

FAQ

1. How long is the application process?

- *Time frames are dictated by volume. Applications are processed in order received*
- *Additional time may be required for applications that are submitted without Adequate supporting documentation*
- *Status may be checked through Neighborly website account*

2. Is there in person application assistance provided?

- *Yes. An appointment is required, call 850-858-0335, Monday-Thursday 7am-6pm*

3. How will I know if my application has been received?

- *A confirmation e-mail will be sent associated with your account within 3 hours*
- *No email received? Please call 850-858-0335*

4. How can I find my application status in the process?

- *Reference your Neighborly account to check for updates*

5. Will I be notified if I do not qualify?

- *Yes. Via e-mail*

6. Will I be able to save & come back to my application?

- *Yes. Once you start your application, you can save your progress and log in later to continue or complete your application. We recommend waiting to Submit your application until ALL required documentation is complete & uploaded. Incomplete application will experience delays in review & processing. DO NOT SUBMIT multiple applications - this will delay processing*

7. Do I have to repay this assistance?

- *Assistance is in the form of a grant. However, if you falsified documentation required by the program or received duplicate benefits you will have to repay the assistance*

8. Can I get an application in another language?

- *Yes. The neighborly application website provides options for language selection. If you require further assistance, please call 850-858-0335.*

9. How do I request a reasonable accommodate due to disability?

- *If you are disabled and need help with the application please call 850-858-0335 to make the request*

10. Can I apply by mobile device?

- *Yes. Neighborly is compatible with cell phones (Google Chrome is recommended) Pictures and documents may be uploaded*