



Application Response Times For Initial Funding Requests

With the current volume of applications, after your application is submitted, it is taking an average of **69 days** to receive payment. The average time to payment for evictions and utility disconnects is **32 days** as these applications are prioritized.


If your application status is...

In Progress 

Your application is not complete. If you do not complete the application and submit it within **21 days**, your status will change to Unresponsive and your application will not be reviewed.


Submitted 

Your application has been received and will be assigned for review.
Average time before review starts: 2 weeks

Under Review 


Program is reviewing your application for eligibility. You may be contacted to provide additional information. If you do not provide within **21 days**, your status changes to Ineligible and your request will be denied.
Average time for review: 6 weeks

If your request has been approved...

Payment in Progress 

Tenant and landlord, if participating, will receive email notifying of approval and, separately, to set up payment in Bill.com.
Anticipated time to receive payment: 7-14 days

If applicant is not eligible or does not provide needed information...

Ineligible 

Request for assistance has been denied.
Appeals must be submitted within 30 days.

Applications are processed on a first-come, first served basis. Evictions will be prioritized. Additional funding requests will be processed in the order they are received.

Tenants and Landlords may check their Texas Rent Relief program application status here: <https://hornellp-tx.neighborlysoftware.com/texasrentrelief/participant> or by calling 1-833-989-7368.

