

A photograph of a city skyline at dusk, with various skyscrapers and buildings illuminated against a dark, cloudy sky. The image is used as a background for the top half of the document.

## **USER MANUAL**

**COMMUNITY DEVELOPMENT BLOCK  
GRANT – DISASTER RECOVERY (CDBG-DR)**

# **NEIGHBORLY INSTRUCTIONAL PARTICIPANT MANUAL**

Version 1 | April 7, 2026



# GETTING STARTED

You have reached the Neighborly Portal, where applicants can apply for housing rehabilitation and reconstruction assistance. The Participant Portal allows you to submit your application, upload documents, track your application status, and receive important updates about your case.

## IMPORTANT INFORMATION BEFORE GETTING STARTED:

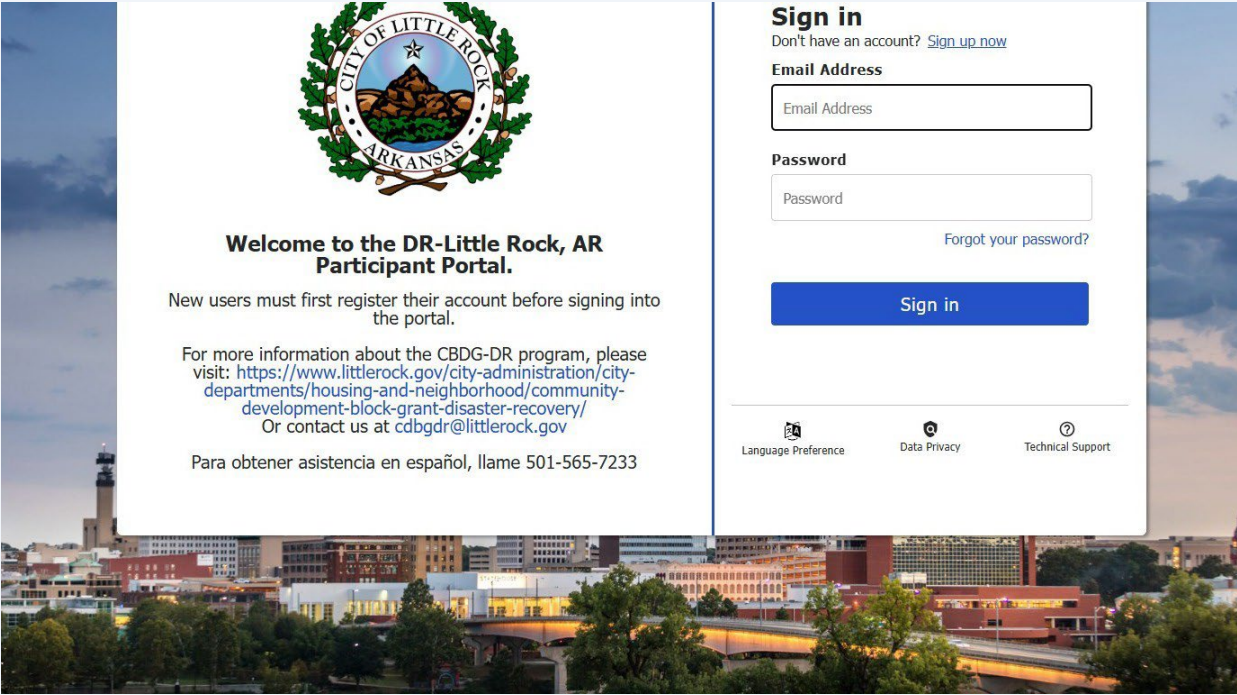
- Submitting an application does **not guarantee assistance**.
- **Application Process:** First, apply for pre-approval (only government ID is needed). If you are pre-approved, you will complete a full application and submit documents. The City will review everything and notify you if you are approved or denied. If approved, you will be contacted with next steps.
- All information provided will be **verified**.
- Providing false information may result in **denial of assistance**.
- All questions must be answered before moving to the next screen.
- **Save your work frequently.** The system will log out after 55 minutes of inactivity, and any unsaved information will be lost.
- **Do not use the back button.** The application does not automatically save, and using the back button may delete your progress.
- Review your answers carefully before submitting. Once submitted, you will **not be able to make changes**.
- As you complete each step, a **blue check mark** will appear to show your progress.
- You will receive an email confirming your application has been submitted for **eligibility review**. You may also log into Neighborly at any time to check your application status.
- After the initial review, you will receive an email notifying you if your application is **pre-approved or denied**.
- If pre-approved, you will be required to complete the remaining steps and submit your full application for **final review**.
- Have your documents ready before you begin the full application. This may include a government-issued ID, proof of ownership, income documentation, and Power of Attorney (if applicable).
- After final submission, you will receive confirmation that your application was received. A follow-up email will notify you of the **final decision (approved or denied)**.

## Table of Contents

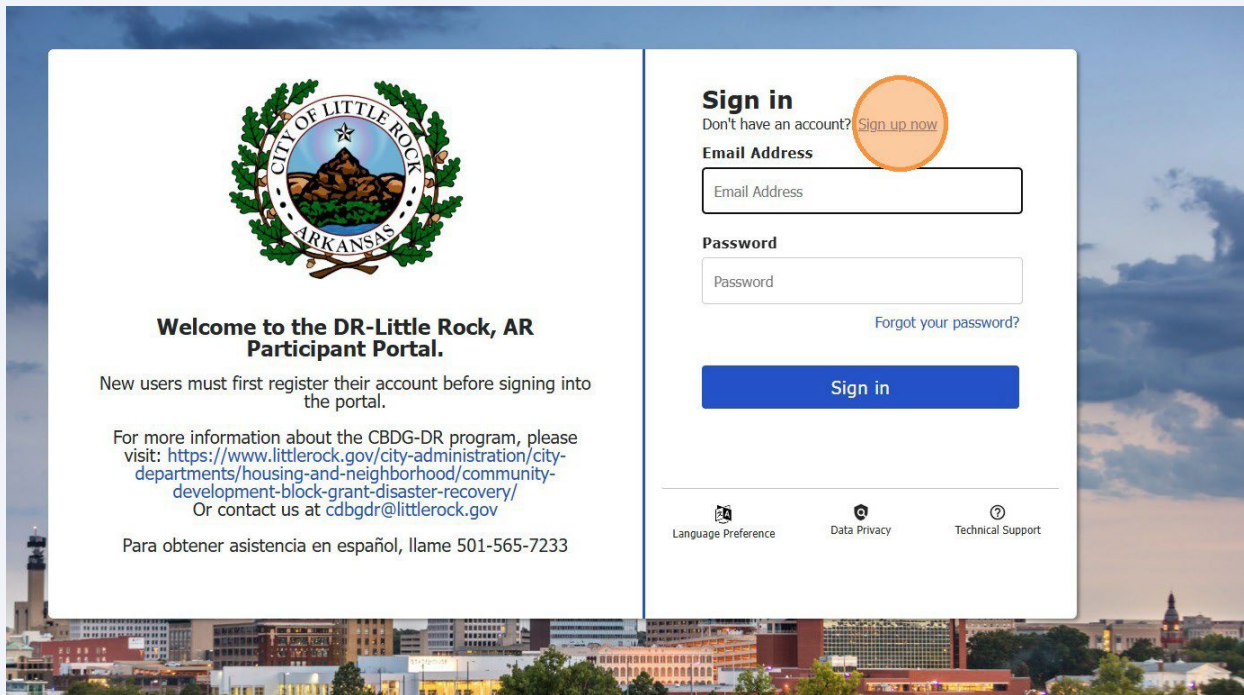
Registration and Signing In.....	3
Completing an Application .....	12
Q AND A.....	25


# Registration and Signing In

- 1 Navigate to [Neighborly](#) platform



## 2 Click "Sign up now"





**Welcome to the DR-Little Rock, AR Participant Portal.**

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

For more information about the CBDG-DR program, please visit: <https://www.littlerock.gov/city-administration/city-departments/housing-and-neighborhood/community-development-block-grant-disaster-recovery/>  
Or contact us at [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)

Para obtener asistencia en español, llame 501-565-7233

**Sign in**  
Don't have an account? [Sign up now](#)

**Email Address**

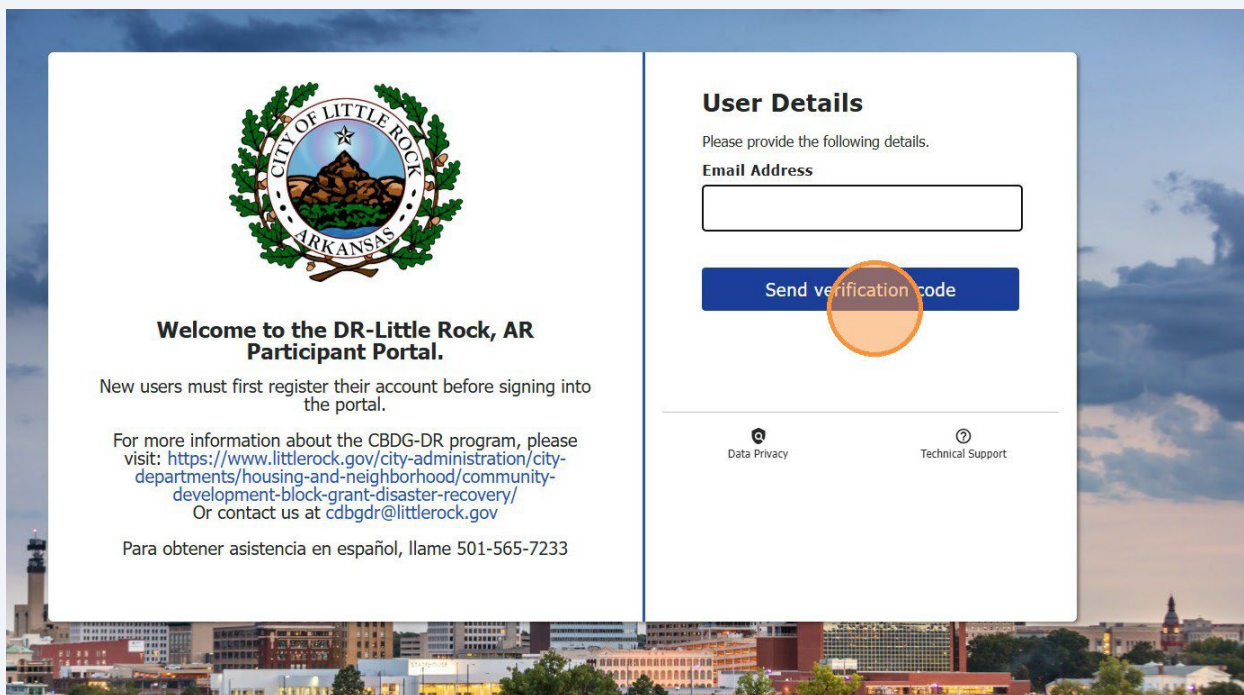
**Password**


[Forgot your password?](#)

**Sign in**

[Language Preference](#) [Data Privacy](#) [Technical Support](#)

## 3 Enter Email Address and Click "Send verification code"





**Welcome to the DR-Little Rock, AR Participant Portal.**

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Or contact us at [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)

Para obtener asistencia en español, llame 501-565-7233

**User Details**  
Please provide the following details.

**Email Address**

**Send verification code**

[Data Privacy](#) [Technical Support](#)

**4** Once received, enter Email Address and Code, then Click the "Verification Code" field.

**Welcome to the DR-Little Rock, AR Participant Portal.**

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

For more information about the CBDG-DR program, please visit: <https://www.littlerock.gov/city-administration/city-departments/housing-and-neighborhood/community-development-block-grant-disaster-recovery/>  
Or contact us at [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)

Para obtener asistencia en español, llame 501-565-7233

**User Details**

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification Code

Verify code

Send new code

Data Privacy Technical Support

**5** Click "Verify code"

**Welcome to the DR-Little Rock, AR Participant Portal.**

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

For more information about the CBDG-DR program, please visit: <https://www.littlerock.gov/city-administration/city-departments/housing-and-neighborhood/community-development-block-grant-disaster-recovery/>  
Or contact us at [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)

Para obtener asistencia en español, llame 501-565-7233

**User Details**

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification Code

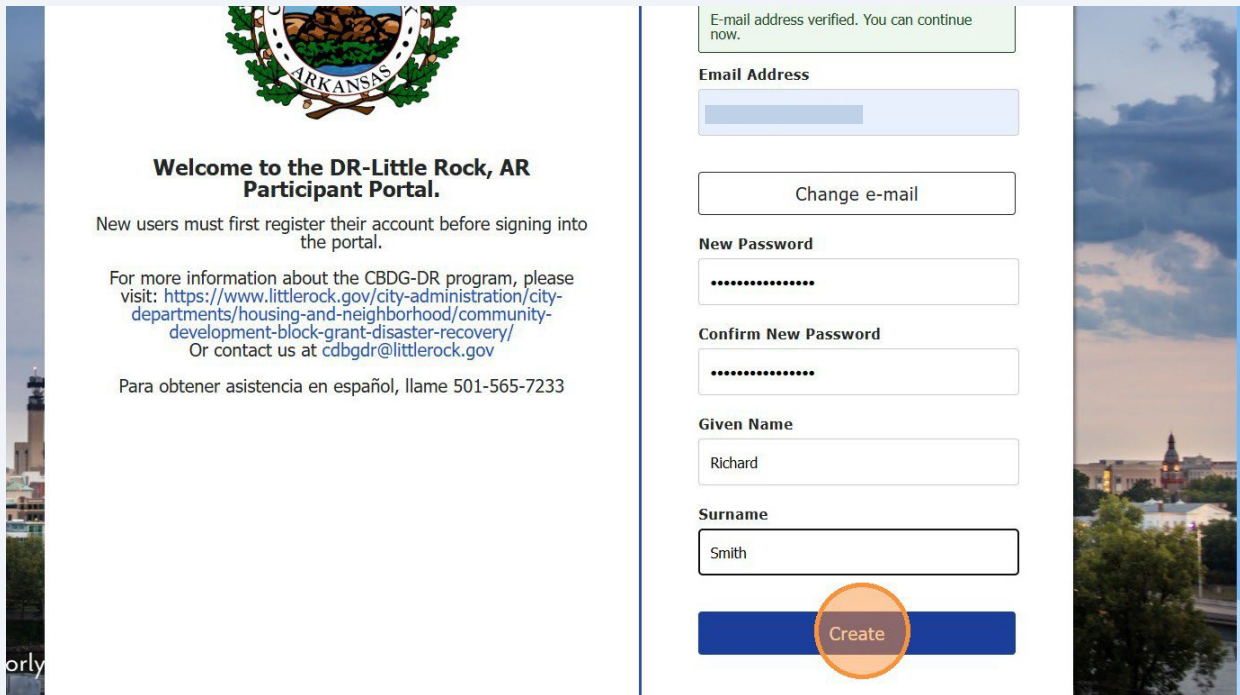
Verify code


Send new code

Data Privacy Technical Support

6

## Enter required information and Click "Create"





**Welcome to the DR-Little Rock, AR Participant Portal.**

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

For more information about the CBDG-DR program, please visit: <https://www.littlerock.gov/city-administration/city-departments/housing-and-neighborhood/community-development-block-grant-disaster-recovery/>  
Or contact us at [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)

Para obtener asistencia en español, llame 501-565-7233

E-mail address verified. You can continue now.

Email Address

Change e-mail

New Password

Confirm New Password

Given Name

Richard

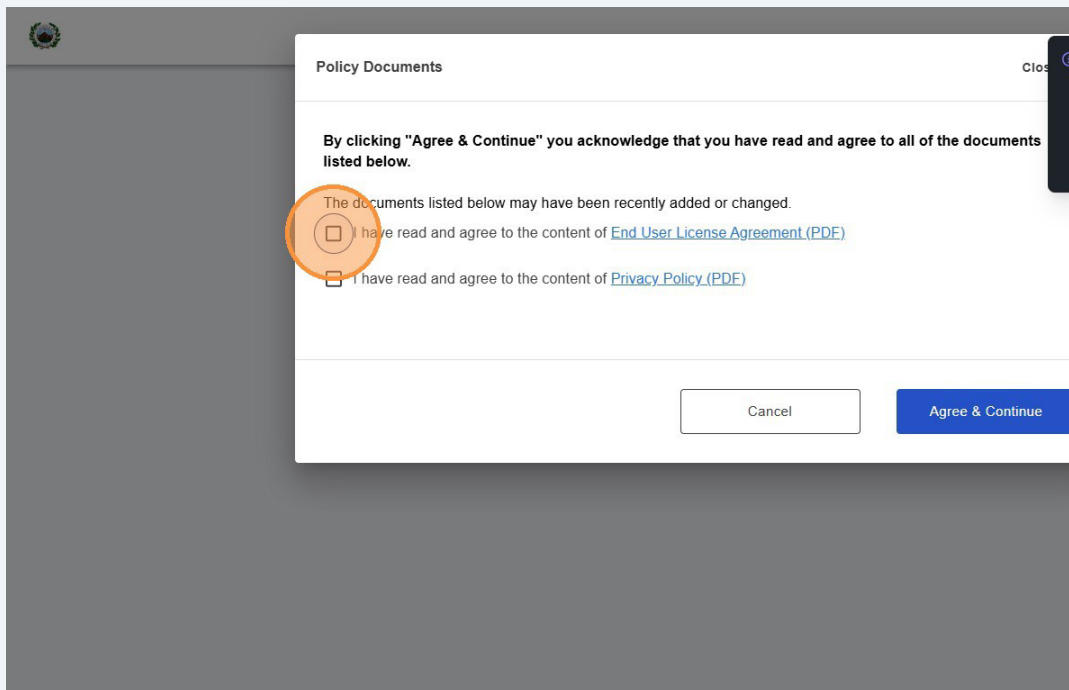
Surname

Smith

Create

7

Click the "By clicking "Agree & Continue" you acknowledge that you have read and agree to all of the documents: End User License Agreement (PDF) and Privacy Policy (PDF) and Click Agree and Continue.



Policy Documents

By clicking "Agree & Continue" you acknowledge that you have read and agree to all of the documents listed below.

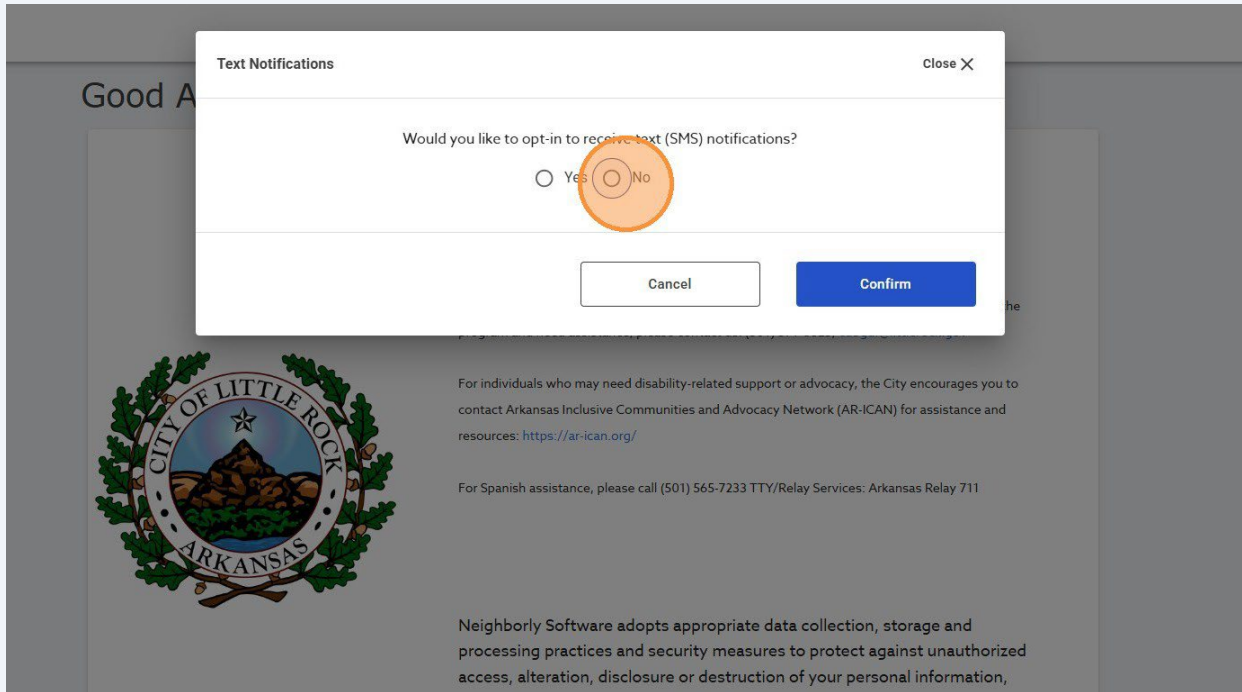
The documents listed below may have been recently added or changed.

I have read and agree to the content of [End User License Agreement \(PDF\)](#)

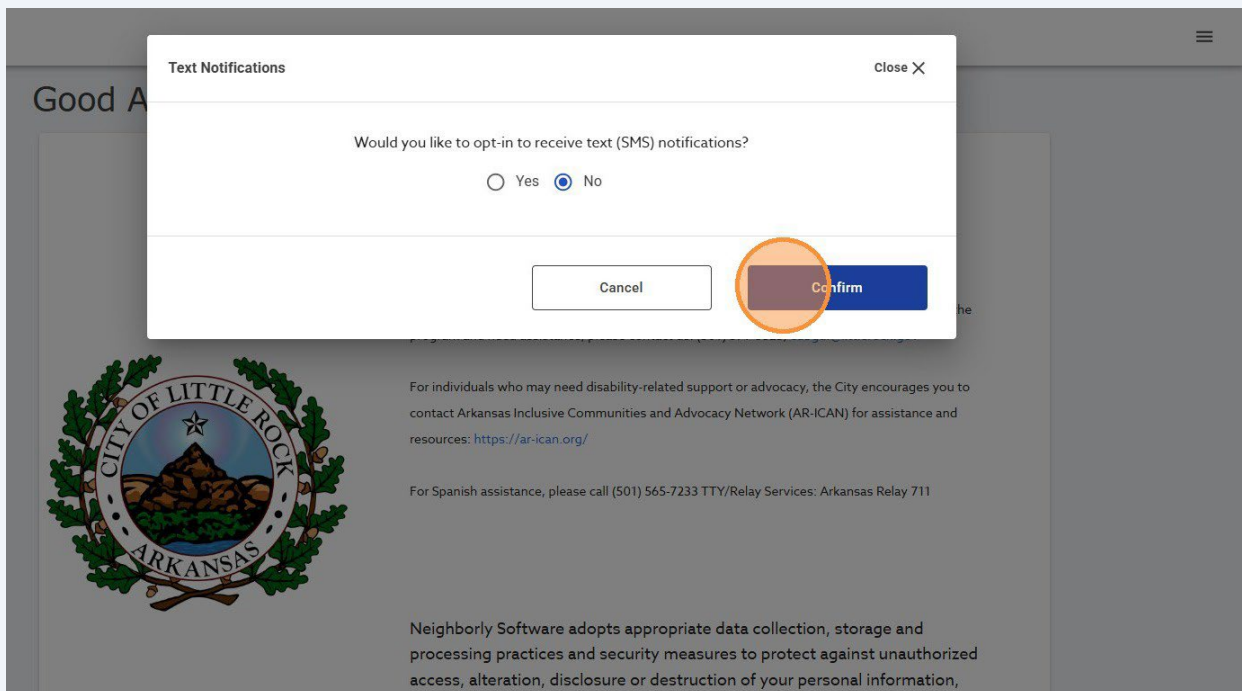
I have read and agree to the content of [Privacy Policy \(PDF\)](#)

Cancel Agree & Continue

**8** Click the "Yes" or "No" field.



**9** Click "Confirm"



**10 Click this icon to go to settings including changing password**

Good Afternoon, Richard



### Welcome to the City of Little Rock Disaster Recovery Housing Program Participant Portal

City of Little Rock is committed to accessibility for all applicants. If you have questions about the program and need assistance, please contact us: (501) 371-6825; [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)



For individuals who may need disability-related support or advocacy, the City encourages you to contact Arkansas Inclusive Communities and Advocacy Network (AR-ICAN) for assistance and resources: <https://ar-ican.org/>

For Spanish assistance, please call (501) 565-7233 TTY/Relay Services: Arkansas Relay 711

Neighborly Software adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information,

**11 Click "My Profile"**

Good Afternoon, Richard



- Richard Smith
- Participant Portal
- My Profile**
- Support
- Sign Out

### Welcome to the City of Little Rock Disaster Recovery Housing Program Participant Portal

City of Little Rock is committed to accessibility for all applicants. If you have questions about the program and need assistance, please contact us: (501) 371-6825; [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)



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Neighborly Software adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information,

## 12 Click here

- GENERAL
- PASSWORD

### My Profile

#### General Settings

Opt In For SMS Notification Messages

Time Zone (UTC-06:00) Central Time (US & Canada)

Preferred Language English

Background Contrast

Last updated by snj01002@yahoo.com on 4/3/2026 12:04:12 PM

Update

- Richa
- Partic
- ?
- ?
- ?



## 13 Click "Update"

- GENERAL
- PASSWORD

#### General Settings

Opt In For SMS Notification Messages

Time Zone (UTC-06:00) Central Time (US & Canada)

Preferred Language English

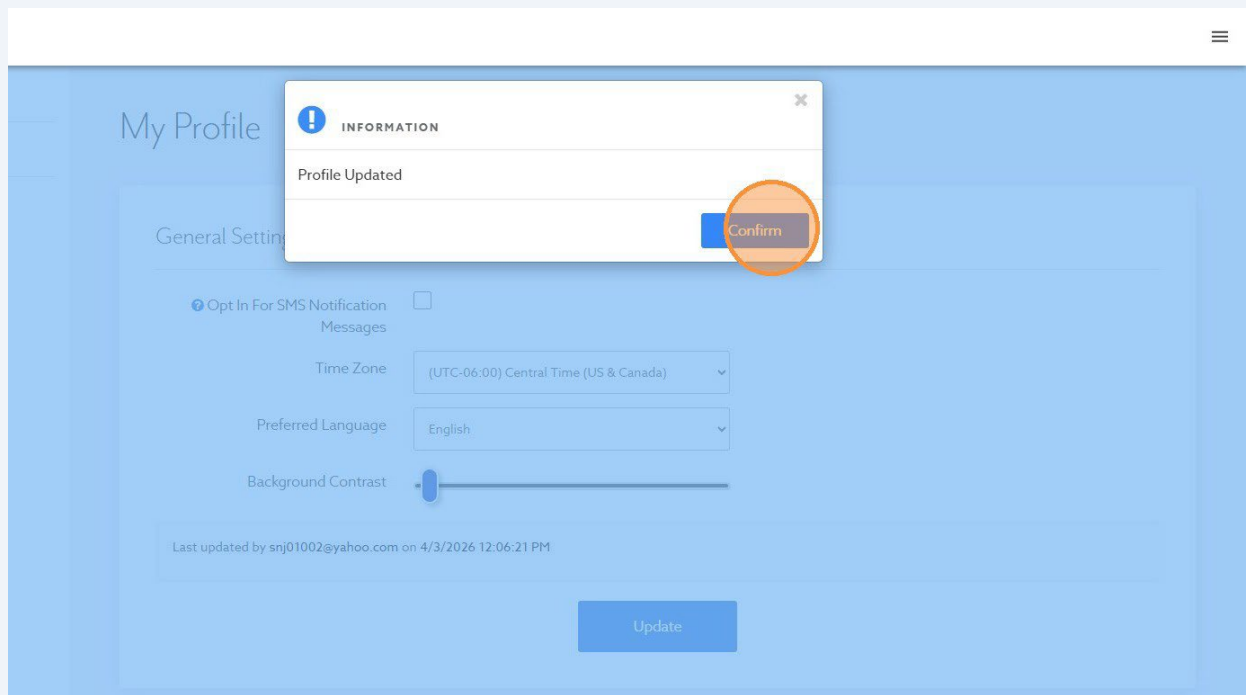
Background Contrast

Last updated by snj01002@yahoo.com on 4/3/2026 12:04:12 PM

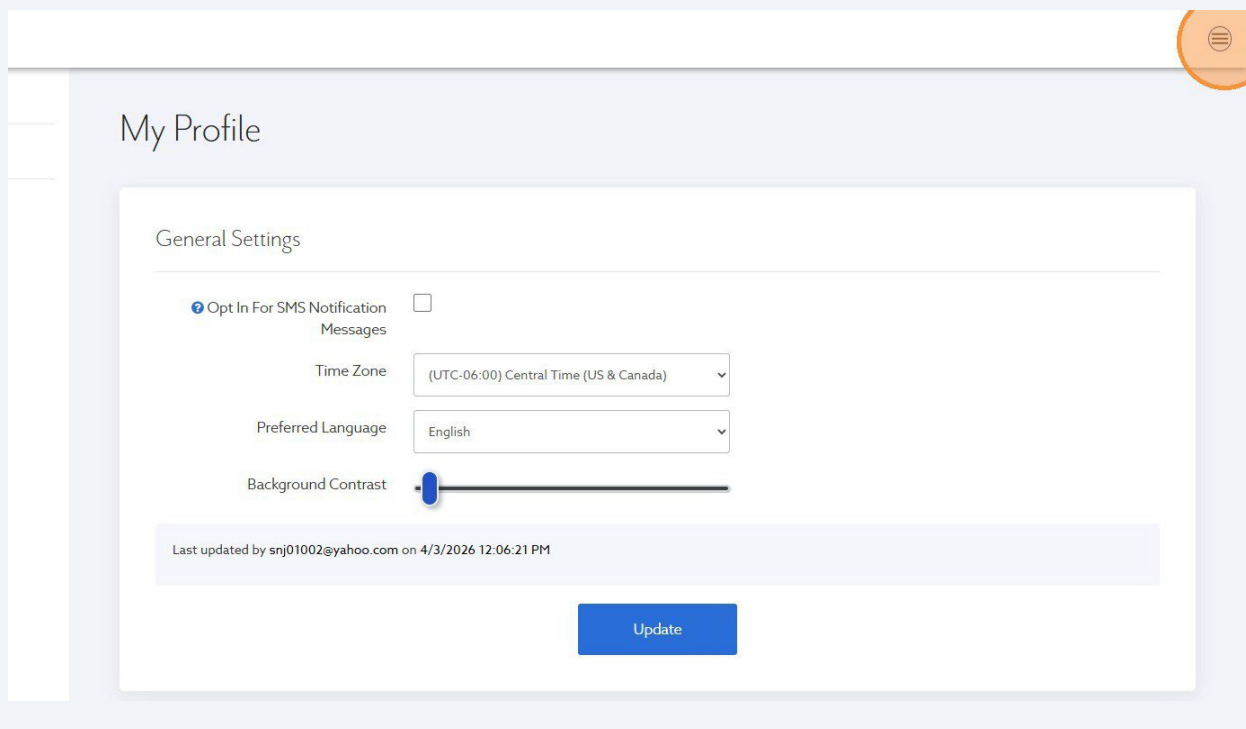
Update



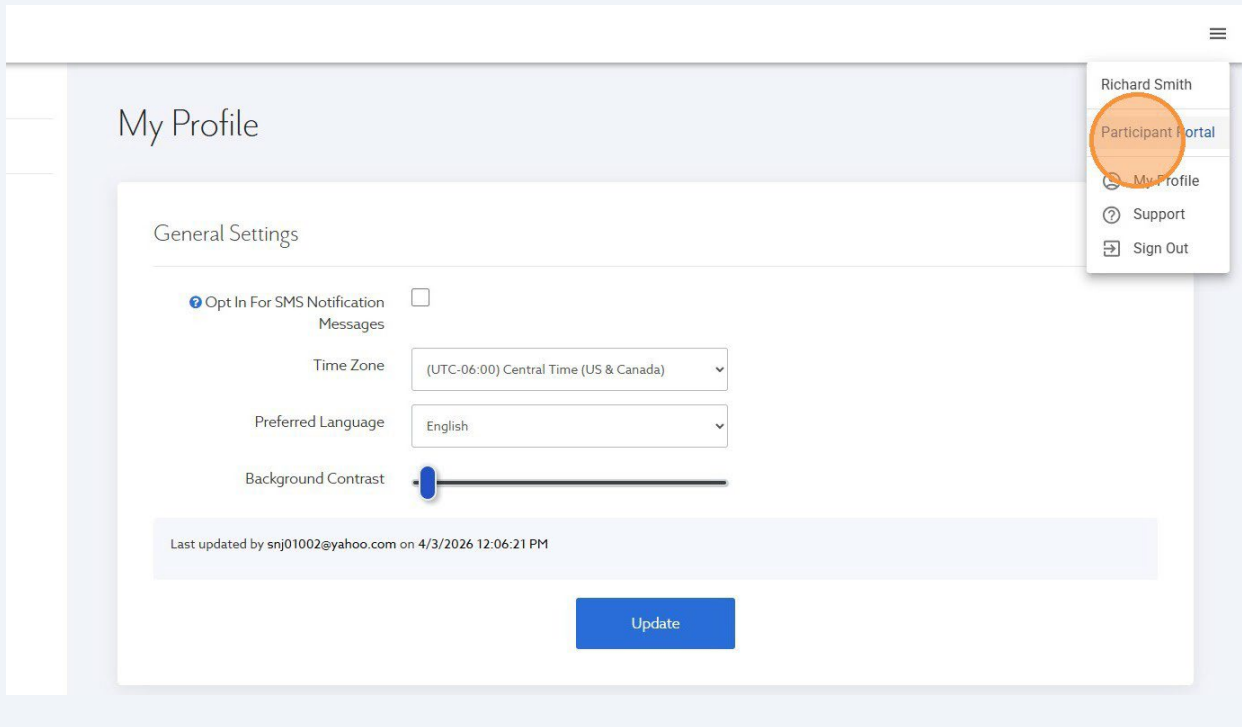
## 14 Click "Confirm"



## 15 Click this icon.



## 16 Click "Participant Portal"



The screenshot shows a web interface for a 'My Profile' page. The page title is 'My Profile'. Under the heading 'General Settings', there are several options: 'Opt In For SMS Notification Messages' with an unchecked checkbox, 'Time Zone' set to '(UTC-06:00) Central Time (US & Canada)', 'Preferred Language' set to 'English', and a 'Background Contrast' slider. At the bottom, there is a timestamp 'Last updated by snj01002@yahoo.com on 4/3/2026 12:06:21 PM' and a blue 'Update' button. A dropdown menu is open in the top right corner, showing the user's name 'Richard Smith' and four options: 'Participant Portal' (highlighted with an orange circle), 'My Profile', 'Support', and 'Sign Out'.

Richard Smith

Participant Portal

My Profile

Support

Sign Out

### My Profile

#### General Settings

Opt In For SMS Notification Messages

Time Zone: (UTC-06:00) Central Time (US & Canada)

Preferred Language: English

Background Contrast: [Slider]

Last updated by snj01002@yahoo.com on 4/3/2026 12:06:21 PM

Update

# Completing an Application

## 17 Click "Start Application"



City of Little Rock is committed to accessibility for all applicants. If you have questions about the program and need assistance, please contact us: (501) 371-6825; [cdbgdr@littlerock.gov](mailto:cdbgdr@littlerock.gov)

For individuals who may need disability-related support or advocacy, the City encourages you to contact Arkansas Inclusive Communities and Advocacy Network (AR-ICAN) for assistance and resources: <https://ar-ican.org/>

For Spanish assistance, please call (501) 565-7233 TTY/Relay Services: Arkansas Relay 711

Neighborly Software adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Services. Access to your data on our Services is password-protected, and data is protected by SSL encryption when it is exchanged between your web browser and our Services.



Start a New Application

Search Applications



Application Name	Description	Action
Rehab/Reconstruction Program	Select this option if you are a moderate- to low-income homeowner with disaster-related unmet housing needs seeking assistance for repairs, reconstruction, replacement, or reimbursement of eligible housing costs. The Single-Family Homeowner Rehabilitation/Reconstruction Program (HRP) also requires that all assisted homes incorporate mitigation measures to strengthen resilience against future disasters.	<a href="#">Start Application</a>

## 18 Click "Continue"



Application

Documents

Users

Print

Rehab/Reconstruction Program

Status: Pre-Eligibility In Progress

Name: Test\_Richard Smith

Case ID: 31054

- Program Overview
- A. Eligibility
- B. Alternate Contacts
- Pre-Eligibility Submit

### Application

Please select Continue below to continue the application process.

For assistance please call Little Rock staff at 501-371-6825 or [send an email](#).

Continue

## 19 Click "Continue"

### Program Overview

A. Eligibility

B. Alternate Contacts

Pre-Eligibility Submit

[Back to Dashboard](#)

#### After you submit your application:

- Applications are reviewed based on **program priorities** outlined in the [City's HUD-approved Action Plan](#)
- Priority is given according to factors such as **verified disaster damage and demonstrated need**
- If more information is needed, a **case manager will contact you**
- Submitting an application does not guarantee assistance
- You do not need to have all documents today to apply. City staff can help guide you in what is needed.

You may check the status of your application at any time through the application system.

#### Need Help or More Information?

If you need help understanding this letter or have questions about your assistance, please contact us: (501) 371-6825; [cdgdr@littlerock.gov](mailto:cdgdr@littlerock.gov)

For individuals who may need disability-related support or advocacy, the City encourages you to contact Arkansas Inclusive Communities and Advocacy Network (AR-ICAN) for assistance and resources: <https://ar-ican.org/>

Para obtener asistencia en español, llame 501-565-7233.  
TTY/Relay Services: Arkansas Relay 711

The City of Little Rock is committed to helping residents recover and rebuild in a fair, transparent, and responsible way.

No save history

Save

Continue

## 20 Answer all questions and Click "Continue"

Program Overview

A. Eligibility

B. Alternate Contacts

Pre-Eligibility Submit

[Back to Dashboard](#)

No

A.12. At this stage of the application, only a government-issued ID is required to apply. Are you willing to provide required documentation and do you certify that all information provided is true and complete?

Yes

No

Please click 'Upload File' to add the requested documentation

Government-issued Photo ID (Driver's License or other) [Government ID.docx \(13...](#) [Download](#)

[Delete](#)

[Add Another File](#)

A.13. Do you have any past due obligations owed or insured by any Agency of the Federal Government?

Yes

No

No save history

Save

Continue

## 21 Answer all questions and Click "Continue"

ents

- ✓ Program Overview
- ✓ A. Eligibility
- B. Alternate Contacts**
- Pre-Eligibility Submit

Please provide the following information.

**B.1. Do you have an alternate contact?**  
The applicant may name an alternate contact that the program can contact if we are unable to reach you. Information about your application will be released to the alternate contact and the alternate contact is not authorized to make inquiries about your application. The alternate contact is not authorized to sign the grant agreement or any other documents on behalf of the applicant.

Yes

No

**B.2. Is someone assisting you with completing this Pre-Application?**

Yes

No

No save history

[Back to Dashboard](#)

## 22 Answer all questions and Click "Click here to electronically sign"

Documents

- ✓ Program Overview
- ✓ A. Eligibility
- ✓ B. Alternate Contacts
- Pre-Eligibility Submit**

Users

Print

property, that did not occupy another primary residence at that time.

**Storm Damage Certification**

Please select one:

**Consent & Release of Personal Information**

I authorize the City of Little Rock and its authorized representatives to collect, review, and verify information related to my application, if limited to property records, FEMA data, insurance information, and other relevant records, solely for the purpose of determining eligibility for assistance under the CDBG-DR program.

**Release of Information**

I consent to the release of information by third parties, including federal, state, and local agencies, financial institutions, insurers, and other programs, as necessary to verify the information provided in this certification.

**Certification of Truthfulness**

I certify that the information provided above is true, complete, and accurate to the best of my knowledge. I understand that providing false information may result in denial of assistance, repayment of funds, or other corrective action as required by HUD regulations.

I understand that this certification is used only for Pre-Eligibility Review purposes. I also understand that the City may verify the information through public records, FEMA data, inspections, or other reasonable means, and that additional documentation may be required if conflict is identified or as my application moves forward.

Signature:

No save history

[Back to Dashboard](#)

## 23 Click the "Signature" field and type in Legal Name as shown on Government ID.

Signature: Close X

By typing your name below and clicking 'Sign' you are submitting your electronic signature as snj01002@yahoo.com. This shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature.

Signature

Cancel Sign

**Certification of Truthfulness**  
I certify that the information provided above is true, complete, and accurate to the best of my knowledge. I understand that providing false or incomplete information may result in denial of assistance, repayment of funds, or other corrective action as required by HUD regulations.

I understand that this certification is used only for Pre-Eligibility Review purposes. I also understand that the City may verify the information provided through public records, FEMA data, inspections, or other reasonable means, and that additional documentation may be required if conflicting information is identified or as my application moves forward.

Signature:

## 24 Click "Sign"

Signature: Close X

By typing your name below and clicking 'Sign' you are submitting your electronic signature as snj01002@yahoo.com. This shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature.

Signature

Richard Smith

Cancel Sign

**Certification of Truthfulness**  
I certify that the information provided above is true, complete, and accurate to the best of my knowledge. I understand that providing false or incomplete information may result in denial of assistance, repayment of funds, or other corrective action as required by HUD regulations.

I understand that this certification is used only for Pre-Eligibility Review purposes. I also understand that the City may verify the information provided through public records, FEMA data, inspections, or other reasonable means, and that additional documentation may be required if conflicting information is identified or as my application moves forward.

Signature:

[Click here to electronically sign](#)

No save history



## 27 Click "Participant Portal"

The screenshot displays a web application interface. On the left is a sidebar with a navigation menu containing the following items: "/Reconstruction Program", "Pre-Eligibility Review", "est\_Richard Smith", "31054", "Program Overview", "Eligibility", "Alternate Contacts", and "Eligibility Submit". The "Eligibility Submit" item is highlighted. The main content area is titled "Application" and contains the text: "Your application is currently under review." and "For assistance please call Little Rock staff at 501-371-6825 or [send an email](#)." In the top right corner, a user menu is open, showing the user's name "Richard Smith" and a list of options: "Participant Portal" (highlighted with an orange circle), "My Profile", "Support", and "Sign Out". A hamburger menu icon is visible in the top right corner of the page header.

Once you receive an email stating whether your application has been approved or denied, log back in and scroll down to “Continue an Existing Application.”

## 28 Click "View Application"



For individuals who may need disability-related support or advocacy, the City encourages you to contact Arkansas Inclusive Communities and Advocacy Network (AR-ICAN) for assistance and resources: <https://ar-ican.org/>

For Spanish assistance, please call (501) 565-7233 TTY/Relay Services: Arkansas Relay 711

Neighborly Software adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Services. Access to your data on our Services is password-protected, and data is protected by SSL encryption when it is exchanged between your web browser and our Services.

### Continue an Existing Application

Case ID	Name	Program	Year	Status	Expires	Action
31054	Test_Richard Smith	Rehab/Reconstruction Program	2026	Application in Progress	N/A	<a href="#">View Application</a>

## 29 Click "C. Contact Information"

**Application**  
Status: Application in Progress  
Name: Test\_Richard Smith  
Case ID: 31054

**Documents**

- Program Overview
- A. Eligibility
- B. Alternate Contacts
- Pre-Eligibility Submit
- C. Contact Information
- D. Household Members
- E. Household Income
- F. Property Information
- G. Assistance Received
- H. Required Documents

Submit

### Application

Your application is currently under review.

For assistance please call Little Rock staff at 501-371-6825 or [send an email](#).

## 30 Answer all questions and Click "Continue"

- Program Overview
- A. Eligibility
- B. Alternate Contacts
- Pre-Eligibility Submit
- C. Contact Information**
- D. Household Members
- E. Household Income
- F. Property Information
- G. Assistance Received
- H. Required Documents

Submit

[Back to Dashboard](#)

No

C.4. Phone Number:  C.5. Email:

C.6. Preferred Method of Contact:

C.7. Do you need help receiving information from the City?

Yes

No assistance needed

C.8. Have you applied for assistance from the Community Block Grant (CDBG) before or Home Investment Partnerships Program (HOME)?

Yes

No

No save history

## 31 Click "Add Household Members"

Step Submitted

/Reconstruction Program  
Application in Progress  
est\_Richard Smith  
31054

- Program Overview
- Eligibility
- Alternate Contacts
- Eligibility Submit
- Contact Information
- Household Members**
- Household Income
- Property Information
- Assistance Received
- Required Documents

### D. Household Members

Please list the Head of Household and all people who live in the home. For each person, show how they are related to the Head of Household (for example: spouse, child, or sibling).

No save history

### 32 Click "Continue" once all household members are added.

mm/dd/yyyy

**Demographics**

Relationship to Applicant: Spouse / Partner  
Female Head of Household: Female HOH- No  
Race: American Indian / Alaskan Native

Ethnicity: Prefer Not to Say / Don't Know  
Gender: Female  
Disabled: Disabled - No

Elderly: Elderly - No

[Add Household Members](#)

No save history

[Save](#) [Continue](#)

[Back to Dashboard](#)

### 33 Answer all property questions and upload supporting documentation then Click "Continue"

Yes  
 No

Mortgage Statement(s) [Proof of Ownership.docx...](#) [Download](#) [Delete](#)  
[Add Another File](#)

F.15. Are there any liens other than a mortgage on the damaged property?  
 Yes  
 No

F.16. Is it safe for City staff or inspectors to visit the property?  
 Yes  
 No  
 Not sure

No save history

[Save](#) [Continue](#)

[Back to Dashboard](#)

### 34 Click "Yes" or "No" to assistance received. If yes, answer all questions and upload all assistance documentation.

Rehab/Reconstruction Program  
Status: Application in Progress  
Name: Test\_Richard Smith  
Case ID: 31054

Application Overview

- Program Overview
- A. Eligibility
- B. Alternate Contacts
- Pre-Eligibility Submit
- C. Contact Information
- D. Household Members
- E. Household Income
- F. Property Information
- G. Assistance Received**
- H. Required Documents

Submit

#### G. Assistance Received

Assistance provided under the Community Development Block Grant Disaster Recovery Program for disaster may not exceed a household's net worth. List all other sources of financial or housing assistance received (local, state, federal, and private sources). List all insurance companies that were providing coverage to your real property on date of disaster.

**FEDERAL ASSISTANCE**

**F.1. Have you received any disaster related assistance from FEMA for structural damage to your home?**

Yes  
 No

**INSURANCE**

**G.3. Did you have Homeowner's Insurance at the time of disaster?**

Yes  
 No

**OTHER ASSISTANCE**

**G.4. Did you receive any other assistance for the repair or replacement of your home?**

Yes  
 No

No save history

Save Continue

### 35 Answer all questions and Click "Upload file" to upload permanent resident documentation.

Please provide the following information.

Is there anyone in the home disabled?

Yes  
 No

**Lawful Permanent Resident Status for Applicant (one of the following):**

- U.S. Passport/U.S. Passport Card
- U.S. Birth Certificate
- Certificate of Birth Abroad- FS-240/ FS-545
- Certificate of Naturalization- N-550/ N-570
- Certificate of Citizenship- N-560/ N-561

Proof of Citizenship/Residency

Upload file

No save history

Save Continue

[Back to Dashboard](#)

## 36 Click "Continue" once completed

Please provide the following information.

Is there anyone in the home disabled?

Yes

No

Lawful Permanent Resident Status for Applicant (one of the following):

- U.S. Passport/U.S. Passport Card
- U.S. Birth Certificate
- Certificate of Birth Abroad- FS-240/ FS-545
- Certificate of Naturalization- N-550/ N-570
- Certificate of Citizenship- N-560/ N-561

Proof of Citizenship/Residency [Birth Certificate under 18,...](#) [Download](#) [Delete](#)

[Add Another File](#)

No save history

[Back to Dashboard](#)

## 37 Check all boxes and Click "Click here to electronically sign"

Documents

- Program Overview
- A. Eligibility
- B. Alternate Contacts
- Pre-Eligibility Submit
- C. Contact Information
- D. Household Members
- E. Household Income
- F. Property Information
- G. Assistance Received
- H. Required Documents
- Submit

Right of Entry Authorization

I give permission to the City of Little Rock, its staff, inspectors, contractors, and partners to enter my property for inspections, assessments, and other activities needed to review my application or complete approved work. \*

I understand that this permission does not allow construction to begin unless approved by the City. \*

Homeowner Responsibilities Acknowledgment

I understand that as a participant in this program, I must:

- Provide access to the property for inspections and construction
- Communicate with the City and contractors as needed
- Maintain required insurance, if applicable
- Notify the City of any changes that may affect my assistance

\*

I understand that failure to meet these responsibilities may delay or affect my assistance. \*

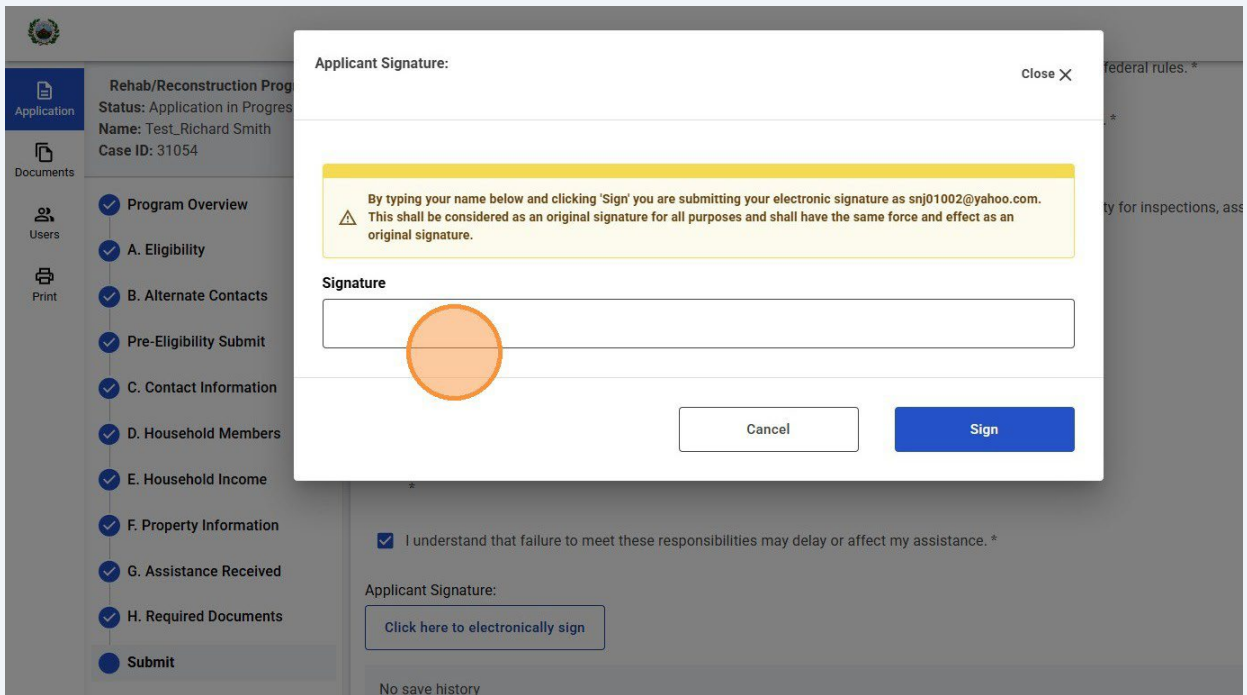
Applicant Signature:

No save history

[Back to Dashboard](#)

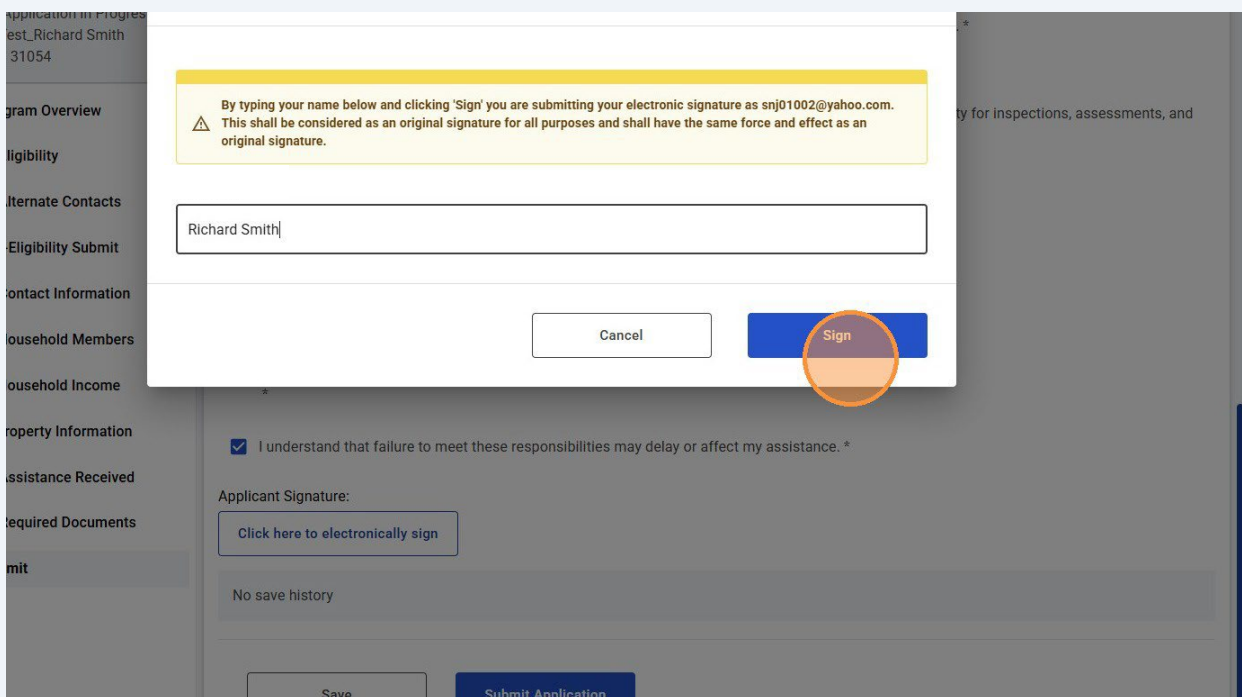
38

Click "By typing your name below and clicking 'Sign' you are submitting your electronic signature as listed on your government ID



39

Click "Sign"



40

## Click "Submit Application"

**Program Overview**

A. Eligibility

B. Alternate Contacts

Pre-Eligibility Submit

C. Contact Information

D. Household Members

E. Household Income

F. Property Information

G. Assistance Received

H. Required Documents

**Submit**

[Back to Dashboard](#)

**Right of Entry Authorization**

I give permission to the City of Little Rock, its staff, inspectors, contractors, and partners to enter my property for inspections, assessments, and other activities needed to review my application or complete approved work. \*

I understand that this permission does not allow construction to begin unless approved by the City. \*

**Homeowner Responsibilities Acknowledgment**

I understand that as a participant in this program, I must:

- Provide access to the property for inspections and construction
- Communicate with the City and contractors as needed

Maintain required insurance, if applicable

- Notify the City of any changes that may affect my assistance

\*

I understand that failure to meet these responsibilities may delay or affect my assistance. \*

Applicant Signature:

**Richard Smith** Delete  
Electronically signed by snj01002@yahoo.com on 4/3/2026 12:15:05 PM Signature

No save history

41

## Click here to return to the main screen.

Documents

Users

Print

Program Overview

A. Eligibility

B. Alternate Contacts

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**Submit**

< Hide

Your application is currently under review.

For assistance please call Little Rock staff at 501-371-6825 or [send an email](#).

## Q AND A

### **1. What is the Neighborly Portal?**

The Neighborly Portal is the online system used by the City of Little Rock to apply for housing rehabilitation and reconstruction assistance through the CDBG-DR Program.

### **2. What can I do in the Neighborly Portal?**

You can apply for assistance, upload documents, check your application status, and receive updates about your case.

### **3. Does submitting an application guarantee assistance?**

No. Submitting an application does not guarantee assistance. All applications must be reviewed for eligibility, and funding must be available.

### **4. What documents do I need before I start?**

You should have the following ready, if applicable:

- Government-issued photo ID
- Proof of property ownership
- Proof of primary residence at the time of the disaster
- Income documents
- Proof of damage
- Insurance, FEMA, SBA, or other disaster assistance records
- Power of attorney documents (if applicable)

### **5. Can I save my application and come back later?**

Yes. You can save your application and return later, but you should save your work often. The system may log you out after inactivity.

### **6. How do I edit my application after saving it?**

To edit a saved application, open your application and select **“Reopen”**. You will not be able to edit unless the application is reopened.

### **7. Can I use the back button on my browser?**

No. Do not use your browser’s back button. The application does not automatically save, and using the back button may cause you to lose your work.

### **8. What happens after I submit my application?**

Your application will be reviewed to determine if you meet program requirements. You will be notified of your status through the portal, email, or mail.

### **9. What if I do not have access to a computer?**

If you do not have access to a computer, you may request a paper application to be mailed to you. The City can also provide assistance to help you complete your application. Reasonable accommodations and language assistance are available upon request.

### **10. How can I check my application status or get help?**

You can log in to the Neighborly Portal at any time to check your status. If you need help, contact the City for assistance with your application.