Neighborly Status Descriptions

Application Incomplete: Application will not be processed until completed.

Verified in Court: The application is not complete. However, the applicant is a **verified eviction case** and the legal team has made contact with the applicant and verified in court that the applicant has begun the application process. Applicant must complete their application online to continue.

Application Submitted: The applicant has successfully completed the application. Please wait for your application to be reviewed.

Application Under Review: A processing specialist is now reviewing your application for eligibility.

Pending Applicant Information: Application is missing required information/documentation to continue.

Approved: Pending Landlord: The applicant has been deemed eligible and we have contacted the landlord to complete the process. The landlord must complete the landlord application to continue.

Approved: Pending Payment: The applicant has been deemed eligible and payment is now ready to be made.

Approved: Sent to Legal: The applicant is an eviction case that has been deemed eligible for the ERA Program. Application sent to legal team to begin the settlement process.

Approved: Utility cut-off: The applicant has an active utility cut-off notice and has been deemed eligible for the ERA Program. Application sent to utility team to notate MLGW account.

Withdrawn: Application withdrawn due to duplication.

Denied: Applicant does not qualify for the ERA Program.

Paid: A check has been mailed to the landlord or tenant and/or a payment has been made on the applicant's utility account.