

Commonly Used Application Statuses Defined

Application Submitted	This status means that you have formally submitted your application to the Program. If you are in this status, please be sure you have submitted all necessary and required documentation. If all necessary and required information and documentation has been included with your application, your file will move next into “Application Accepted” status.
Application Under Review	This status means that your application has been assigned to a Reviewer and the review process will begin soon.
Pending Applicant Information:	During the review process, your Reviewer determined critical applicant information to be missing from your file. Your Reviewer has or will reach out to you to let you know what is needed. You will then be able to edit your application. Please be sure to submit this information/documentation by the deadline specified in your task so that your file may continue through the review process.
Pending Landlord Information	At this stage in the review process, your Reviewer has determined that information is needed from your landlord. Your landlord has been notified and will be allowed to edit their application to add the relevant information or supporting documentation. We encourage you to reach out to your landlord and ask them to contact us for next steps in the application process.
Ready for QC	At this stage in the process, your application has completed its initial review and is ready for second-level review by Quality Control.
Returned from QC	The Quality Control Reviewer has determined that your application is missing required documentation/information and has returned the case to your initial Reviewer for review. Reviewers will perform outreach to obtain missing required documentation/information.

Denied	Your application was reviewed for eligibility and denied for Program assistance. If you would like to appeal this decision, please email ERAPappeals@fultoncountyga.gov .
Pending	At this stage in the process, your application has had a second-level review which is now being finalized. You will hear additional updates about your grant award soon.
Paid	This status indicates that a check has been issued to your landlord or utility company on your behalf.

Landlord Application Statuses Defined

Pending Landlord Information	During the review process, the Reviewer determined critical information was missing from your landlord application. Your Reviewer has or will reach out to you to let you know what is needed. You will then be able to edit your application. Please be sure to submit this information/documentation as soon as possible so that your file may continue through the review process.
Landlord Information Verified/ Complete	This status confirms that you have submitted the required information for the landlord application, and the application is ready to move onto the next stage of the review process.

NOTE: Applicants must formally request recertification to the Program for additional rental/utility assistance. Please note that the Program continues to prioritize initial funding requests. Due to the volume of applications, it may take considerably longer than 60 days after the first award disbursement date before your recertification request is reviewed. Program funding is limited and additional funding is not guaranteed.

Tenant Recertification Status Defined

Recertification Requested	This status means that you were previously granted rental/utility assistance through the Fulton County Emergency Rental Assistance Program and are now formally requesting an additional round of funding. Your file will now go through the recertification process.
Recertification In Progress	This status means that you may now apply for additional funding through the recertification process. Please note that you will need to log into your Neighborly portal to access the recertification application. You may need to upload new documentation required for recertification. If you are unable to submit documentation, please call our call center at 1-855-776-7912 for assistance.
Recertification Submitted	This status means that you have formally submitted your application for recertification to the Program. If you are in this status, please be sure you have submitted all necessary and required documentation so that your file may continue through the review process.
Recertification Under Review	This status means that your application has been assigned to a Reviewer and the recertification review process will begin soon.
Recertification: Ready for QC	At this stage in the process, your application has completed its initial review and is ready for second-level review by Quality Control.
Recertification: QC Review	Your application has been assigned to a Quality Control Reviewer and is in the process of having a second-level review performed.
Recertification: Returned from QC	The Quality Control Reviewer has determined that your application is missing required documentation/information and has returned the case to your Initial Reviewer for review.
Recertification Approved	At this stage in the process, your application has had a second-level review which is now being finalized. You will hear additional updates about your grant award soon.
Recertification Denied	Your recertification application was reviewed for eligibility and denied for Program assistance.