



2025 Better Neighbor Fund – Frequently Asked Questions

Who can apply?

Any non-profit charity, local community group, or neighborhood organization serving the communities of Cumberland or York Counties in Maine. Organizations who apply should be an approved 501(c)3 whose programs serve Southern Maine. Any organization who received a grant in 2024 is not eligible to apply or receive a grant in 2025.

How many local causes can apply?

The number of entries will be limited to the first 20 organizations to submit a nomination meeting the program criteria.

How many Town & Country Better Neighbor Fund grants will be awarded?

There will be a total of eight grants awarded in 2025.

What is the Town & Country Better Neighbor Fund grant levels?

A total of \$28,500 will be awarded. There will be eight \$3,500 grants awarded. The non-profit that receives the most votes will receive an additional \$500.

How can our organization use the grant funds?

Grant funds can be used to support the general operating expenses of a non-profit organization or for a specific project or initiative that will make a positive impact on the community. Grants must benefit communities within Southern Maine.

When can we submit our nomination?

You can nominate your organization by visiting the Town & Country Federal Credit Union website at www.tcfcu.com between Tuesday, September 2 and Friday, September 19, 2025. Look for the Better Neighbor Fund banner and click through to the application form.

How many nominations will be eligible for voting?

Up to 20 qualifying nominations will be eligible for public voting.

What is the deadline for applying?

Applications will need to be submitted by 11:59 pm ET on Friday, September 19, 2025. Since the first 20 qualifying entries will be eligible, plan to submit your application as soon as possible once the nomination period opens.

When will the public voting take place?

Public voting for the 20 qualifying nominations will take place via Town & Country's website tcfcu.com between Wednesday, October 1 and Friday, October 31, 2025.

When will we know the recipients of the 2025 Better Neighbor Fund grants?

The organizations that receive the most votes via www.tcfcu.com during the voting period will be announced at the Better Neighbor Fund awards ceremony on Tuesday, November 18, 2025. Grant winners will also be announced through social media and various news outlets.

If we are a Better Neighbor Fund grant recipient, when will we receive the funds?

Better Neighbor Fund grants will be distributed in the form of a check to winners at the November 18 announcement event.

May I submit the application via fax or mail?

No, we ask you to submit your application online and have a valid email address.

What is the timeline for using the grant money from the 2025 Better Neighbor Fund?

You have up to 12 months from the date you receive the grant to utilize the funds.

What is required if my organization receives one of the Better Neighbor Fund grants?

If your organization receives a grant, we will ask you to sign a letter of agreement which outlines certain terms and conditions for using the funds.

How often can someone vote for an organization nominated for a Better Neighbor Fund grant?

Individuals may vote once a day, every day for any organization they support during the month of October. (A day consists of a 24-hour period between 12:00 am and 11:59 pm EST.)

How are the votes counted?

Voting is done through Town & Country's website. At the end of the voting period, the first eight organizations receiving the most votes, and meeting the eligibility requirements, will qualify to receive a Better Neighbor Fund grant. Eight \$3,500 grants will be awarded for a total of \$28,000. The organization receiving the most votes overall will receive an additional \$500.

Will my personal information be shared as a submitter?

Personal information will only be used by Town & Country and any organization Town & Country has selected to help implement the Better Neighbor Fund campaign (such as Town & Country's marketing agency).

How will I know if my entry was received?

You will receive a confirmation email from Town & Country once it has been reviewed.

If I receive a grant through this program, will the grant money be tax-free?

Organizations that receive a grant may be issued a 1099-Misc form. Please contact your tax advisor to discuss any potential tax implications.

Do I need to submit my application in English?

Yes, all applications need to be submitted in English.

Does the grant need to have an impact within a certain geographic area?

The purpose of Town & Country's Better Neighbor Fund is to support the work of non-profit organizations serving communities across Southern Maine. The credit union serves the people of Cumberland and York Counties.

Can I submit a nomination and/or vote if a family member works for Town & Country Federal Credit Union?

Town & Country employees and their immediate family and household members are not eligible to nominate organizations or vote for those participating in the Better Neighbor Fund.

Who can vote?

People 16 years of age and older are eligible to vote via Town & Country's website. Beginning Wednesday, October 1, 2025, people can vote once a day on the Town & Country website for their favorite organization. If you nominate an organization or project, feel free to vote for yourself. The voting will conclude on Friday, October 31, 2025.

Suppose there is conflicting direction in the FAQs and the Application Guidelines. Which should I believe?

If there is any ambiguity or conflict between these FAQs and the Application Guidelines, the Application Guidelines will apply.

Who can I contact for additional information?

For general questions about the Better Neighbor Fund, including those concerning the application process, contact Town & Country's Marketing Department at 207-773-5656 or marketing@tcfcu.com.

You can view a complete version of the Application Guidelines [here](#).