



**User's Guide to the
Affordable & Accessible Housing Registry
for Applicants**

Los Angeles Housing Department, Accessible Housing Program
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1. Visit AccessHousingLA.org




The Los Angeles Affordable and Accessible Housing Registry (AAHR) can be accessed through the web URL: AccessHousingLA.org. This website provides 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 catered towards your role as a tenant looking for accessible and affordable housing, a housing advocate working to place clients into housing, or a property manager uploading property information and managing the status of the property.



2. Create the Right Account for You

Applicants/Tenants



- Search for Affordable Accessible Properties
- Start your Application Online for New Properties
- Track your Application Status
- Apply for Waitlisted Properties
- Information & Resources

I am an Applicant

Create an Account

Your Information

Phone

Mailing Address

Alternate Contact

Summary

You'll use this information to log in to your account. Choose something that will be easy for you to remember but hard for others to guess.

All fields marked with an asterisk (*) are required!

Your Name

First Name:*

First Name

Middle Name:

Middle Name

Last Name:*

Last Name

Login ID and Password

Email:*

Email Address

☐ I don't have an email address.

Password:*

Password

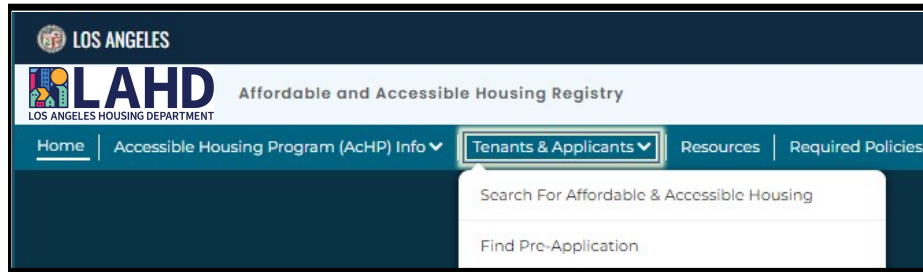
Confirm Password:*

Click on the [I am an Applicant](#) button and enter all of the required information in each fillable space. Next, check your email inbox or spam/junk folder for the account activation email, and follow the instructions in that email to activate your account. The email will be sent from:

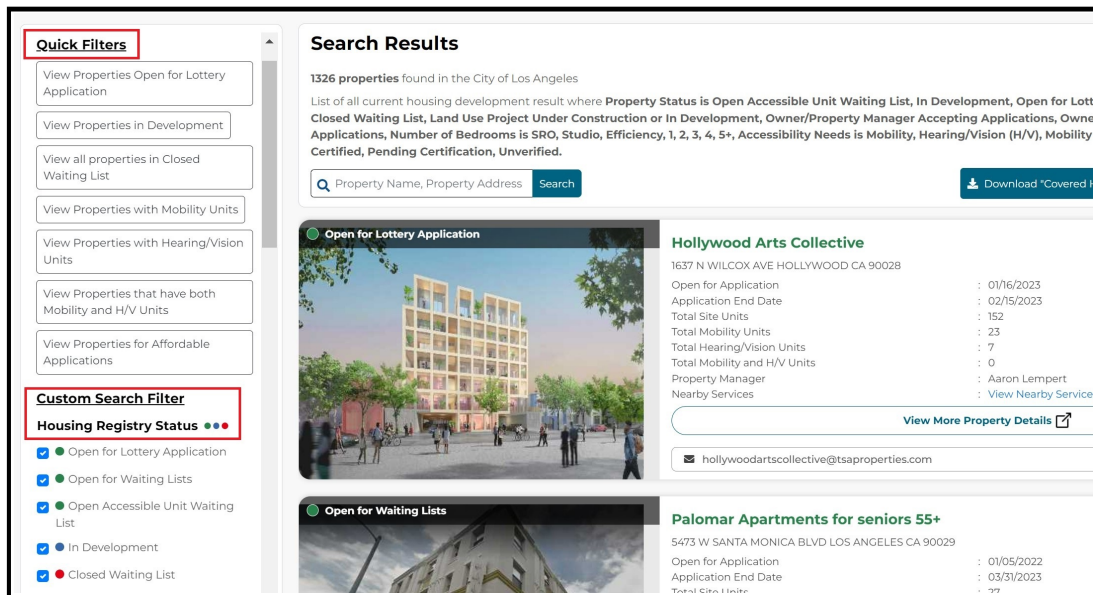
LAHD.AcHP.DoNotReply@lacity.org and the subject line will read: [Sign-up Account Activation](#).



3. Search for Properties



You will be able to search for properties through [Search for Affordable & Accessible Housing](#) link under the [Tenant & Applicants](#) tab.



On the search page, you can search by [Housing Registry Status](#) under the [Custom Search Filter](#):

Open for Lottery Application—Properties accepting pre-applications for lease up.

Open for Waiting Lists—Properties accepting pre-applications for the conventional wait list.

Open Accessible Unit Waiting List—Properties accepting pre-applications for the accessible unit.

In Development—Properties in construction (New or Rehabilitation).

Land Use Project Under Construction for In Development—Land use projects under construction in which you apply directly to the property management contact.

Owner/Property Manager Accepting Applications—Properties in which you apply directly to the property management contact.

Owner/Property Manager Not Accepting Applications—Properties not accepting applications


You can also filter your search with the [Quick Filters](#) buttons on top or by bedrooms, accessibility needs, and Coordinated Entry System (CES) or affordability level through the filters below the [Housing Registry Status](#).



3a. Search for CES/Combo Properties

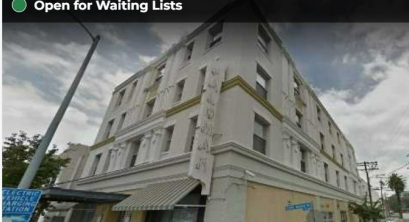
☒ All
More Search Options
 Affordability Level (up to)
 - Select -
[Income and Rent Limits \(AMI\) Info](#)
☐ Rental Subsidy
☐ **CES Combo**
☐ **CES Only**
 Neighborhood:
 - Select -
 Zip Code:
 Council District:
 - Select -
 Clear Submit Search

Open for Lottery Application



Vintage at Woodman Apartments
 7700 N WOODMAN AVE Panorama City CA 91402
 Open for Application : 12/01/2022
 Application End Date : 01/17/2023
 Total Site Units :
 Total Mobility Units : 26
 Total Hearing/Vision Units : 10
 Total Mobility and H/V Units : 1
 Property Manager : Chris Flores Fuentes
 Nearby Services : [View Nearby Services](#)
[View More Property Details](#)
 vintagewoodman@usapropfund.com

Open for Waiting Lists



Palomar Apartments for seniors 55+
 5473 W SANTA MONICA BLVD LOS ANGELES CA 90029
 Open for Application : 01/05/2022
 Application End Date : 03/31/2023
 Total Site Units : 27
 Total Mobility Units : 1
 Total Hearing/Vision Units : 3
 Total Mobility and H/V Units : 0
 Property Manager : Rinna Gonzales
 Nearby Services : [View Nearby Services](#)

To search for 100% CES or Combo Properties with CES units, you should scroll down the Filters section and mark the boxes for **CES Combo** and **CES Only**. These properties will have units specifically designed to be filled through the Coordinated Entry System, and you will be able to look for accessible CES units as well.

Note: The property also has supportive housing unit(s). If you are experiencing homelessness and want to apply for a supportive housing unit, please contact a [Coordinated Entry System \(CES\) Access Point](#) for the Service Planning Area (SPA) listed below:

SPA 6 - South Los Angeles


For more information, please visit [Los Angeles Homeless Services Authority \(LAHSA\)](#)

The CES and Combo Property Listings will provide the corresponding SPA number for the development and information on how to contact a CES Access Point.



4. How to Submit a Pre-Application for Housing

Open



Avenida Terrace AKA Avenida Terrace

245 S AVENUE 54 LOS ANGELES CA 90042

Open for Application:
 Application End Date:
 Total Site Units: 8
 Total Mobility Units: 0
 Total Hearing/Vision Units: 0
 Property Manager: Ulises Valle
 Nearby Services: [View Nearby Services](#)

✉ Ulises.Valle@EAHhousing.org
 ☎ (213) 383-3525

To submit a pre-application to a property, click on the property name and it will lead you to the Property Listing where more information will be available regarding the property.

Are you Interested?

By selecting the option below, you can:

Ask to be placed on the **Accessible Unit Wait List** for this property. This information will help property managers/leasing staff conduct a preliminary review of your qualifications.

This property's Conventional Unit Waiting List is closed at this time.

If you want to get notified when the property starts to accept pre-applications, please enable "Notify me when Conventional Unit Waiting Lists are open" option in your Account.

This is NOT a Rental Application.

[Apply to Accessible Unit Waiting List](#)

Properties listed as CES only, are not able to receive direct applications from our website as their units are filled directly from service providers with CES clients.

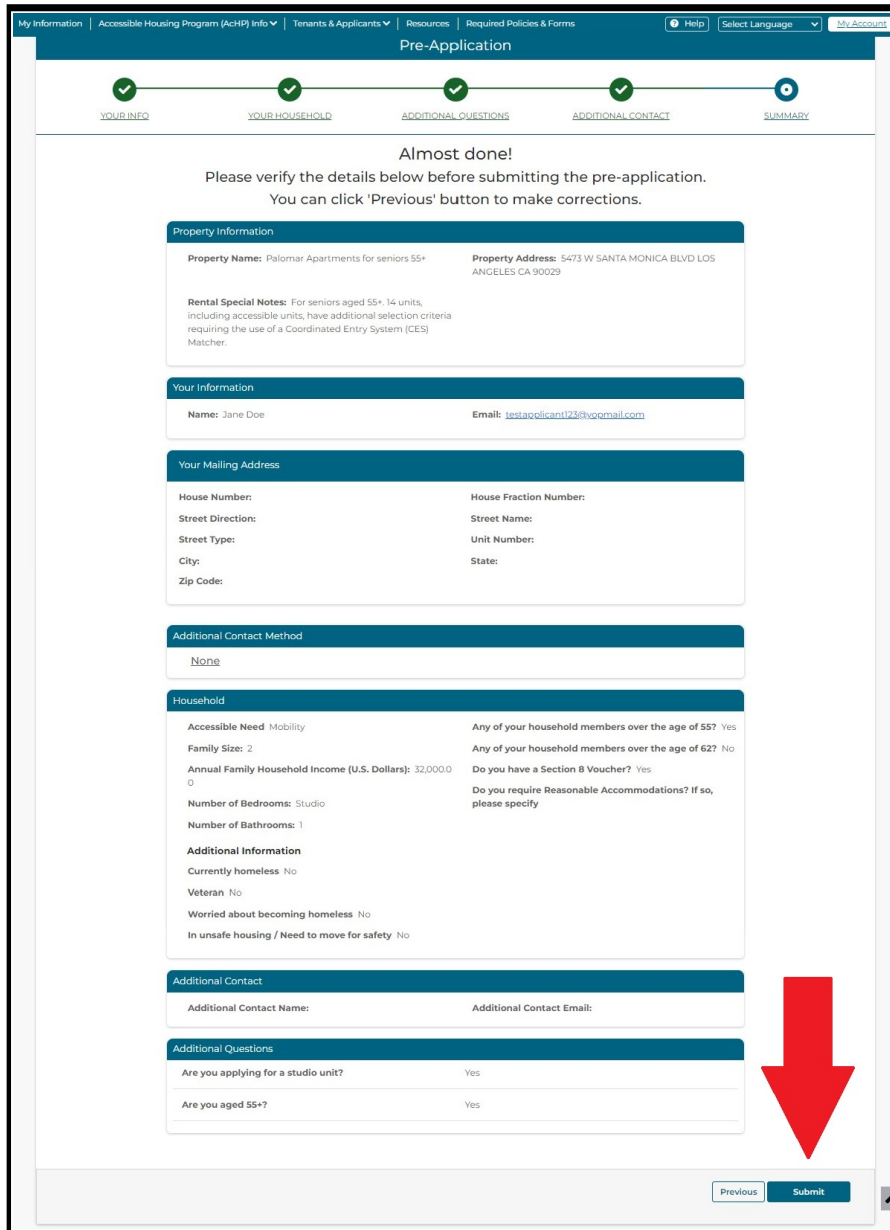
For the Open for Lottery Application, Open for Waiting Lists, and Open Accessible Unit Waiting List properties, you will be able to click the **Apply** or **Apply to Accessible Unit Waiting List** button.

For more information on supportive housing through the Coordinated Entry System (CES), please visit the LAHSA website at lahsa.org/get-help?ref=ces.



4. How to Submit a Pre-Application for Housing Continued

Please enter all of the required information throughout the pre-application process.



My Information | Accessible Housing Program (AHP) Info | Tenants & Applicants | Resources | Required Policies & Forms | Help | Select Language | My Account

Pre-Application

Almost done!

Please verify the details below before submitting the pre-application.
You can click 'Previous' button to make corrections.

Property Information

Property Name: Palomar Apartments for seniors 55+
Property Address: 5473 W SANTA MONICA BLVD LOS ANGELES CA 90029

Rental Special Notes: For seniors aged 55+, 14 units, including accessible units, have additional selection criteria requiring the use of a Coordinated Entry System (CES) Matcher.

Your Information

Name: Jane Doe
Email: testapplicant123@yahoo.com

Your Mailing Address

House Number:
Street Direction:
Street Type:
City:
Zip Code:

House Fraction Number:
Street Name:
Unit Number:
State:

Additional Contact Method

None

Household

Accessible Need: Mobility
Family Size: 2
Annual Family Household Income (U.S. Dollars): 32,000.00
Number of Bedrooms: Studio
Number of Bathrooms: 1

Any of your household members over the age of 55? Yes
Any of your household members over the age of 62? No
Do you have a Section 8 Voucher? Yes
Do you require Reasonable Accommodations? If so, please specify

Additional Information

Currently homeless: No
Veteran: No
Worried about becoming homeless: No
In unsafe housing / Need to move for safety: No

Additional Contact

Additional Contact Name:
Additional Contact Email:

Additional Questions

Are you applying for a studio unit? Yes
Are you aged 55+? Yes

Previous Submit

Once you have finished adding your information to the pre-application, click **Submit**, and it will take you to review your pre-application.



4. How to Submit a Pre-Application for Housing Continued

Pre-Application

YOUR INFO YOUR HOUSEHOLD ADDITIONAL CONTACT SUMMARY

All fields marked with an asterisk (*) are required.

Property Information
 Property Name: Andalusia Heights
 Property Address: 458 S HARTFORD AVE CA 90017
 Rental Special Notes:

Your Basic Information
 Name: Jane Doe
 Email: testapplicant123@yahoo.com

Your Mailing Address Edit

House Number:	House Fraction Number:
Street Direction:	Street Name:
Street Type:	Unit Number:
City:	State:
Zip Code:	

Additional Contact Method
Phone
 Phone Number: () Additional Phone Number:

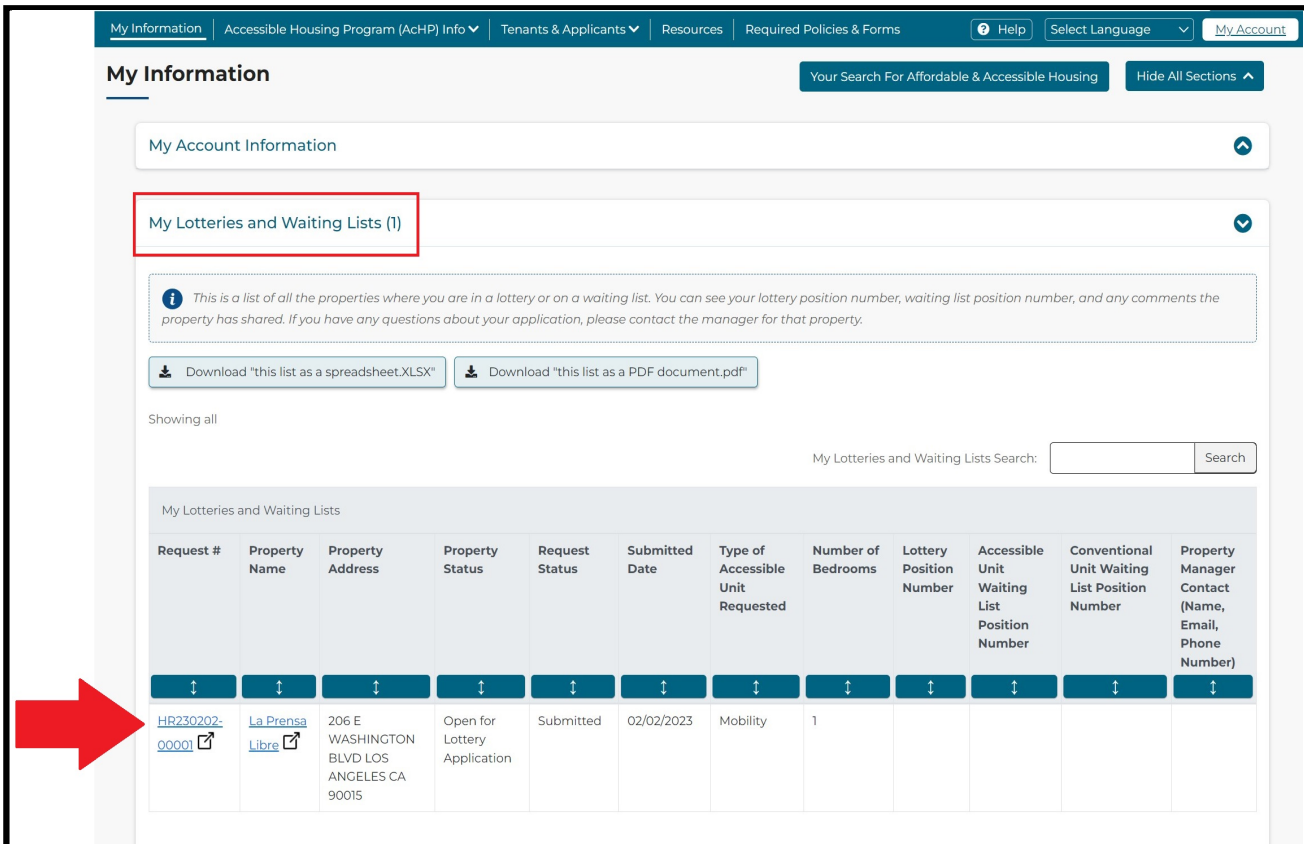
☒ Do you want to use the previous pre-application?

Next

When you are applying to another property, you are able to use the information you provided in a previous pre-application by clicking on the **Do you want to use the previous pre-application?** checkbox at the bottom of your pre-application.



5. Review and Edit a Pre-Application



The screenshot shows the 'My Information' section of the LAHD website. The 'My Lotteries and Waiting Lists (1)' section is highlighted with a red box. Below it, a table lists the user's lottery and waiting list entries. A red arrow points to the first row of the table.

My Lotteries and Waiting Lists

This is a list of all the properties where you are in a lottery or on a waiting list. You can see your lottery position number, waiting list position number, and any comments the property has shared. If you have any questions about your application, please contact the manager for that property.

Download "this list as a spreadsheet.XLSX" | Download "this list as a PDF document.pdf"

Showing all

My Lotteries and Waiting Lists Search: Search

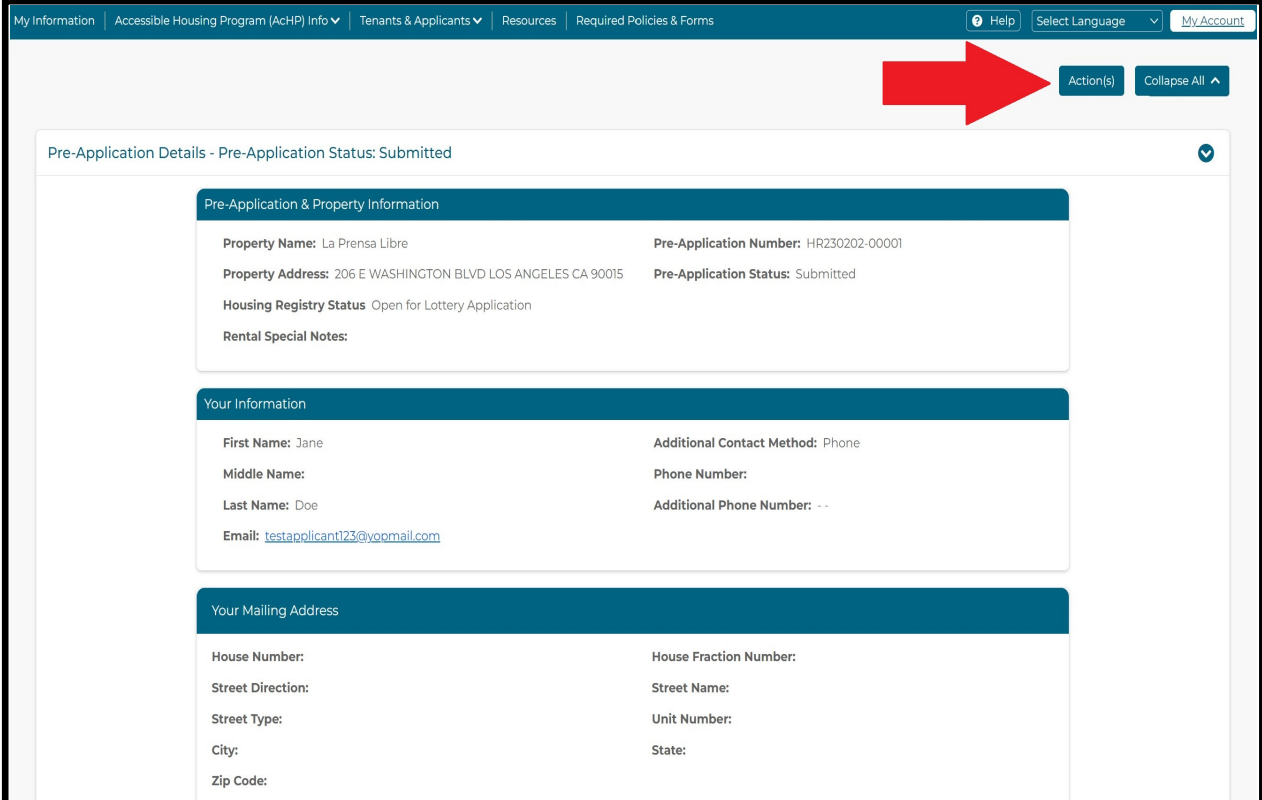
Request #	Property Name	Property Address	Property Status	Request Status	Submitted Date	Type of Accessible Unit Requested	Number of Bedrooms	Lottery Position Number	Accessible Unit Waiting List Position Number	Conventional Unit Waiting List Position Number	Property Manager Contact (Name, Email, Phone Number)
HR230202-00001	La Prensa Libre	206 E WASHINGTON BLVD LOS ANGELES CA 90015	Open for Lottery Application	Submitted	02/02/2023	Mobility	1				

In the **My Information** section you will see all of the previously submitted pre-applications under the **My Lotteries and Waiting Lists** section. You will also be able to view your lottery position, conventional unit waitlist position, and other information.

Clicking on the **Request #** will take you to review the details of your pre-application, and this is where you can also make edits to your pre-application.



5. Review and Edit a Pre-Application Continued



My Information | Accessible Housing Program (AHP) Info ▼ | Tenants & Applicants ▼ | Resources | Required Policies & Forms | Help | Select Language ▼ | My Account

Action(s) **Collapse All** ▲

Pre-Application Details - Pre-Application Status: Submitted

Pre-Application & Property Information

Property Name: La Prensa Libre	Pre-Application Number: HR230202-00001
Property Address: 206 E WASHINGTON BLVD LOS ANGELES CA 90015	Pre-Application Status: Submitted
Housing Registry Status: Open for Lottery Application	
Rental Special Notes:	

Your Information

First Name: Jane	Additional Contact Method: Phone
Middle Name:	Phone Number:
Last Name: Doe	Additional Phone Number: - -
Email: testapplicant123@yahoo.com	

Your Mailing Address

House Number:	House Fraction Number:
Street Direction:	Street Name:
Street Type:	Unit Number:
City:	State:
Zip Code:	

If you would like to make any changes to your pre-application, click the **Action(s)** button, and it will provide you the option of **editing your pre-application** or **canceling your pre-application** entirely.



6. Change your Account Settings

LAHD Affordable and Accessible Housing Registry

My Information | Accessible Housing Program (AcHP) Info | Tenants & Applicants | Resources | Required Policies & Forms | Help | Select Language | **My Account**

My Information

My Account Information

Your Information Edit

Full Name
Jane Doe

Email Address
testapplicant123@yopmail.com

Do you have an additional email address of your own that you would like to provide for us to contact you about future housing opportunities?
No

Notification:

- ☒ Notify me when new properties are added to the Registry
- ☒ Notify me when properties are open for Lottery Pre-Application
- ☒ Notify me when properties are open for waiting lists so I can send my Pre-Application using the Registry
- ☒ Notify me when properties are accepting applications (applicants must apply directly with Property Contact)
- ☒ Notify me when properties are not accepting applications (applicants must follow-up directly with Property Contact)

You may uncheck the boxes above if you do not want notification.
The accessible unit wait list is always open, no subscription required.

Self Declaration of Homelessness

- ☒ *Veteran
- ☒ Currently homeless**
- ☐ Worried about becoming homeless**

To edit your account settings, click [My Account](#) on your dashboard.

From here, you will be able to change your email subscriptions, password, and add additional contact methods such as US Mail or Phone.



7. Get Help

The screenshot shows the LAHD Affordable and Accessible Housing Registry website. The 'Tenants & Applicants' menu is open, displaying options: Search For Affordable & Accessible Housing, Find Pre-Application, File A Grievance, Grievance Policies And Procedures, AMI Income And Rent Limits (highlighted with a red box), and Help. The user's account information is visible on the left, including the name Jane Doe and email testapplicant123@yopmail.com.

To find [AMI Income and Rent Limits](#), head over to the [Tenants & Applicants](#) menu tab.

The screenshot shows the LAHD Affordable and Accessible Housing Registry website. The 'Resources' menu tab is selected. Below the menu, there is a search bar with the text 'Family and Youth Service Centers (30)' and a dropdown arrow. Below the search bar, there are two download buttons: 'Download "Family and Youth Service Centers.XLSX"' and 'Download "Family and Youth Service Centers.pdf"'. The 'Help' button is also visible in the top navigation bar.

To find a list of agencies and their contact information, you can utilize the [Resources](#) menu tab.

Also, our [Help](#) menu button has a list of frequently asked questions that can assist you as well. For all other inquiries, please contact the Accessible Housing Program at (213) 808-8550 or lahd.achp@lacity.org.