having trouble with the racistration proc | Click here to start a new application | • • | 100 |
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Pre-Application Process

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| e Program Overview | Status | |
| A. Applicant Information | | |
| B. Questionnaire for Waitlist Eligibility | CASE NAME STATUS | |
| C. Pre-Application Income | PROGRAM YEAR ACCOMPLISHMENT DATE | |
| D. Household Occupants | 2024 V | |
| Pre-Application Submit | Pre-Application Submit Completed Date (): Not Complete | |
| Staff Assessment | Submit Completed Date 🕑 Not Complete | |
| F. Asset Verification | | |
| G. Income Verification | Last updated by sandy macenati@neighborlysoftware.com on 2/7/2024 9:38:51 AM | Update |
| H. Required Documents | | |
| e Submit | | |
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Once you log into Neighborly you will see the Program Overview screen. Please read this entire page to learn about the program, and determine if you meet the minimum criteria for assistance. Complete all the <u>steps</u> at the left of the screen to be added to the waitlist. Please note your unique Neighborly ID number listed under the Homeowner Housing Rehabilitation application. Write this number down as it will be used to identify your application throughout the process. The ID # on this sample application is 30014.



Once you have read the program overview, click "**A. Applicant Information**" **located** on the upper left side of the screen.

Applicant Information

When you click "**A. Applicant Information**" 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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| Program Overview A. Applicant Information* B. Questionnaire for | APPLICANT INFORMATION A.1. First Name: | A.2. Last Name: | CO-APPLICANT INFORMATION | |
| Waitlist Eligibility C. Pre-Application Income | A.3. Home Address: 1235 Contractor Lane | 1291 | | |
| D. Household Occupants Pre-Application Submit | Address Line 2 Melbourne FL v 33311 | | | |
| Staff Assessment F. Asset Verification G. Income | A.4. Phone Number: • | A.5. Ernail: sandytestapp⊛gmmmaiil.com | | |
| Verification H. Required Documents | A.6. Marital Status: Single | v | | |
| Submit | A.7. Is there a Co-Applicant? ♀ ○ Yes ◎ No | | | 6 |
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When you have completed each section, you have the option to click "**Save**" and return later, or click "**Complete & Continue**" to complete each section of this pre-application.

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| | APPLICANT INFORMATION CO-APPLICANT INFORMATION | | | | |
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| (10 0F 11) | A.3. Home Address: O | | | | |
| Program Overview | 1235 Contractor Lane | | | | |
| o A. Applicant | Address Line 2 | | | | |
| B. Questionnaire for Waitlist Eligibility | Melbourne FL v 33311 | | | | |
| C. Pre-Application Income | A.4. Phone Number: A.5. Email: (954) 555-555 sandytestapp@gmmnail.com | | | | L |
| D. Household Occupants | A.6. Marital Status: | | | | |
| Pre-Application Submit | | | | | |
| Staff Assessment | A.T. Is there a Co-Applicant? O Yes | | | | |
| F. Asset Verification | • No | | | | |
| G. Income Verification | | | | | |
| H. Required Documents | This step was last updated by sandy macenatigneighborlysoftware.com on 2/29/2024 9:43:19 AM. | | | | |
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Waitlist Eligibility

Once you complete the applicant information questions, click **"B. Questionnaire for Waitlist Eligibility".**

Answer all questions accurately. If it is determined that you are ineligible for the program, you will receive a message to stop completing the application since you are ineligible for the program. If you receive this message, do not continue with your application and log out of Neighborly.

If you answer all questions and do not receive a message to stop, that means you meet the minimum requirements for eligibility under the Homeowner Housing Rehabilitation Program. All of the information you provide will be verified before you can receive assistance.

Once you complete Section B, and the online process allows you to continue with your application, click "**Save**" to return to this section later or **click** "**Complete & Continue**" to complete Section C, Pre-Application Income.

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| ADMIN (8 OF 6) 7 7 0 8 presspectration | B.6. Is the home currently covered by homeowner's insurance? | | | 0 | 2 |
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| • Subret | | | | | |
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Pre-Application Income

Next, click "**C. Pre-Application Income**". This will open the window below. Please list the amount of your gross <u>monthly income</u> from all sources, for all household members 18 and older in the boxes below. Please list the value of your <u>household assets</u> for each household member age 18 and older in the boxes below.

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| Waitist Elgibility | Social Security Benefits | Savings Accounts | |
| D. Household Occupants Pre-Application Submit | Retirement Pension | Debit Cards | |
| Staff Assessment F. Asset Verification | Workers' Comp | Certificates of Deposit | |
| G. Income Verification H. Required | Aimony | Stocks | |
| Documents Submit | Child Support | Bonds | |
| | Unemployment Benefits | Mutual Funds | 6 |

Household Occupants

Next, click "**D. Household Occupants**". 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 "**Add Row**". This will add a new box where you can add additional household members. Continue this step until all household members and dates of birth for your household are listed.

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| Program Overview A Applicant Information B Overticentaice for | D. Household Occupants List all persons currently-residing at this address including yourself. | 6 |
| C. Pre-Application Income | AffidayLet/Disability - IP you selected, "Ne's for Disabled for any household member on Step D. Household Occupants you may be required to complete this form. CLICK HERE Decision for Special Needs Priority - IF you selected, "Ne's for Special Needs for any household member on Step D. Household Occupants you may be required to complete this form. CLICK HERE PRIMARY HOUSEHOLD MEMBER PRIMARY HOUSEHOLD MEMBER 1 PRIMARY HOUSEHOLD MEMBER 1 | . |
| D. Household Occupants [#] Pre-Application | Sandy Home Test Birthdate: 01/01/1987 SSN: \$ | _ |
| Staff Assessment F. Asset Verification | Click here to add a new household member | |
| G. Income Verification H. Required Documents | | |
| Submit | This step was last updated by sandy macenatigneighborlysoftware.com on 2/29/2024 9:56:04 AM. | |
| | Save Complete & Continue | (* |

Once this section is complete, click "Complete & Continue".

Pre-Application Submit

Now that all sections have been completed, it is time to submit the application. Click "**Pre-Application Submit**" Next, click the box confirming all the information provided is true and as accurate as possible. Next, click the box to electronically sign. Finally, click "**Complete & Submit**".

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| Pre-Applications I consent to the disclosure of information for the purpose of income verification related to making a determination of my eligibly for program assistance. I agree to provide any documentation needed to assist in determining eligibility and am aware that all information and documents provided are a matter of public record. Pre-Application Signature: Citck here to electronically sign No sere history Assnik (re r4) | Production Concent to the discusse of information for the purpose of income wellication related to making a determination of my eligibly for program assistance. Concent to the discusse of information for the purpose of income wellication related to making a determination of my eligibly for program assistance. Prevention Prevention Concent to the discusse of information for the purpose of income wellication related to making a determination of my eligibly for program assistance. Prevention Prevention Wellion Concent to the discusse of information for the purpose of income wellication related to making a determination of my eligibly for program assistance. Prevention Prevention Wellion Concent to the discusse of information for the purpose of income wellication related to making a determination of my eligibly for program assistance. Prevention Relation Concent to the discusse of information for the purpose of income wellication related to making a determination of my eligibly for program assistance. Prevention Start Concent to the discusse of information for the purpose of income wellion Start Concent to the discusse of information related to making a determination of my eligibly for program assistance. Prevention Start Concent to the discusse of the purpose of information related to making a determination of my eligibly for program assistance. Prevention Start Concent to the discusse of the purpose | <pre>teneficiant is the declosed of information for the purpose of income well-dation related to making a determination of my whyleffer, for program asistance.</pre> | B. Questionnaire for Waitlist Eligibility C. Pre-Application Income D. Household Occupants | By submitting this pre-application you understand Florida Statute 817 provides that wilful false statements or misrepresentation concerning income, asset or liabilit financial condition is a misdemeanor of the first degree, punishable by fines and imprisonment provided under Statutes 775.082 or 775.83. If urther understand that any wilful misstatement of information will be grounds for disqualification. Icertify that the application information provided is true and complete to the best of my knowledge. | ty information relating to |
| I. Required sourmants No save history APPININ (1 or 4) Save Complete & Submit | A been de la been de l | Argender dasses Argender dasses </td <td>re-Application ubmit" taff Assessment . Asset Verification i. Income enfication</td> <td>I consent to the disclosure of information for the purpose of income verification related to making a determination of my eligibility for program assistance. I agree to provide any documentation needed to assist in determining eligibility and am aware that all information and documents provided are a matter of public re Pre-Application Signature: Cick here to electronically sign</td> <td>cord.</td> | re-Application ubmit" taff Assessment . Asset Verification i. Income enfication | I consent to the disclosure of information for the purpose of income verification related to making a determination of my eligibility for program assistance. I agree to provide any documentation needed to assist in determining eligibility and am aware that all information and documents provided are a matter of public re Pre-Application Signature: Cick here to electronically sign | cord. |
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All applicants who have completed and submitted a pre-application questionnaire for the Homeowner Housing Rehabilitation Program waitlist will receive the following automated email notification, "*Thank you for your interest in the City of Melbourne's Homeowner Housing Rehabilitation program. We received your online pre-application. Based on your responses you are eligible to be placed on our waitlist". This email will then come from our general email address, huid@mlbfl.org.*

Note: An assigned Housing and Urban Improvement staff will complete the self-assessment for the pre-application submitted.

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| B. Questionnaire for Wattist Ekgibility C. Pre-Application Income D. Household Occupants Pre-Application | Housing and Urban Improvement staff approves applicant to complete the full of the application including uploaded documents. NOTE: Housing and Urban Improvement staff, please DO NOT sign if the applicant is NOT approved to be placed on the waitlist and will not complete the full application. Staff Assessment Signature: Click here to electronically sign | | |
| Submit Staff Assessment* | No save history | | |
| F. Asset Verification G. Income Verification | Save Complete & Continue | | |
| H. Required Documents Submit | | | |
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Asset Verification

Once the Housing and Urban Improvement staff approves an applicant the next step is to complete a full application for the Homeowner Housing Rehabilitation program.

Next, click "**F. Asset Verification**". Enter asset information for every household member for each applicable type of income following the instructions below. Assets include all bank accounts, certificates of deposit, stock, bonds, mutual funds, IRAs, KEOGH accounts, retirement accounts, rental property, vacant property, etc. for each member of the household.

Asset Verification must be completed for every member of the household.

Note: Social Security Direct Express, Child Support card, Venmo, PayPal, Zelle, and CashApp are additional forms of asset accounts. Please upload supporting documents for all applicable accounts.

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| Program Overview | retireme | nt accounts, rental property, vacant prop | perty, etc. for each member of the household. | ons below. Include all bank accounts, certificate: | s or deposit, stock, bonds, m | utuai tunos, iras, reo | SH account | cs, |
| A. Applicant | Note: So | ocial Security Direct Express, Child Suppo | rt card, Venmo, PayPal, Zelle, CashApp are additional forms of | accounts. Please upload supporting documents | s for all applicable accounts. | | | |
| Information | To add a 1. Click t | n asset: he button to add a new asset | | | | | | |
| Waitlist Eligibility | 2. Select | the appropriate asset type using the dro | p-down box for each household asset. | | | | | |
| C. Pre-Application | 4. Enter | the current market value of the asset; int | erest rate if applicable. | | | | | |
| Income D. Hausahald | 5. Enter 6. Uploa | the account number for the asset. d the appropriate documentation as pror | npted. | | | | | |
| Occupants | 7. Repea | t for each asset for each household mem | ber until ALL household income is entered. | | | | | |
| Pre-Application | Failure to | o include ALL asset information for every | household member may prevent assistance from being provide | ded OR you may be required to REPAY assistant | ce if you are found to be ineli | gible after assistance is | granted. | |
| Staff Assessment | | | | | | | | |
| E Asset Verification* | | ASSET TYPE | NAME OF BANK OR FINANCIAL INSTITUTION | CURRENT MARKET VALUE | INTEREST | INTEREST | | |
| G. Income | | | | | | | | |
| Verification | | Checking Account | Chase | \$ 30,000.00 | 0 % | \$ 0.00 | | |
| H. Required Documents | | Asset Owner or Additional Details | 12352645 | | | | | |
| Submit | | Documentation | | | DA UPLOAD | TEST.pdf (34k) 🛞 | | |
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| | Applicant | Total Asset Market Value is over \$50 | 100.00 - Passbook Rate will apply per HUD guidelines. | TOTAL AS | SETS MARKET VALUE: \$30,000.00 TEREST INCOME: \$0.00 | | | |
| | Juestionnaire for | Passbook Rate | | PASSBOOM | INTEREST INCOME: \$120.00 | | | |
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Income Verification

Next, click on **G. Income Verification**. List all money received by each person aged 18 or older who is living in the household. Income includes money from employment, child support, Social Security, disability payment (SSI or SSDI), Workers' Compensation, retirement benefits, Veteran's benefits, rental property income, stock dividends, income from financial investments, alimony, and any income from other sources.

Note: You will need to upload supporting documents for each type of income reported.

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| am Overview | NO | te: tou will need to uploa | to supporting docume | ents for each type of inc | come reported. | | | | | | | | |
| plicant | FOI | If a household member | w to add all sources o r has zero/no income. | then an "Zero Affidavit | enoid member reports ' will be available for do | ng income rigures mus wolcad. Complete this | st reflect gross income form and upload it as ' | No Income'. | | | | | |
| estionnaire for | | Please select 'Under 18 Please select 'Over 18 | 8 Years of Age' for any Years Full Time Stude | y household members t ent' for any household n | hat are under the age of nembers that are over t | f 18. he age of 18 and curren | tly enrolled in school | | | | | | |
| st Elgibility | | Self-Employed - last tw | wo years of certified in | come tax returns, signe | id with all achedules, ak | ong with a year-to-date | profit and loss statem | ent, prepared by an a | ccountant. | | | | |
| -Application | 1. C | add an income source: Dick the plus sign (+) to ex | xpand the menu. | | | | | | | | | | |
| usehold | 3.5 | lick the button that show select the appropriate sou | rce of income using t | te of income." he drop-dewn box for ei | ach income source. If ot | ther is selected, a writte | in description is require | ed in the 'Additional I | nformation" box. | | | | |
| anication | 4. t 5. U | Jpload the appropriate do | e for the next 12 mont scumentation as progr | pted. | e. The blue calculator (r | text to the income amo | unt) can convert partia | i year income, hourly | income, and monthly i | ncome into an anni | ual amo | ount. | |
| it . | 0.1 | Repeat for each source of | income for each hous | ehold member until ALI | L household income is e | entered. | | | | | | | |
| Assessment | Fail | lure to include ALL income | e information for ever | y household member m | ay prevent assistance f | rom being provided OR | you may be required t | o REPAY assistance i | f you are found to be in | eligible after assist | ance is | granted | |
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Required Documents

Click "**H. Required Documents**". Here you will click "**Upload File**" on the right of the screen. To move your application forward, you <u>must</u> upload all the required documents marked *Required and all other documents that apply.

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Submit

Now that your required documents have been uploaded, the Pre-Application Submit screen appears. Read each statement then check each box to certify your application. Click **"Complete & Submit**". If you click **"Save**", your information will be saved however, your application is not complete and submitted.

Once each box is checked, your application is ready to be electronically signed, and the application process is complete.



Click the box "to electronically sign". Next, click "Submit Application"

Once an application is submitted, it can only be "Re-opened by an Administrator at the Housing and Urban Improvement office.

When your pre-application has been successfully submitted, you will receive an e-mail from the City of Melbourne's Housing and Urban Improvement Division (<u>hudi@mlbfl.org</u>) confirming that your pre-application has been submitted. Also, you will have your unique case ID which is also your program case number.

Confirmation & Status

The email will either confirm you have been placed on the waitlist or will provide the reasons your application was determined ineligible for assistance through the Homeowner Housing Rehabilitation Program. If your name has been placed on the waitlist, the message will read:

This letter confirms that you have been placed on the City of Melbourne's Homeowner Housing Rehabilitation Program waitlist. Our office will contact you as funding becomes available. You must respond to any correspondence, telephone calls, or emails promptly.

All applicants will be processed on a first-qualified, first-served basis. If any of your contact information changes, please be certain to contact our office so that we can update your waitlist information. A brochure is enclosed for your reference.

If your name was not placed on the waitlist, the message will read:

Your pre-application for the City of Melbourne's Homeowner Housing Rehabilitation Program has been carefully reviewed. Based on your responses, regretfully, it has been determined that your household or property is ineligible for assistance for the following reasons:

- 1. Example reason
- 2. Example reason

It is with regret that we communicate that we are unable to assist you at this time. If you have any questions regarding the determination concerning your household's preapplication, please do not hesitate to contact Housing Staff at (321) 608-7530.

Important If you are completing your application on a 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 computer and/or downloads.