



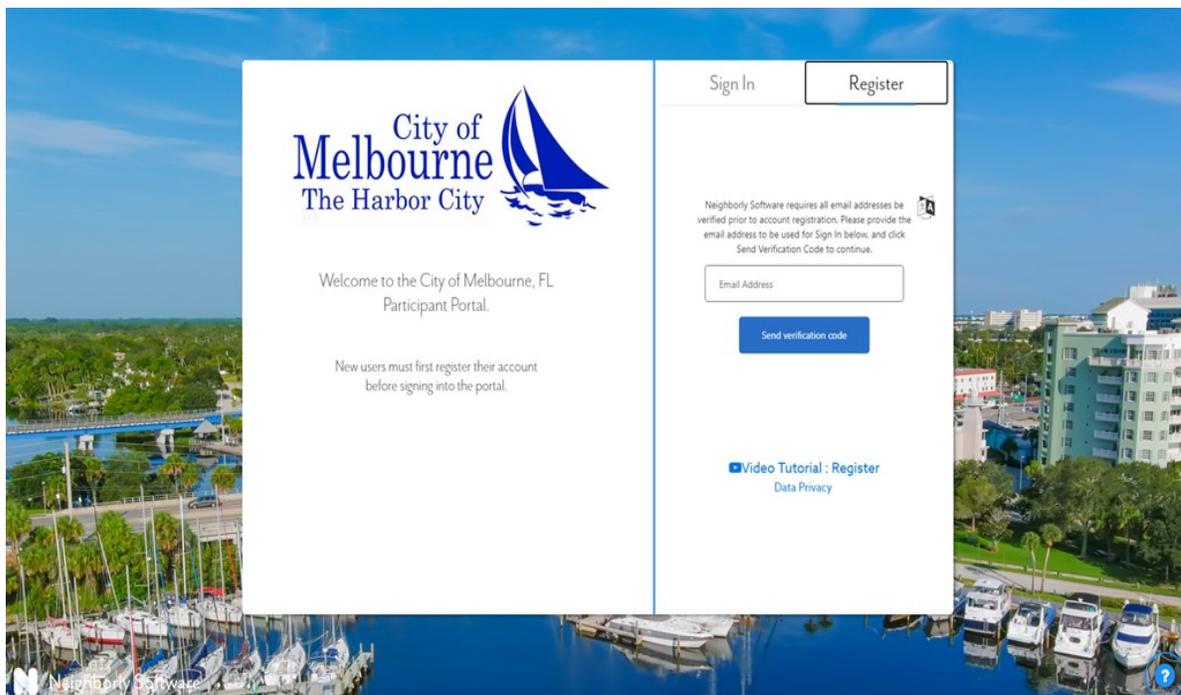
**Housing and Urban Improvement Division  
Homeowner Housing Rehabilitation Program**

***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](mailto: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](mailto: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.

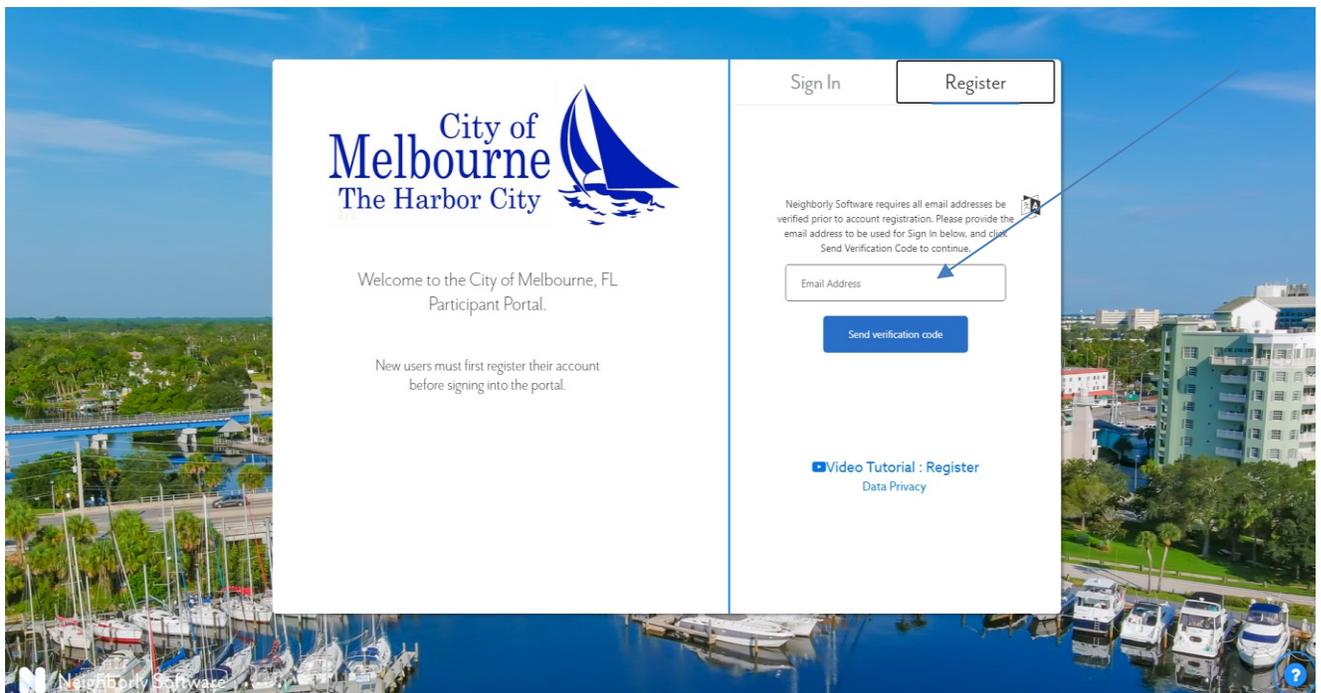
Housing staff will contact you to complete a full application using the City of Melbourne’s Neighborly portal. Applications are processed on a first-ready, first-served basis subject to funding availability.

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 Pre-application.

### Getting Started

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

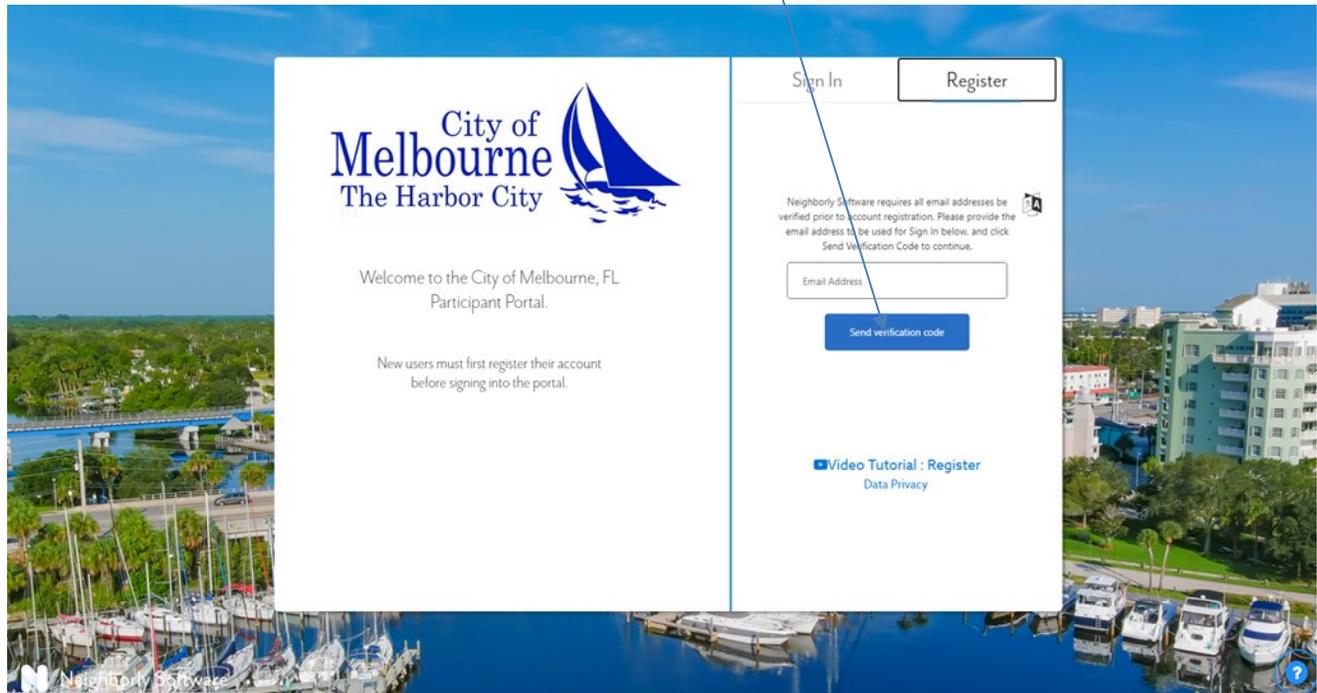


When you click “**Register**”, you will see the screen below.

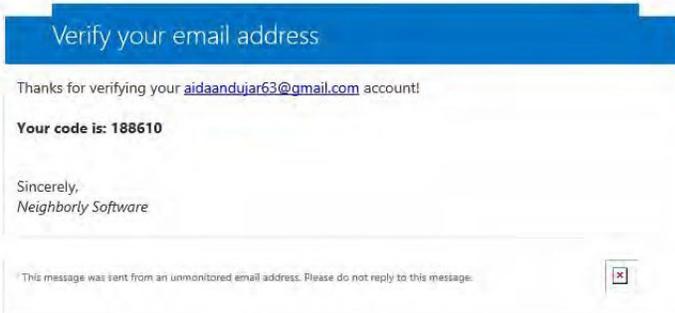
You must have an email account to register in Neighborly. If you do not have an email account, create one before you register.

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

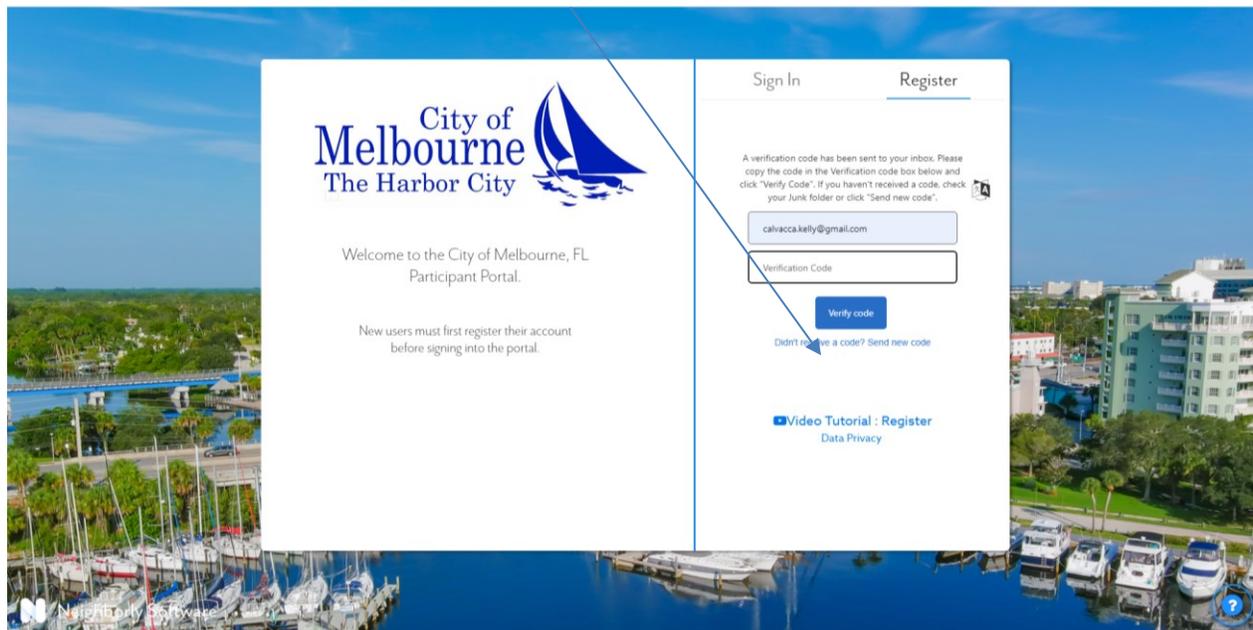
Enter your email address and click “**Send verification code**”.



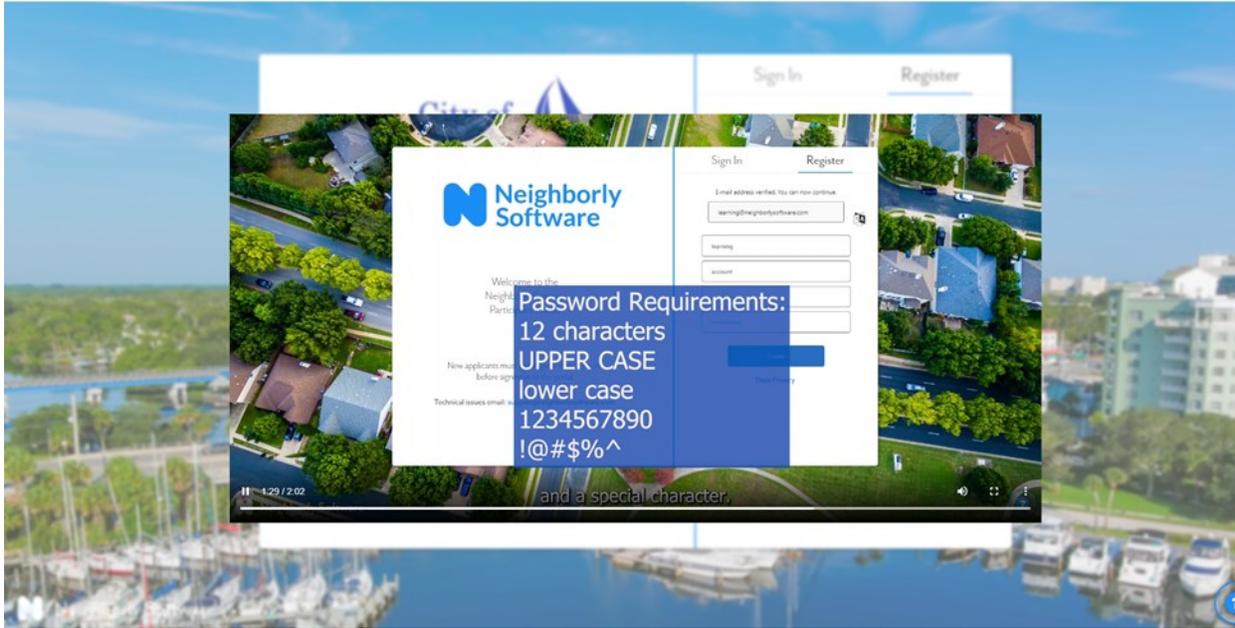
You will receive the email below thanking you for verifying your email address along with a 6-digit code.



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**".



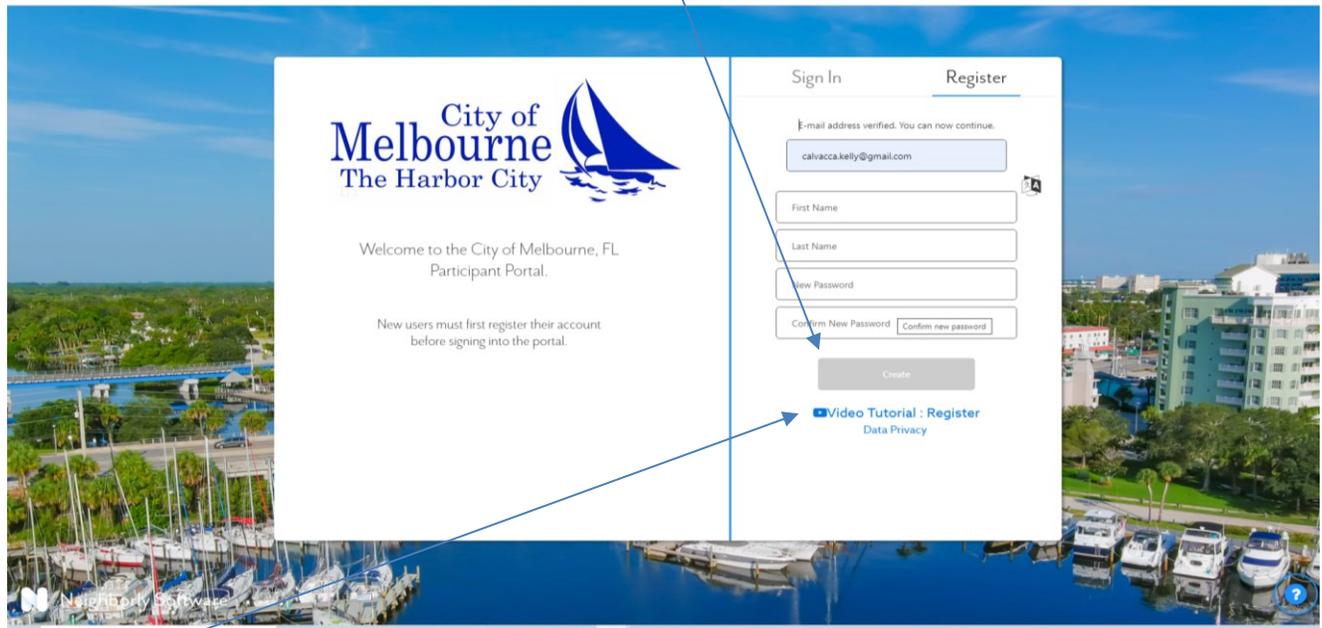
Once you enter the code and your email address is confirmed, you will see the screen below. Type in your first name, and last name, and create a password.



*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.



The screenshot shows the registration page for the City of Melbourne Participant Portal. The page features the city logo and a welcome message. The registration form includes fields for email, first name, last name, and password, along with a 'Create' button. A video tutorial link is also visible.

City of Melbourne  
The Harbor City

Welcome to the City of Melbourne, FL Participant Portal.

New users must first register their account before signing into the portal.

Sign In Register

E-mail address verified. You can now continue.  
calvacca.kelly@gmail.com

First Name

Last Name

New Password

Confirm New Password Confirm new password

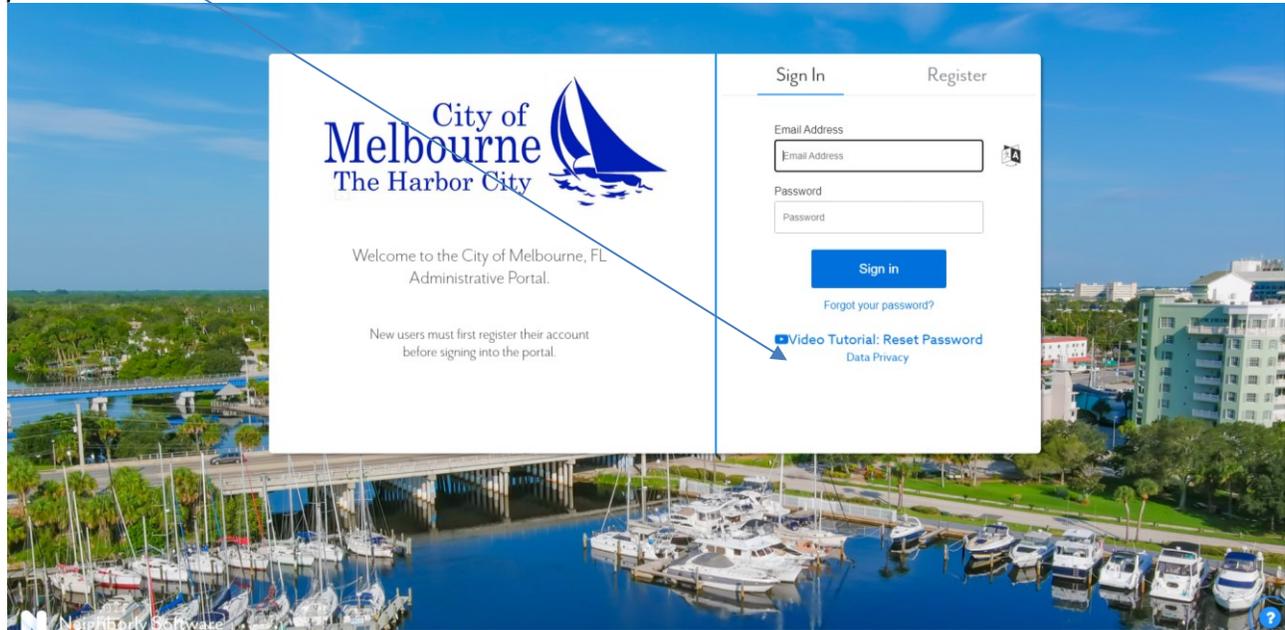
Create

[Video Tutorial : Register](#)  
[Data Privacy](#)

*Tip: There is a short video tutorial that can be accessed that provides detailed steps to register.*

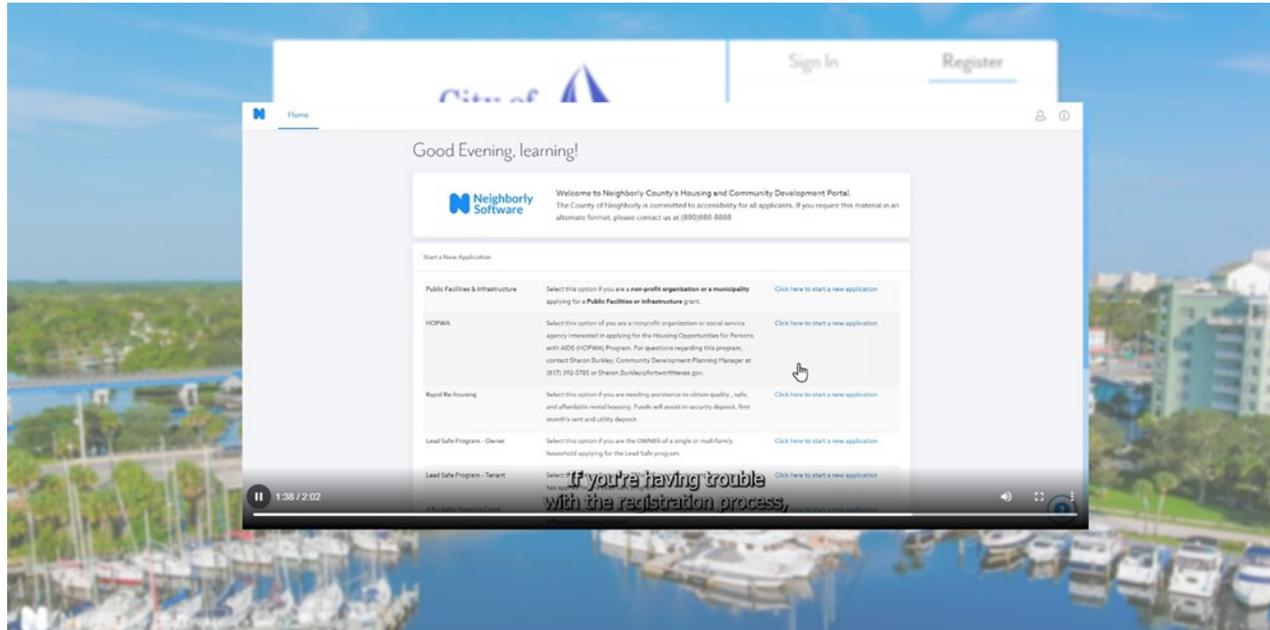
**Once you are registered, you can always log into your account by using your e-mail and password.**

*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.



# Pre-Application Process

Begin the pre-application process.

The screenshot displays a web application interface for a pre-application process. The browser address bar shows the URL: `portal.neighborlysoftware.com/MELBOURNE/Administration#CaseViewer[30014]CaseStatus`. The top navigation bar includes links for Dashboard, Contractors, Funding, Loans, Write Ups, and Reports. The user ID is 30014. The main content area is titled "Homeowner Housing Rehabilitation Program" with ID 30014 and Status "Pre-Application in Progress". The Name is "Test" and the Address is "No Property Address".

The sidebar on the left contains a navigation menu under "APPLICATION (8 OF 11)":

- Program Overview
- A. Applicant Information
- B. Questionnaire for Waitlist Eligibility
- C. Pre-Application Income
- D. Household Occupants
- Pre-Application Submit
- Staff Assessment
- F. Asset Verification
- G. Income Verification
- H. Required Documents
- Submit

The main content area has a "Status" section with the following form fields:

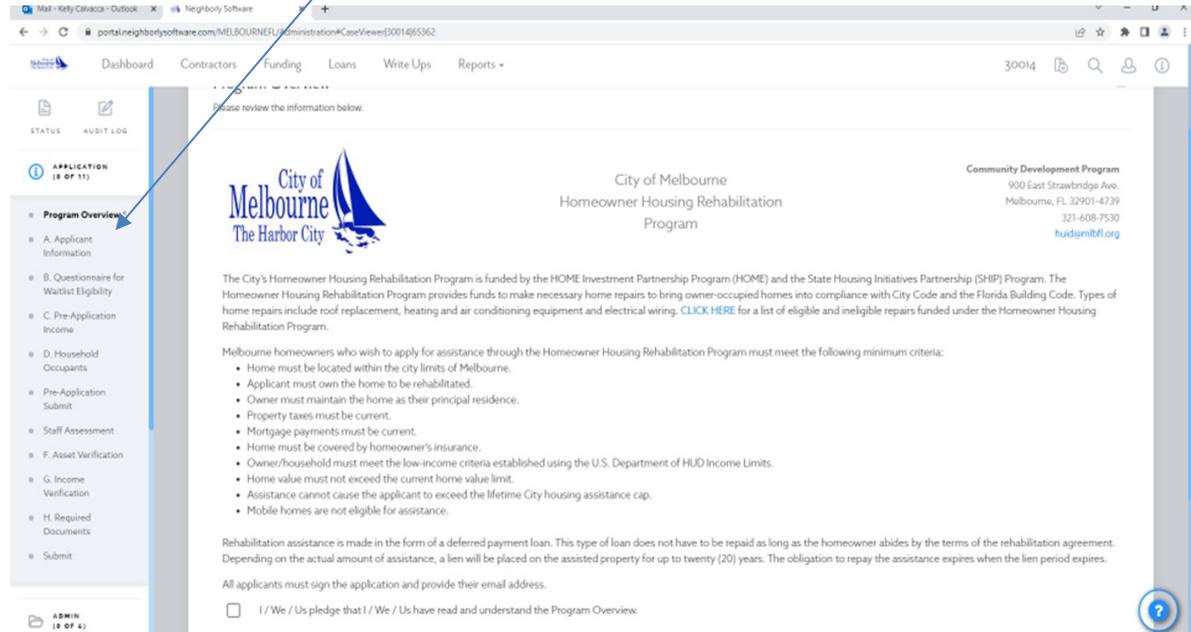
- CASE NAME: Text input field containing "Test".
- PROGRAM YEAR: Dropdown menu showing "2024".
- ACCOMPLISHMENT DATE: Text input field.
- STATUS: Dropdown menu showing "Pre-Application in Progress".
- STATUS DETAILS: Text area for additional information.

Below the form fields, there are two status indicators:

- Pre-Application Submit Completed Date: Not Complete
- Submit Completed Date: Not Complete

At the bottom of the form, there is a timestamp: "Last updated by sandy.macenat@neighborlysoftware.com on 2/7/2024 9:38:51 AM" and an "Update" button.

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 **steps** 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.

Application submitted  
Warning: Documents with potential fraud identified

### A. Applicant Information

Please provide all information requested. Applicant data remains private and is used for program purposes.

APPLICANT INFORMATION	CO-APPLICANT INFORMATION
<b>A.1. First Name:</b> Sandy	<b>A.2. Last Name:</b> Test
<b>A.3. Home Address:</b> 1235 Contractor Lane Address Line 2 Melbourne FL 33311	
<b>A.4. Phone Number:</b> (954) 555-5555	<b>A.5. Email:</b> sandytestapp@gmail.com
<b>A.6. Marital Status:</b> Single	
<b>A.7. Is there a Co-Applicant?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	

ADMIN (8 OF 4)

SHIP Program Ad...pdf

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.

Application submitted  
Warning: Documents with potential fraud identified

### A. Applicant Information

Please provide all information requested. Applicant data remains private and is used for program purposes.

APPLICANT INFORMATION	CO-APPLICANT INFORMATION
<b>A.1. First Name:</b> Sandy	<b>A.2. Last Name:</b> Test
<b>A.3. Home Address:</b> 1235 Contractor Lane Address Line 2 Melbourne FL 33311	
<b>A.4. Phone Number:</b> (954) 555-5555	<b>A.5. Email:</b> sandytestapp@gmail.com
<b>A.6. Marital Status:</b> Single	
<b>A.7. Is there a Co-Applicant?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
This step was last updated by sandy.macenat@neighborlysoftware.com on 2/29/2024 9:43:19 AM.	

ADMIN (8 OF 4)

SHIP Program Ad...pdf

Save Complete & Continue

## 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.

The screenshot displays the Neighborly Software application interface. The browser address bar shows the URL: [portal.neighborlysoftware.com/MELBOURNEFL/Administration/CaseViewer/3001465555](https://portal.neighborlysoftware.com/MELBOURNEFL/Administration/CaseViewer/3001465555). The application is titled "Pre-Application in Progress" and shows a navigation menu on the left with the following items: Program Overview, A. Applicant Information, **B. Questionnaire for Waitlist Eligibility** (highlighted), C. Pre-Application Income, D. Household Occupants, Pre-Application Submit, Staff Assessment, F. Asset Verification, G. Income Verification, H. Required Documents, and Submit. The main content area is titled "B. Questionnaire for Waitlist Eligibility" and contains the following questions:

**HOMEOWNERSHIP**

**B.1.** Do you own the property?  
 Yes  
 No

**B.2.** Do you currently live at the property?  
 Yes  
 No

**B.3.** Is the property your permanent place of residence?  
 Yes  
 No

Are you and/or the co-applicant 62 years of age or older?  
 Yes  
 No

**B.4.** Are the property taxes current?  
 Yes  
 No

**B.5.** Are there mortgages on the property?  
 Yes  
 No

**B.6.** Is the home currently covered by homeowner's insurance?  
 Yes  
 No

**B.18.** Have you ever requested assistance from the city of Melbourne?  
 Yes  
 No

**B.20.** Describe the repairs needed to bring the property into compliance with the Building Code. The Homeowner Housing Rehabilitation Program provides repairs to make the property meet the minimum housing standards. The Homeowner Housing Rehabilitation Program does not provide cosmetic repairs that do not affect the health, safety and welfare of the occupants. [CLICK HERE](#) for a list of eligible and ineligible repairs located under the Homeowner Housing Rehabilitation Program.

**B.21.** Are there any circumstances that you would like us to know regarding your request to participate in the Homeowner Housing Rehabilitation Program?

This page was last updated by sandy.mccarthy@neighborlysoftware.com on 2/28/2024 11:47:42 AM.

At the bottom of the form, there are two buttons: "Save" and "Complete & Continue".

## Pre-Application Income

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

portal.neighborhoodsoftware.com/MELBOURNEFL/Administration/CaseViewed/3001466088

Dashboard Contractors Funding Loans Write Ups Reports - 30014

STATUS AUDIT LOG

APPLICATION (8 OF 11)

- Program Overview
- A. Applicant Information
- B. Questionnaire for Waitlist Eligibility
- C. Pre-Application Income**
- D. Household Occupants
- Pre-Application Submit
- Staff Assessment
- F. Asset Verification
- G. Income Verification
- H. Required Documents
- Submit

ADMIN (8 OF 4)

### C. Pre-Application Income

Please provide the following information.

Please list the gross amount of monthly income from all sources, for all household members 18 and older in the boxes below.

SSI

Social Security Benefits

Retirement Pension

Workers' Comp

Alimony

Child Support

Unemployment Benefits

Please list the value of your household assets for each household member age 18 and older in the boxes below.

Checking Accounts

Savings Accounts

Debit Cards

Certificates of Deposit

Stocks

Bonds

Mutual Funds

## 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.

Program: Homeowner Housing Rehabilitation Program  
Id: 30014  
Status: Application Submitted  
Warning: Documents with potential fraud identified

Name: Sandy Test Home  
Address: 1235 Contractor Lane  
Melbourne, FL 33311

### D. Household Occupants

List all persons currently residing at this address including yourself.

**Affidavit of Disability** - If you selected, 'Yes' for Disabled for any household member on Step D. Household Occupants you may be required to complete this form. [CLICK HERE](#)  
**Request for Special Needs Priority** - If you selected, 'Yes' for Special Needs for any household member on Step D. Household Occupants you may be required to complete this form. [CLICK HERE](#)

1	PRIMARY HOUSEHOLD MEMBER		
	Sandy	Home	Test
	Birthdate: 01/01/1987	SSN: [REDACTED]	Show

[Click here to add a new household member](#)

This step was last updated by sandy.macenat@neighborlysoftware.com on 2/29/2024 9:56:04 AM.

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**”.

Mail - Kelly Calavaca - Outlook x Neighborly Software x  
portal.neighborlysoftware.com/MELBOURNEFL/Administration#CaseViewer{30014666089

Dashboard Contractors Funding Loans Write Ups Reports - 30014

STATUS AUDIT LOG

APPLICATION (10 OF 11)

- Program Overview
- A. Applicant Information
- B. Questionnaire for Waitlist Eligibility
- C. Pre-Application Income
- D. Household Occupants
- Pre-Application Submit\***
- Staff Assessment
- F. Asset Verification
- G. Income Verification
- H. Required Documents
- Submit

ADMIN (8 OF 4)

Program Homeowner Housing Rehabilitation Program  
id 30014  
Status Pre-Application in Progress

Name Test  
Address No Property Address

### Pre-Application Submit

Please provide the following information.

- By submitting this pre-application you understand Florida Statute 817 provides that willful false statements or misrepresentation concerning income, asset or liability information relating to financial condition is a misdemeanor of the first degree, punishable by fines and imprisonment provided under Statutes 775.082 or 775.83.
- I further understand that any willful misstatement of information will be grounds for disqualification.
- I certify that the application information provided is true and complete to the best of my knowledge.
- 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 record.

Pre-Application Signature:  
[Click here to electronically sign](#)

No save history

Save Complete & Submit

portal.neighborlysoftware.com/melbournefl/administration#caseviewer{30014666089}

Dashboard Contractors Funding Loans Write Ups Reports - 30014

APPLICATION (10 OF 11)

- Program Overview
- A. Applicant Information
- B. Questionnaire for Waitlist Eligibility
- C. Pre-Application Income
- D. Household Occupants
- Pre-Application Submit\***
- Staff Assessment
- F. Asset Verification
- G. Income Verification
- H. Required Documents
- Submit

ADMIN (8 OF 4)

### Pre-Application Submit

Please provide the following information.

- By submitting this pre-application you understand Florida Statute 817 provides that willful false statements or misrepresentation concerning income, asset or liability information relating to financial condition is a misdemeanor of the first degree, punishable by fines and imprisonment provided under Statutes 775.082 or 775.83.
- I further understand that any willful misstatement of information will be grounds for disqualification.
- I certify that the application information provided is true and complete to the best of my knowledge.
- 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 record.

Pre-Application Signature:  
Kelly Calavaca

Electronically signed by sandy.moran@neighborlysoftware.com on 11/20/2024 1:05:00PM (24:10:47:21)

This page was last updated by sandy.moran@neighborlysoftware.com on 11/20/2024 1:05:27 AM

Save Complete & Submit

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](mailto:huid@mlbfl.org).

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

The screenshot shows a web browser window with the URL `portal.neighborlysoftware.com/MELBOURNEFL/Administration/CaseViewer/30014/66090`. The application interface includes a top navigation bar with 'Dashboard', 'Contractors', 'Funding', 'Loans', 'Write Ups', and 'Reports'. A sidebar on the left contains a navigation menu with sections for 'APPLICATION (18 OF 11)' and 'ADMIN (18 OF 4)'. The main content area is titled 'Staff Assessment' and displays the following information:

- Program: Homeowner Housing Rehabilitation Program
- Id: 30014
- Status: Pre-Application in Progress
- Name: Test
- Address: No Property Address

The 'Staff Assessment' section contains the following text and elements:

- Text: "Please provide the following information."
- Text: "Housing and Urban Improvement staff approves applicant to complete the full of the application including uploaded documents."
- Note: "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."
- Text: "Staff Assessment Signature:"
- Text: "Click here to electronically sign" (with a blue border around the text)
- Text: "No save history" (in a light grey box)
- Buttons: "Save" and "Complete & Continue" (in a blue box)

The application footer features a blue 'N' logo and a help icon (a blue circle with a white question mark).

## 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.

**F. Asset Verification**

Enter asset information for every household member for each applicable type of income following the instructions below. 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.  
 Note: Social Security Direct Express, Child Support card, Venmo, PayPal, Zelle, CashApp are additional forms of accounts. Please upload supporting documents for all applicable accounts.

To add an asset:

1. Click the button to add a new asset.
2. Select the appropriate asset type using the drop-down box for each household asset.
3. Enter the name of the household member that owns the asset.
4. Enter the current market value of the asset; interest rate if applicable.
5. Enter the account number for the asset.
6. Upload the appropriate documentation as prompted.
7. Repeat for each asset for each household member until ALL household income is entered.

Failure to include ALL asset information for every household member may prevent assistance from being provided OR you may be required to **REPAY** assistance if you are found to be ineligible after assistance is granted.

ASSET TYPE	NAME OF BANK OR FINANCIAL INSTITUTION	CURRENT MARKET VALUE	INTEREST RATE	INTEREST INCOME
1. Checking Account	Chase	\$ 30,000.00	0 %	\$ 0.00
Asset Owner or Additional Details	12352645			

Documentation  
 Statements for the recent six (6) months \*Required

[\[U\]UPLOAD TEST.pdf \(34k\)](#)

[Add Another File](#)

[Click here to add a new asset](#)

Statements for the recent six (6) months \*Required

[Add Another File](#)

[Click here to add a new asset](#)

**Total Asset Market Value is over \$5000.00 - Passbook Rate will apply per HUD guidelines.**

Passbook Rate	0.4 %	TOTAL ASSETS MARKET VALUE: \$30,000.00
x Total Asset Market Value	\$30,000.00	TOTAL INTEREST INCOME: \$0.00
= Passbook Rate Calculation of Interest Income	\$120.00	PASSBOOK INTEREST INCOME: \$120.00
		AMOUNT APPLIED TO INCOME: \$120.00

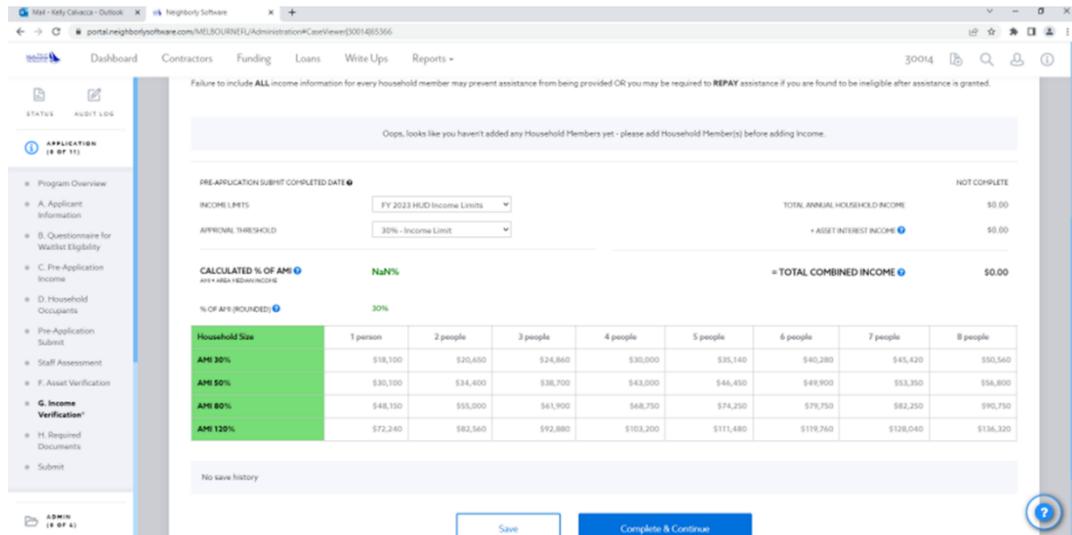
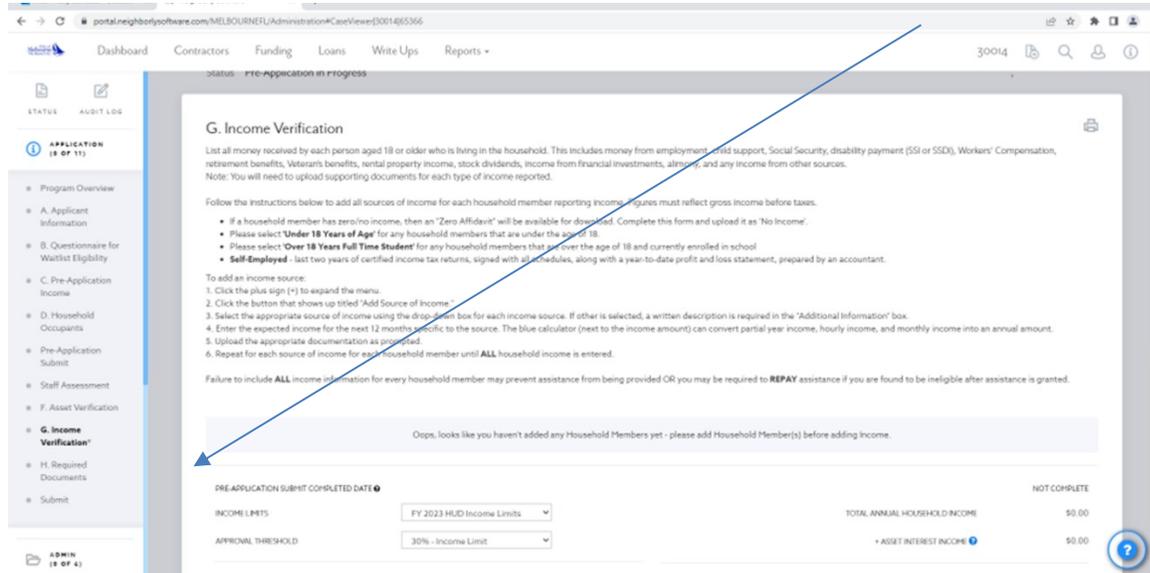
This step was last updated by sandy.mccarthy@neighborlysoftware.com on 2/29/2024 10:05:43 AM.

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

# 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.



## Required Documents

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

The screenshot shows the 'H. Required Documents' section of the application portal. The left sidebar lists various application steps, with 'H. Required Documents' highlighted. The main content area contains instructions and a list of documents to be uploaded. The documents listed are:

- Proof of School Enrollment** - transcripts, letter from institution, report card, current school ID
- Birth Certificate** - Birth certificate for each minor child
- Federal tax return** - most recent (include all attachments and schedules) for each adult member of the household
- Social Security Card(s)** - for each member of the household **\*Required**

Each document entry has an 'Upload File' button with a plus icon on the right. A blue arrow points from the text above to the 'Upload File' button for the 'Social Security Card(s)' document.

The screenshot shows a list of documents to be uploaded. The documents listed are:

- Affidavit of Disability**
- Request for Special Needs Priority**
- Homeowner Application Affidavit** **\*Required**
- Authorization for the Release of Information** **\*Required**
- Marital Status Self-Affidavit**
- Homeowner's Insurance** - Current homeowners' insurance policy (declaration page)
- Mortgage Statement** - Most recent statement from mortgage lender(s)
- Utility Bill(s)** - Most recent utility bills (water, electric, gas/oil, telephone)
- Non Resident Owner Affidavit**

At the bottom of the list, there is a 'No save history' message. Below the list are two buttons: 'Save' and 'Complete & Continue'. A blue arrow points from the text below to the 'Complete & Continue' button.

Click **"Complete and Continue"**.

## 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.

By submitting this pre-application, I understand Florida Statute 817 provides that willful false statements or misrepresentation concerning income, asset or liability information relating to financial condition is a misdemeanor of the first degree, punishable by fines and imprisonment provided under Statutes 775.082 or 775.083.

I further understand that any willful misstatement of information will be grounds for disqualification.

I certify that the application information provided is true and complete to the best of my knowledge.

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 record.

Is there a Co-Applicant?

Yes

No

Applicant Signature:

[Click here to electronically sign](#)

No save history

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 ([hudi@mlbfl.org](mailto:hudi@mlbfl.org)) 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 pre-application, 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.**