

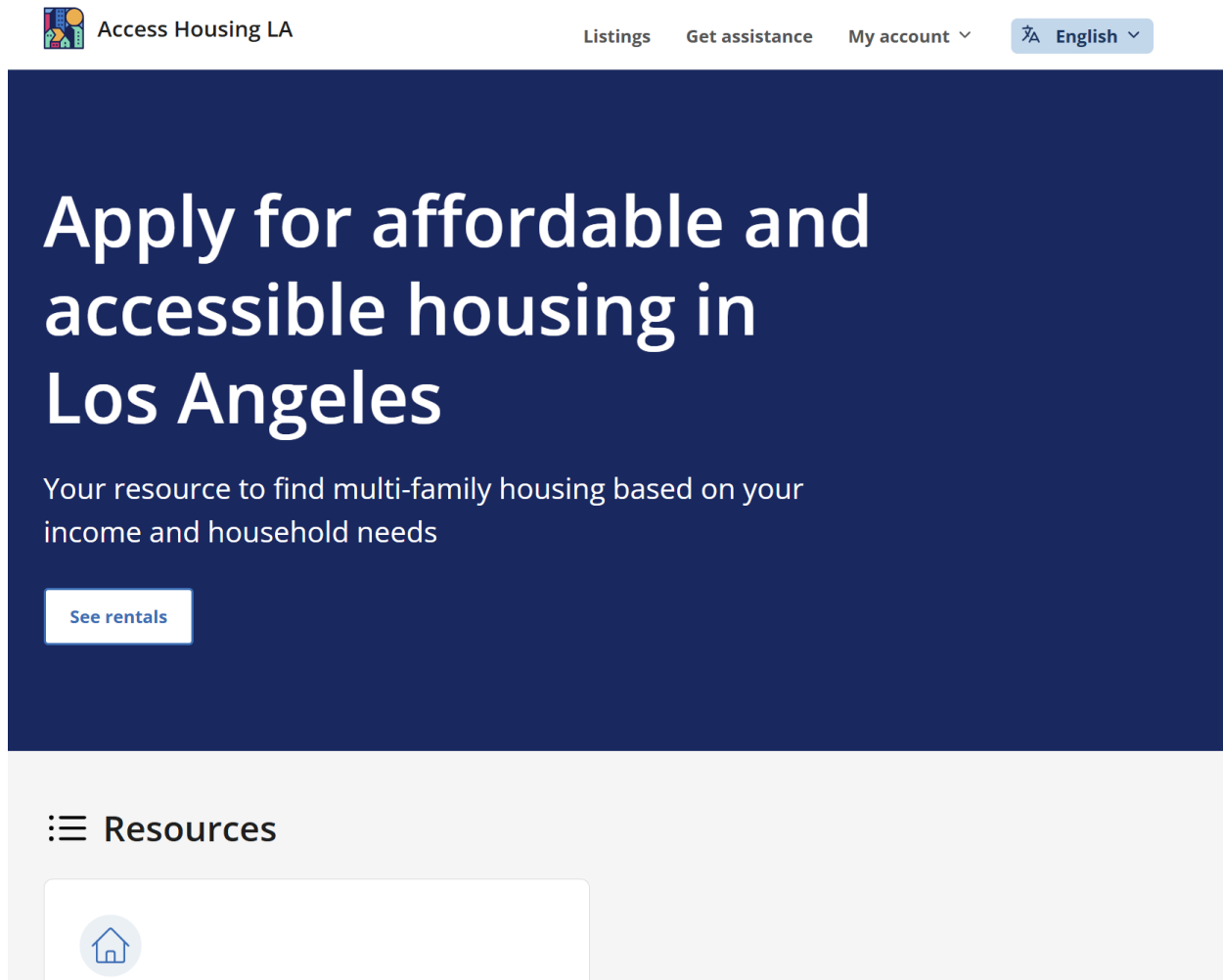
Applicant User Guide
Access Housing LA



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1. Visit Access Housing LA



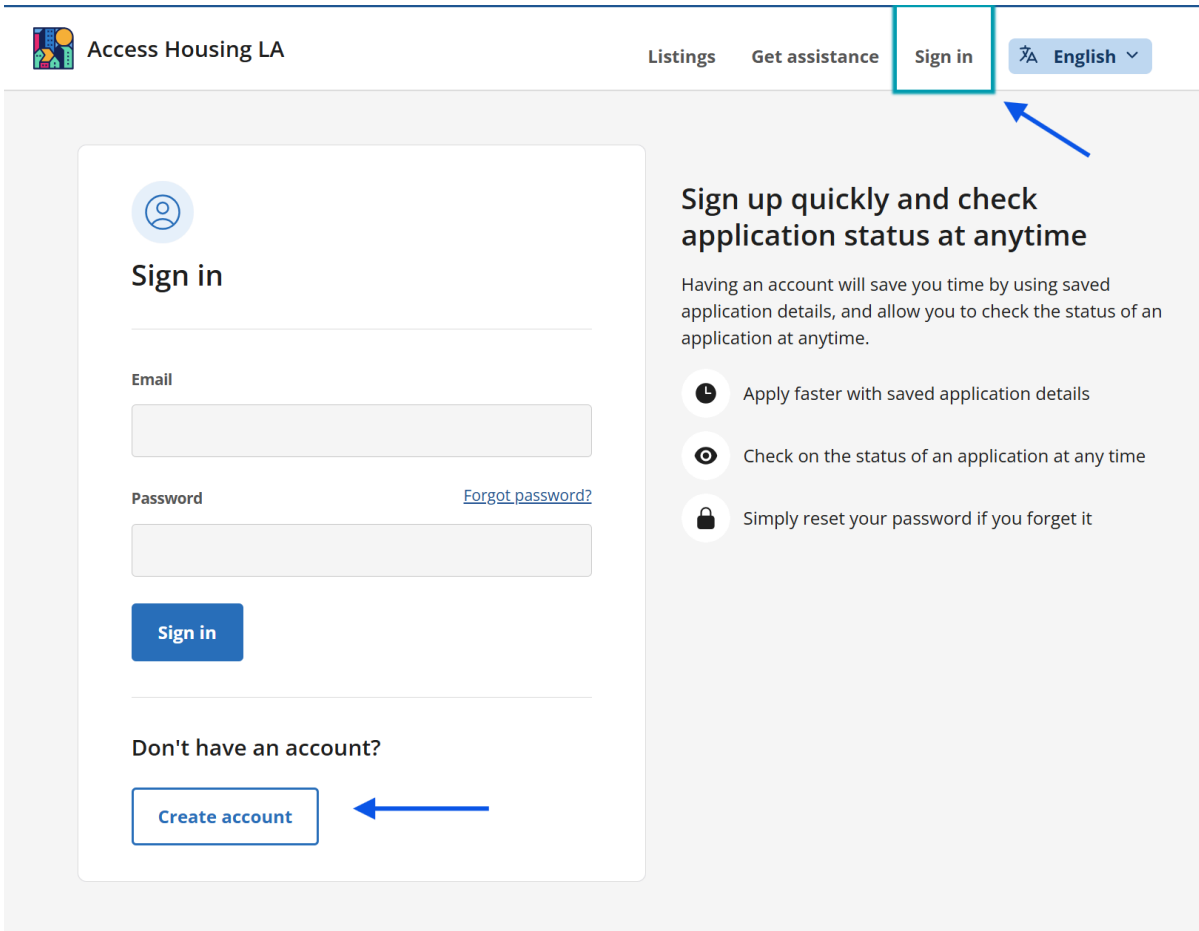
The screenshot shows the top of the Access Housing LA website. At the top left is the LAHD logo. To its right is the text "Access Housing LA". Further right are navigation links: "Listings", "Get assistance", and "My account" with a dropdown arrow. On the far right is a language selector showing "English" with a dropdown arrow. Below the navigation bar is a large dark blue banner with the text "Apply for affordable and accessible housing in Los Angeles" in white. Underneath this is a smaller line of text: "Your resource to find multi-family housing based on your income and household needs". Below that is a white button with the text "See rentals". At the bottom of the banner is a light gray section with a hamburger menu icon and the word "Resources". Below "Resources" is a white box containing a house icon.

The Access Housing Los Angeles website can be accessed through the web URL:

<https://access.housing.lacity.gov/> This website provides applicants, tenants, housing advocates, and property managers the tools to access, apply, and track affordable and accessible housing in the City of Los Angeles. You will be able to create an account designed for your role as an applicant looking for accessible and affordable housing.

2. Sign in or Create an Account

If you have an existing account, proceed to sign in.



Access Housing LA

Listings Get assistance **Sign in** English ▾

Sign in

Email

Password [Forgot password?](#)

Sign in

Don't have an account?

Create account

Sign up quickly and check application status at anytime

Having an account will save you time by using saved application details, and allow you to check the status of an application at anytime.

- Apply faster with saved application details
- Check on the status of an application at any time
- Simply reset your password if you forget it

If you need to create an account click on Create account

Select the **Housing Applicant** designation and populate all mandatory fields within the registration form and click the **Create Account** button.

Choose an account type



Which describes you?



Housing applicant /
tenant



Housing advocate

Create an account to apply for
housing

Create an account to apply on
behalf of a housing client

Cancel

Get started

To complete your account registration, look for a verification email from LAHD.AcHP.DoNotReply@lacity.org. Simply click the [Confirm my account](#) link provided in the message to verify your details. Once confirmed, you will be automatically redirected to the Access Housing LA Homepage.

Welcome

 Inbox



lahd-AcHP-DoNotReply@achp.housing.lacity.gov

To: me · Sat, May 2 at 9:58 AM ▾

Hello Sample Applicant

Thank you for setting up your account on <https://access.housing.lacity.gov>. It will now be easier for you to start, save, and submit online applications for listings that appear on the site.

To complete your account creation, please click the link below:

[Confirm my account](#)

Thank you
City of Los Angeles

3. Search for Properties

Property searches can be initiated by selecting the [Listings](#) link at the top of the portal. While the website defaults to show active open listings, you may also view Closed listings data by navigating to the [Closed](#) tab in the upper-left section of the page.

 Access Housing LA

ListingsGet assistanceMy account ▾English ▾

Rent affordable housing

OpenClosed

Showing 10 of 243 listings

Filter



Valley Pride Village

13200 N BROMONT AVE, Sylmar, CA 91342

Seniors 55+Mobility unitsHearing and vision units

 **Lottery**
Application due: May 31, 2026

Unit Type	Minimum Income	Rent
Studio - 2 BR	n/a	n/a



Hoover Senior Housing.(Age Restriction Over 62+) - Accessible Units

6212 S HOOVER ST, Los Angeles, CA 90044

Property searches may be refined by selecting the [Filter](#) button located in the upper-right section of the portal. This feature allows you to identify properties based on specific criteria, including availability, bedroom count, rent pricing, geographic region within Los Angeles, and unit amenities such as comprehensive accessibility features.

Access Housing LA

ListingsGet assistanceMy a

Rent affordable housing

OpenClosed

Showing 10 of 243 listings



Valley Pride Village

13200 N BROMONT AVE, Sylmar, CA 91344

Seniors 55+Mobility unitsHearing

Lottery

Application due: May 31, 2026

Unit Type

Minimum Income

Studio - 2 BRn/a



Hoover Senior Housing

Restriction Over 62+ Units

6212 S HOOVER ST, Los Angeles, CA 90048

Filter

Availability

☐ Units available

☐ Open waitlist

☐ Closed waitlist

☐ Coming soon

Parking types

☐ On street

☐ Off street

☐ Garage

☐ Carport

Bedroom size

☐ Studio

☐ SRO

☐ 1 bedroom

☐ 2 bedroom

☐ 3 bedroom

☐ 4 bedroom

☐ 5 bedroom

Rent

Min rent

Max rent

Region

☐ Antelope Valley

☐ San Gabriel Valley

☐ San Fernando Valley and Santa Monica

☐ Metro Los Angeles

Show matching listings

Clear

Additionally, you can also search specifically for properties with **Open Waitlists** and **Units available**. If you are looking for a specific property, there is also a search feature in the bottom of the **Filter** menu that allows you to type in a specific listing name.

☐ Extra audible carbon monoxide detector - min. 85 db

☐ Extra audible smoke detector - min. 85 db

☐ Non-digital kitchen appliances

☐ Smoke detector with strobe

☐ TTY / amplified phone

☐ Units for those with hearing and/or vision accessibility needs

Listing name

Enter full or partial listing name

Show matching listings

Clear

4. Submit a Pre-Application for Housing

To begin the pre-application process for a specific property, click on the property name to access the Property Listing. By scrolling down, you will find the **Apply Now** button on the right side to initiate the process of applying. You will also find important information concerning eligibility requirements and various methods for application submission.

Disclaimer: The AMI income levels above are for informational purposes only. Please confirm the applicable income and rent limits for your interested unit with the project's owner or property manager. Projects may have multiple schedules and restrictions that affect project rents and income limits.

Eligibility

Income, occupancy, preferences, and subsidies

1

Senior building

Seniors 55+

At least one tenant must be 55 years of age or older. A second person living with the eligible senior must be at least 45 years of age or a spouse/partner or providing primary support. A disabled child or grandchild may reside in the unit, even if underage.

2

Occupancy

The limits on unit size can be adjusted if needed as a reasonable accommodation due to disability.

Unit Type	Occupancy
Studio	n/a
1 BR	n/a
2 BR	n/a

How to apply

[Apply online](#)

Pick up an application

523 Heidi CIR
Beaumont, CA 92223

[Get directions](#)

Submit a paper application

Send application by US Mail

523 Heidi CIR
Beaumont, CA 92223

Applications must be received by the deadline. If sending by U.S. Mail, the application must be postmarked by May 31, 2026 at 05:00 PM. % {developer} is not responsible for lost or delayed mail.

Drop off application

523 Heidi CIR
Beaumont, CA 92223

[Get directions](#)

Regarding properties designated as **CES only**, please note that these listings do not accept direct applications through the portal, as vacancies are filled exclusively via service providers for Coordinated Entry System (CES) clients. For further details concerning supportive housing through the CES, please visit the Los Angeles Homeless Services Authority (LAHSA) website at lahsa.org/get-help?ref=ces.

Please enter all of the required information in each fillable space. You'll start by selecting a language, then follow the prompts to provide details regarding your personal information, household, and income.

Valley Pride Village

You
Household
Income
Review

Let's get started on your application



Lottery
 Application due: May 31, 2026 at 11:59PM

Choose your language

English
Español
中文
Tiếng Việt
Filipino
한국어
Հայերեն
فارسی

Thanks, we have received your application for Serenity Senior Apartments - Accessible Units



Your confirmation number
132CCAA2

Please write down your application number and keep it in a safe place. We have also emailed this number to you if you have provided an email address.

Application received

Application closed

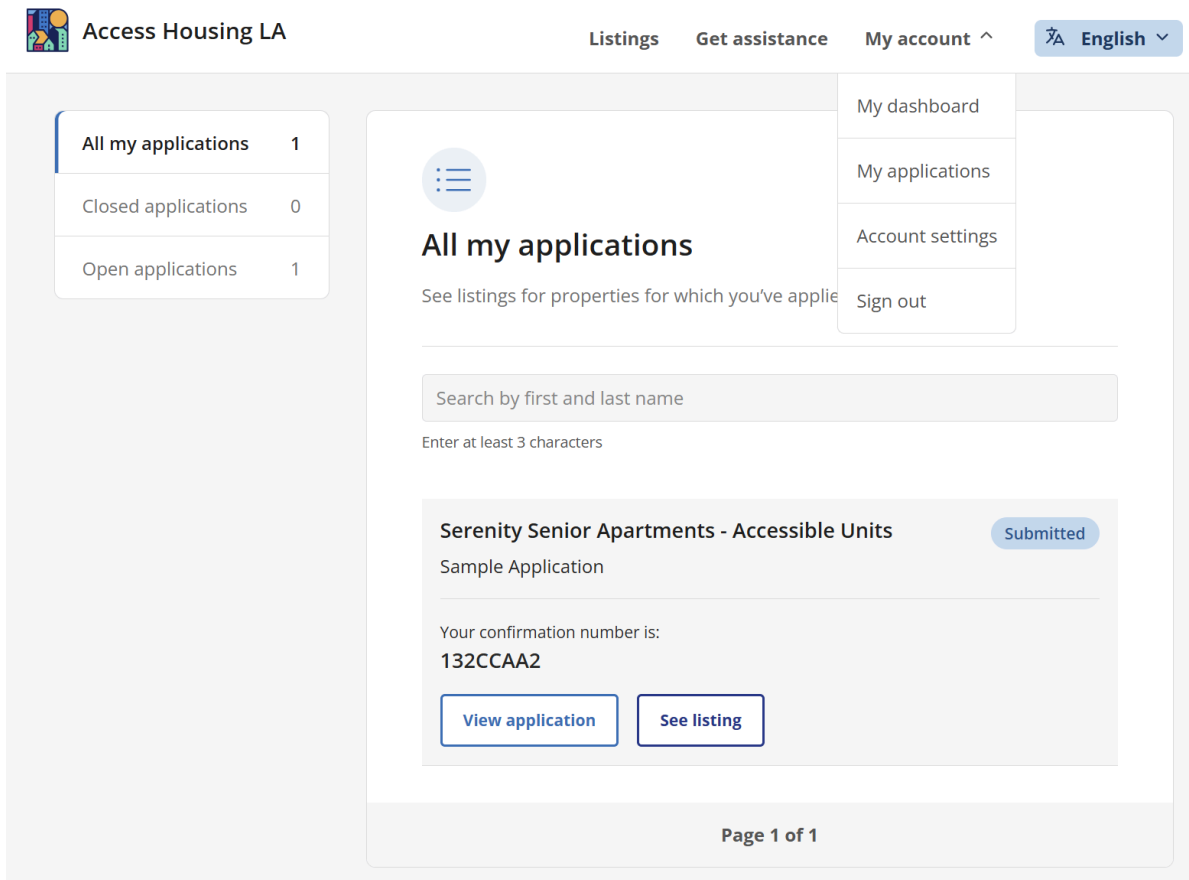
Application ranked

After you have finished entering the required information and responding to all application prompts, you will have the opportunity to review your entries. Once you have verified that the details are correct, click on the **Submit** button. Following submission, you will be provided with a confirmation number and additional details regarding the next steps in the process.

Should you need to update a previously submitted application, please do not submit a duplicate request. Instead, contact the listing agent, typically the Property Manager, whose contact information is available on both the Property Listing and your Confirmation Page.

5. View your Pre-Applications

To review your submitted requests, navigate to the [My Account](#) link at the top of the portal and select [My Applications](#) from the provided dropdown menu.



Access Housing LA Listings Get assistance My account ^ English v

All my applications 1

Closed applications 0

Open applications 1

All my applications

See listings for properties for which you've applied

Search by first and last name

Enter at least 3 characters

Serenity Senior Apartments - Accessible Units Submitted

Sample Application

Your confirmation number is:
132CCAA2

[View application](#) [See listing](#)

Page 1 of 1

This section provides an overview of your submitted requests, including those with both open and closed statuses. Within [My Applications](#), you can monitor the progress of each entry, go back and look at specific details, and update personal information by clicking the [View Application](#) button.

6. Change your Account Settings

You may manage your user profile by clicking on **My Account** at the top of the dashboard and selecting **Account Settings** from the provided dropdown menu.

This section provides the tools to update the following information: your name, date of birth, email address, as well as the ability to modify your account password.

 Access Housing LA

ListingsGet assistanceMy account ^English ▾

My dashboardMy applicationsAccount settingsSign out



Account settings

Account settings, email and password

Your name

First or given name

Sample

Middle name (optional)

Last or family name

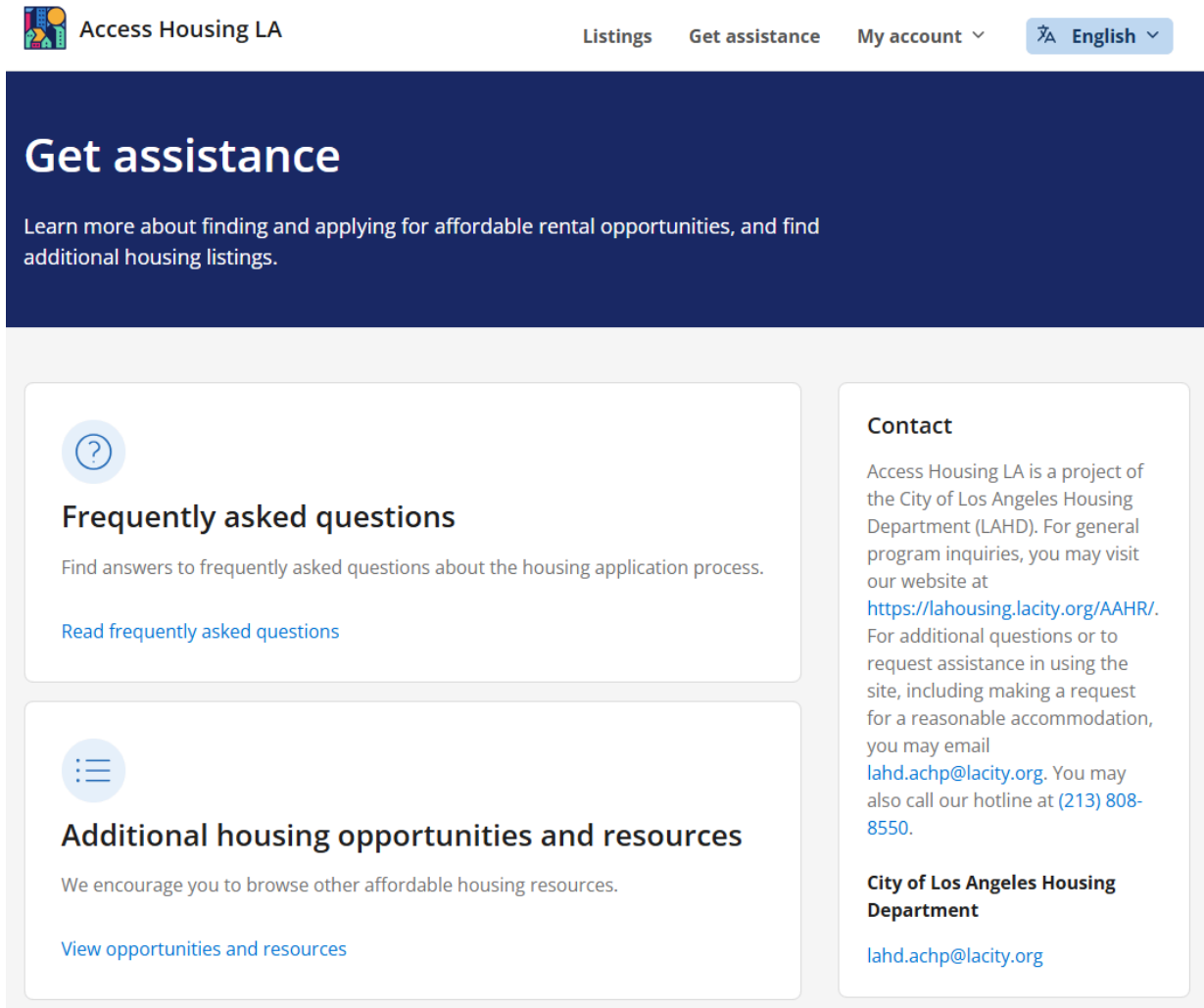
Applicant

Update

7. Get Assistance

To receive further support, please select the [Get Assistance](#) link located at the top of the portal.

The [Get Assistance](#) dashboard provides a comprehensive list of frequently asked questions along with resources to explore additional opportunities. For any further inquiries, please contact the Accessible Housing Program at (213) 808-8550 or via email at lahd.achp@lacity.org.



The screenshot shows the 'Get assistance' dashboard for Access Housing LA. The header includes the 'Access Housing LA' logo, navigation links for 'Listings', 'Get assistance', and 'My account', and a language dropdown set to 'English'. The main heading is 'Get assistance', followed by a subheading: 'Learn more about finding and applying for affordable rental opportunities, and find additional housing listings.' The dashboard is divided into three sections:

- Frequently asked questions:** Features a question mark icon, the title 'Frequently asked questions', a description 'Find answers to frequently asked questions about the housing application process.', and a link 'Read frequently asked questions'.
- Additional housing opportunities and resources:** Features a list icon, the title 'Additional housing opportunities and resources', a description 'We encourage you to browse other affordable housing resources.', and a link 'View opportunities and resources'.
- Contact:** Contains text about the project, a website link (<https://lahousing.lacity.org/AAHR/>), an email address (lahd.achp@lacity.org), a phone number ((213) 808-8550), and the 'City of Los Angeles Housing Department' name with another email address (lahd.achp@lacity.org).