

Access Housing LA Partners User Guide

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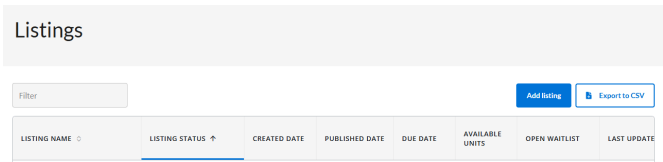
[Troubleshooting Section](#)

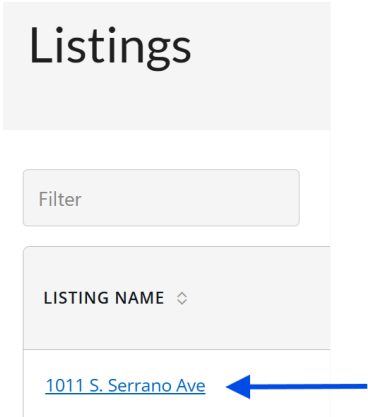
Your property information has been migrated from the AAHR to the new Access Housing LA Registry. The new Registry is like Apartments.com and other similar websites. You create a new Property Listing for your development when there is a lottery or when you are opening a closed waiting list. When the lottery is complete or a waiting list is closed, the Property Listing is closed.

Creating a New Property Listing

Information from your property listing in the AAHR has been transferred to the new Access Housing LA Registry to help you create a Property Listing. The Quick Start menu below lists the steps to create a new Property Listing from an existing listing.

Quick Start

| Task | Steps |
|--|--|
| Gain access to the Partners Portal | <p>Contact your assigned AcHP Analyst “Administrator” for a user account. To confirm your assigned analyst contact preview the YouTube Video link https://youtu.be/BR8QZigqA8Q</p> |
| View my existing listings | <p>Log in to the portal https://partners.housing.lacity.gov/. The Listings page opens.</p>  |
| If you do not see your property listed | <p>If you do not see your property listed, contact your assigned AcHP Analyst “Administrator”.</p> <p>Provide information about the listing name, address, developer/owner information, unit type, and leasing agent’s contact details. The Analyst will email when your property has been listed.</p> <p>To determine your assigned analyst link yourself to the project using the AcHP# assigned to the project. Video -How to link yourself to a project.</p> |

| | |
|--|---|
| | |
| <p>Edit an existing listing to create a new property listing</p> | <p>Go to the listings page. Click the listing name hyperlink and click Edit.</p>  |
| <p>Review and correct Listing intro</p> | <p>You are now in the Listings details tab. Review and correct Listing intro, if needed. Note: please do not edit the Listing file number.</p> |
| <p>Review existing photos.</p> | <p>Review and edit your property photos, if needed. Click Edit Photos.</p> <p>You must have at least three photos but no more than 10 photos; this is different from the AAHR requirement. Please add a short description of your photo (AltText) to upload your next photo.</p> <p>Review your photos to make sure they are in the correct order. If they are not, click on the = sign next to the photo and move it to the correct position. Then click Save.</p> |
| <p>Review the list of units and make corrections</p> | <p>Make any corrections needed. Add units if not listed. If a manager unit is listed, delete it from the list since it is not available to the public to lease.</p> |
| <p>Add or update units, including financial information for available units</p> | <p>Edit the listing. On the Listing Details page, click Add Unit or edit an existing unit.</p> |
| <p>Submit a listing for approval and publication onto the Registry</p> | <p>Edit the listing. Click Submit for Approval. The listing is reviewed by LAHD staff, then published.</p> |

| | |
|--|---|
| | |
| <p>Screenview after a Property Listing has been submitted for review</p> | <p>Confirmation the Listing is with the City, pending review.</p> |
| <p>Edit an open listing and publish the changes</p> | <p>Edit the listing. Click Save & Exit.</p> |
| <p>Close (unpublish) a listing</p> | <p>Edit the listing. Click Close.</p> |

| | |
|------------------------------------|--|
| | |
| <p>Re-publish a closed listing</p> | <p>Edit the listing. Click Submit for Approval.</p> |

Tip: As a security measure, the system logs you out after a set period of time and does not automatically save a copy of your work. To avoid losing work, click **Save** after you do any significant amount of work on a listing.

Obtain a Partner Portal Invitation

If you don't have access to the site, contact your ACHP assigned analyst and ask them to send you an email invitation for Partner access. Log in to the Partner Portal.

If you need assistance determining your Assigned ACHP Analyst use the YouTube Video linked [here](#).

1. Go to the [Partners Portal](#).
2. Enter your email and password.
3. Click **Sign In**.

If you forgot your password, you can [reset it](#).

View your assigned listings

When you log in, all of your assigned listings appear on the **Listings** page.

Listings

Filter

Add listing
Export to CSV

| LISTING NAME ▾ | LISTING STATUS ↑ | CREATED DATE | PUBLISHED DATE | DUE DATE | AVAILABLE UNITS | OPEN WAITLIST | LAST UPDATE |
|---|---|--------------|----------------|----------|-----------------|---------------|-------------|
| | | | | | | | |

If you don't see a particular listing and you're certain it already exists in the portal, contact the AcHP Analyst "administrator" and ask them to assign the listing to you.


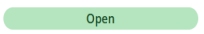
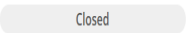
Ask your assigned AcHP Analyst to create a draft listing

If the listing doesn't exist in the Access Housing LA Partner's Portal, you need to contact the AcHP Analyst "administrator" and ask them to create a new draft. The AcHP Policy Analyst "administrator" will create a draft property listing with the information that you provide. At a minimum, the following information must be provided:

- **Listing Name**
- **Building Address**
 - **Street Address**
 - **City**
 - **State**
 - **County**
- **Housing Developer**
- **Leasing Agent's address**
- **The unit type(s), such as studio or 3-bedroom**
- **Leasing Agent's email and phone number**

Listings status

Listings can be in any of the following statuses. For each listing that has been assigned to you, you can move the listing from one status to another.

| Status | Notes |
|--|---|
| Draft  | <p>Typically, the ACHP Analyst “ administrator” creates a new listing and puts it into draft status for you to edit, publish, and close as necessary.</p> <p>Draft listings are not visible to housing seekers.</p> |
| Open  | <p>When you publish a listing, its status changes to open. Open listings are visible to housing seekers on the Registry.</p> |
| Closed  | <p>The listing is no longer open for applications and appears as “Closed” on the Registry.</p> |

There are two ways to **close an open listing**.

- If you set an [application date](#), the listing automatically closes on that date.

Application dates

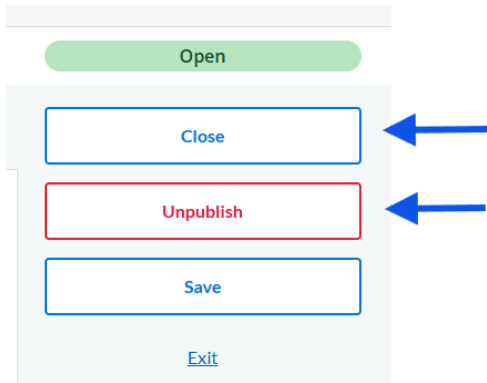
Tell us about important dates related to this listing.

Application due date

Application due time

When applications close to the public

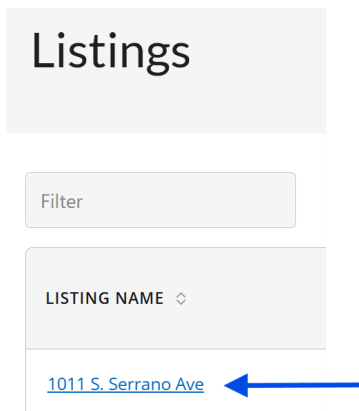
- You can manually [close or unpublish the listing](#).



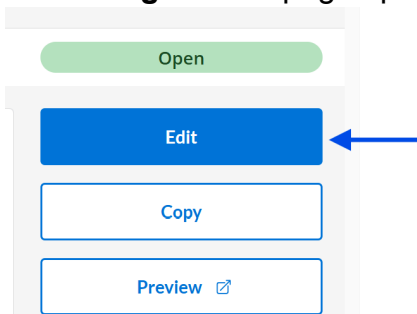
Fill out listing details

Edit a listing

1. Go to the **Listings** page.
2. Click the **Listing Name**.

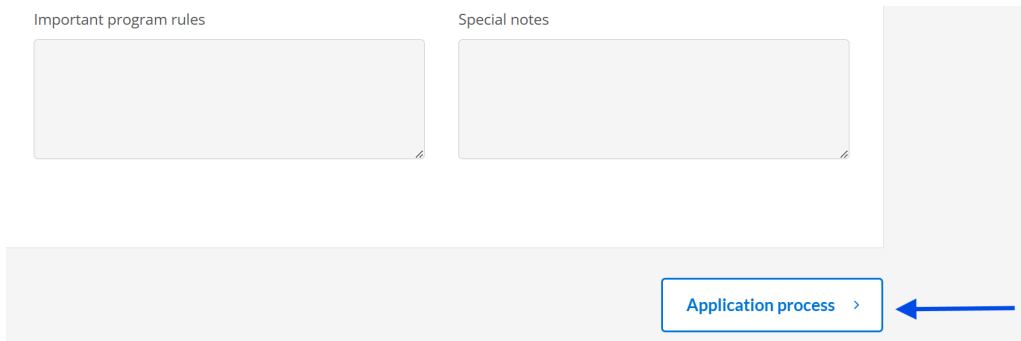


3. Click **Edit**.
The **Listing Details** page opens.

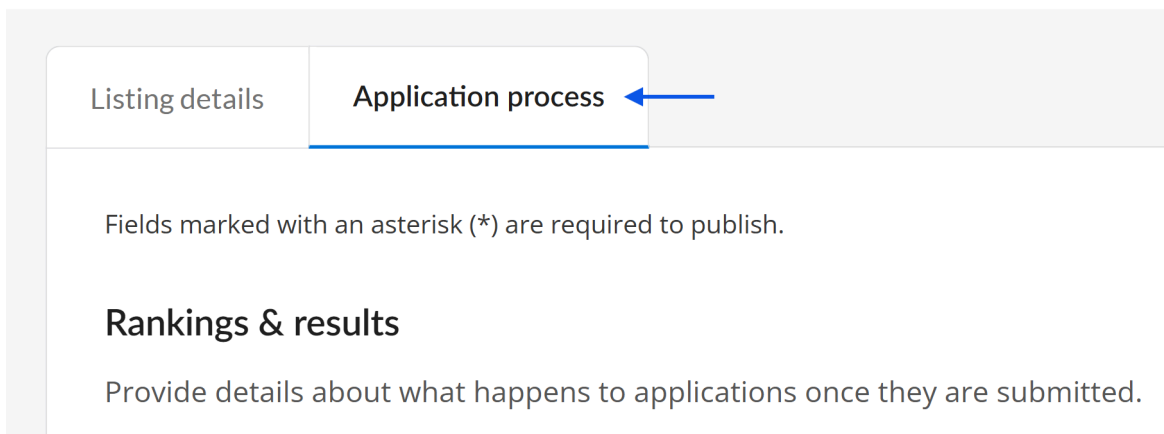


4. Complete all of the necessary fields on the **Listing Details** section.

5. Scroll to the bottom of the page to move to the next section. Click **Application Process**. The **Application Process** page opens

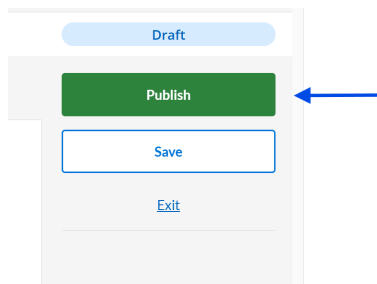


You may also tab to the Application process as listed below.



6. Complete the required information on the **Application Process** section. (Skip to page 29) for the screenshots for this task.

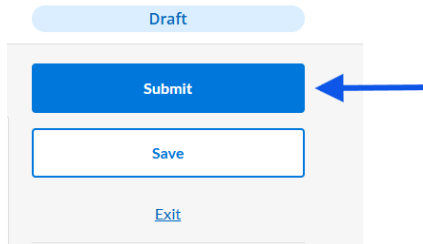
7. Select **Save** or **Publish**.



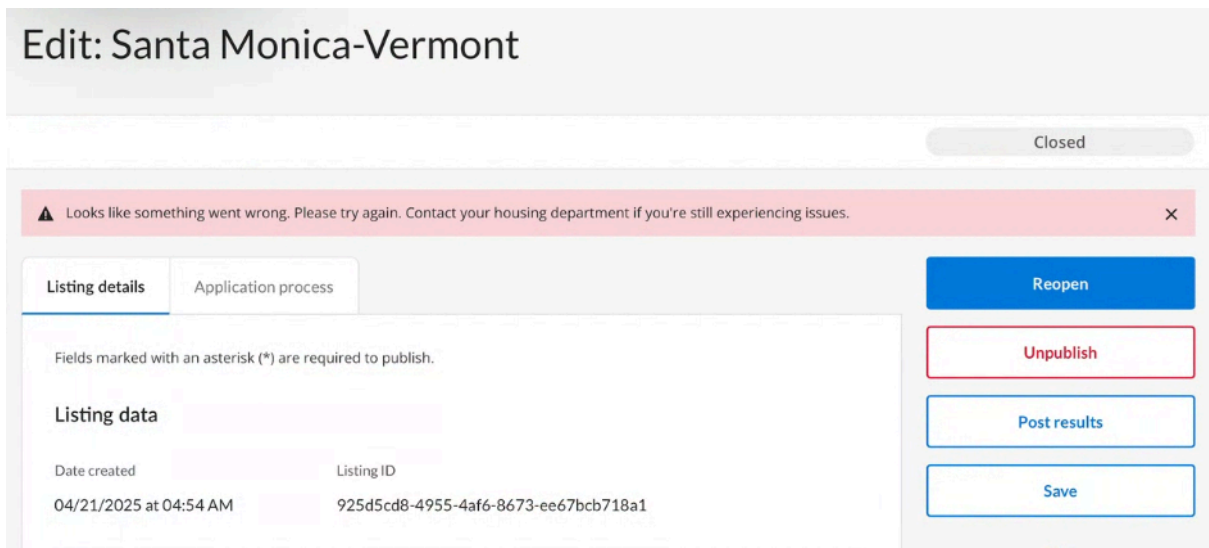
Publish a listing

If a listing is in **Draft** or **Closed** status, you can submit it to your assigned analyst for review and publication. Once it is published the listing will be placed in an **Open** status. Housing seekers can see open listings.

1. Go to the **Listings** page.
2. Click the **Listing Name**.
3. Click **Edit**.
4. Click **Submit for Approval**.



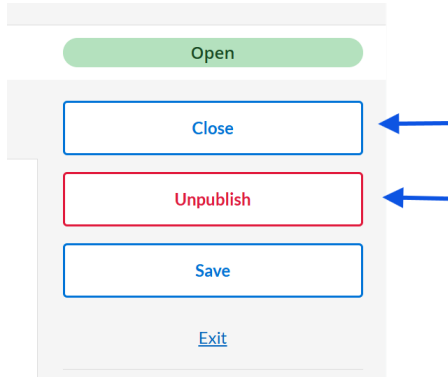
Note: If you receive an error message you should check that check both listing details and application process tabs to ensure all required questions (*) were answered.



Close or unpublish a listing

If a listing is **Open**, it is visible on the portal. You can either close the listing or place it back into draft mode. Go to the **Listings** page.

1. Click the **Listing Name**.
2. Click **Edit**.
3. Click **Close** or **Unpublish**.



- If you close the listing, its status changes to closed.
- If you unpublish the listing, it returns to draft status.
- If you take either of these actions, the listing is no longer available for applications on the portal.

Update a published listing

Caution: Use care when performing this operation. Once you click **Save & Exit**, your changes are live on the Partners Portal.

If a listing is **Open**, it is visible on the portal. You can make updates to open

listings: 1. Click the **Listing Name**.

Listings

Filter Add listing Export to CSV

| LISTING NAME | LISTING STATUS | CREATED DATE | PUBLISHED DATE | DUE DATE | AVAILABLE UNITS | OPEN WAITLIST | LAST UPDATE |
|-------------------------------------|----------------|--------------|----------------|----------|-----------------|---------------|-------------|
| 1011 S. Serrano Ave | Open | 06/06/2021 | 03/30/2026 | None | 0 | No | 03/31/2026 |

2. Click **Edit**. Make the necessary changes.

1011 S. Serrano Ave

Listing Applications

Open

Listing data

| | |
|------------------------|--------------------------------------|
| Date created | Listing ID |
| 06/06/2021 at 11:30 PM | 881891e2-913c-4da6-a04d-b172605f7bda |

Edit

Copy

Preview

3. Click **Save & Exit**.

Edit: 1011 S. Serrano Ave

Open

Close

Unpublish

Save

Exit

Listing details | Application process

Fields marked with an asterisk (*) are required to publish.

Listing data

| | |
|------------------------|--------------------------------------|
| Date created | Listing ID |
| 06/06/2021 at 11:30 PM | 881891e2-913c-4da6-a04d-b172605f7bda |

4. In the **Are you sure?** dialog, click **Save** to confirm that you want to update the live listing.

Edit: 1011 S. Serrano Ave

Open

Close

Unpublish

Save

Exit

Listing details | Application process

Fields marked with an asterisk (*) are required to publish.

Listing data

| | |
|------------------------|------------|
| Date created | Listing ID |
| 06/06/2021 at 11:30 PM | 88189 |

Listing intro

Are you sure? ✕

This listing is already live. Updates will affect the applicant experience on the housing portal.

Cancel **Save**

Adding a new unit

To add a unit to a listing, click **Add Unit**.

Listing units

Units *

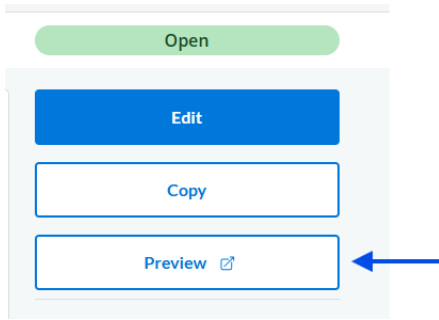
| UNIT # | UNIT TYPE | AMI | RENT | SQ FT | ACCESSIBILITY PRIORITY TYPE | |
|--------|-----------|-----|------|-------|-----------------------------|---|
| | 2 BR | 20 | | | n/a | Edit Delete |
| | 1 BR | 40 | | | Hearing and vision | Edit Delete |

Add unit

For more information, see the [Add Unit](#) section.

Preview your listing

1. Open the listing you would like to preview (don't put the listing into edit mode).
2. Click **Preview Listing**.



Listing details reference

Listing Intro section

| Field | Guidelines | Required ? |
|-------------------|--|------------|
| Listing Name | This is the name of the listing as it appears on the Registry. | Yes |
| Housing Developer | The person, company, or agency responsible for planning, financing, and constructing the property. | Yes |

Listing Photo section







Click **Edit Photo** to add three photos to your listing. You can add up to 10 photos, and are required to include three. You can select the primary photo, which is the one that will be displayed on the main listings page. Make sure all the uploaded pictures contain a description (Alt Text).

The first photo should be a clear photo of the front of the building, you can drag and re-arrange the images by hovering over the blue = symbol.

Listing photos

Upload at least 3 images for the listing that will be used as a preview.

Photos *

| PREVIEW | IMAGE DESCRIPTION |
|---|--|
|  | Front Entrance - Wood Pergola, Flagstone Accents, and lamps |
|  | Courtyard with benches in front of the building. A pergola creates shade to the left. |
|  | An evening view of the courtyard with ample room to enjoy our community's garden - young shrubs, arbor, sculpted plant |
|  | Outdoor barbecue - hinged top, dials, oven, ample counter space building in the background. |
|  | Community room where seniors enjoy events - a dozen wooden chairs, overstuffed chairs and couch, geometric art on walls, plenty of sunlight, large hammered-brass vase with decorative grass |
|  | Exterior view of a garden area at Broadway Villas - flowerbed in front of a long concrete planter with shrubs |

[Edit photos](#) ←

When a housing seeker opens the detailed view, the secondary photos appear as thumbnails. To publish, you need to add at least three photos and add a detailed description of the photo (Alt Text).

Building Details section

| Field | Guidelines | Required |
|----------------|-------------------------------|----------|
| Street address | Add a street name and number. | Yes |
| Neighborhood | The local neighborhood name. | No |

| | | |
|------------------|--|-----|
| City | The listing's city. | Yes |
| State | Enter California | Yes |
| County | Set the applicable jurisdictions. | Yes |
| Map Pin Position | Choose whether you'd like the map to use the address you provided or if you'd like to manually drag the pin to the desired location. | Yes |

Community Type section

If applicable, specify the community "set-aside." This is applicable for properties in which EVERY unit is set aside for residents who meet a specific criteria, most commonly senior buildings. If a subset of units are set aside, you should use a Program instead.

| Field | Guidelines | Required |
|--|---|---|
| Reserved Community Type | If you don't see the community that you need on the list, contact your ACHP Assigned Analyst. | No |
| Reserved Community Description | Options available and text box to add additional information. Seniors 55+ Referral Only (To be used for Referral or CES Units) Seniors 62+ | No |
| Do you want to include a community type disclaimer as the first page of the application? | Yes Reserve community disclaimer title (*) (text box) (Appears as first page of application) Reserve community disclaimer (*) (Enter Description into text box) No | No If you indicate Yes, required questions will populate |

Listing units section

Display options:

| Field | Guidelines | Required | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------|---|----------|-------|------|-------|---|----------|---|-----|---|----------|---|---|------|------|------|-------|---|----------|---|---|---|----------|---|---|------|------|------|-------|---|----------|---|---|---|----------|---|---|----|
| Unit Types | <p>Select this option if you like the listing to display the units by type. This feature will display your units as shown below</p> <p>Unit features</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Studio 2 units, 500 square feet —</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Unit</th> <th>Area</th> <th>Bath</th> <th>Floor</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>500 sqft</td> <td>1</td> <td>n/a</td> </tr> <tr> <td>3</td> <td>500 sqft</td> <td>1</td> <td>1</td> </tr> </tbody> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>1 BR 2 units, 600 square feet, 1st floor —</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Unit</th> <th>Area</th> <th>Bath</th> <th>Floor</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>600 sqft</td> <td>1</td> <td>1</td> </tr> <tr> <td>4</td> <td>600 sqft</td> <td>1</td> <td>1</td> </tr> </tbody> </table> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>2 BR 2 units, 800 square feet, 2nd floor —</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Unit</th> <th>Area</th> <th>Bath</th> <th>Floor</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>800 sqft</td> <td>1</td> <td>2</td> </tr> <tr> <td>6</td> <td>800 sqft</td> <td>1</td> <td>2</td> </tr> </tbody> </table> </div> | Unit | Area | Bath | Floor | 2 | 500 sqft | 1 | n/a | 3 | 500 sqft | 1 | 1 | Unit | Area | Bath | Floor | 1 | 600 sqft | 1 | 1 | 4 | 600 sqft | 1 | 1 | Unit | Area | Bath | Floor | 5 | 800 sqft | 1 | 2 | 6 | 800 sqft | 1 | 2 | No |
| Unit | Area | Bath | Floor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | 500 sqft | 1 | n/a | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | 500 sqft | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unit | Area | Bath | Floor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 600 sqft | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | 600 sqft | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unit | Area | Bath | Floor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | 800 sqft | 1 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | 800 sqft | 1 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Individual Units | <p>Select this option if you like the listing to display all of the individual units. For example, if there are 2 studios, both of them are displayed in the listing.</p> <p>Unit features</p> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Studio 2 units, 500 square feet, 1st floor</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">1 BR 2 units, 600 square feet, 1st floor</div> <div style="border: 1px solid #ccc; padding: 5px;">2 BR 2 units, 800 square feet, 2nd floor</div> </div> | No | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | |
|-----------------|--|-----|
| Available Units | <p>Select this option if units are currently available either because the project is a New Development or the project wishes to re-open a Conventional Unit Wait List.</p> <p>New Construction and will under-go a lottery at initial lease up.</p> <p>Not applicable 100% referral unit projects.</p> | Yes |
| Open Waitlist | <p>Select this option if you are currently adding applicants to the Accessible Unit Wait List (AUWL)</p> | Yes |

Add Unit page

To add available/vacant units to the listing, click **Add Unit**.

Listing units

Units *

| UNIT # | UNIT TYPE | AMI | RENT | SQ FT | ACCESSIBILITY PRIORITY TYPE | |
|--------|-----------|-----|------|-------|-----------------------------|---|
| 1 | 1 BR | 40 | | | n/a | Edit Delete |
| 2 | 1 BR | 40 | | | n/a | Edit Delete |
| 3 | 1 BR | 40 | | | n/a | Edit Delete |

[Add unit](#) ←

Details section

| Field | Guidelines | Required? |
|-----------------------------|--|--|
| Screenshot for this section | <p>✕ Add unit Draft</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 5px;"> <p>Details</p> <p>Unit number <input type="text"/></p> <p>Unit type * Unit type v</p> <p>Number of bathrooms Select one v</p> <p>Unit floor Select one v</p> <p>Square footage <input type="text"/></p> <p>Minimum occupancy Select one v</p> <p>Max occupancy Select one v</p> </div> | Yes |
| Unit Number | <p>Enter the unit number.</p> <p>Note: If you intend to use the copy feature do not enter a unit number.</p> | No |
| Unit Type | Choose the unit type (studio versus 1-bedroom, for example). | Yes |
| Number of Bathrooms | The number of bathrooms in the unit. | No |
| Unit Floor | Enter the unit floor (ground floor versus 4th floor, for example). | No |
| Square Footage | Enter the square footage. | No |
| Minimum Occupancy | Enter the minimum number of household members needed for a successful application. | Will ask O/PM to complete even though it is not required currently. |
| Max Occupancy | Enter the maximum number of household members the unit can house. | Will ask O/PM to complete even though it is not required currently. |

Typical household size guidelines (these may vary by funding source):

- A studio can house up to 2 people.
- Larger units allow up to two people per bedroom plus one. For example, a 2-bedroom can accommodate 5 people.
- All units require at least one person per bedroom, including studios. For example, a single person can't qualify for a 2-bedroom apartment.

Eligibility

Enter the financial qualifications that housing seekers need to meet to be eligible for consideration for the unit.

Note that you can specify different Area Median Income (AMI) requirements for different units, even if they are in the same development.

| Field | Guidelines | Required | | | | | | | | | | | | | | | | | | |
|---|--|----------------|-----------------------|---|----------|---|----------|---|----------|---|----------|---|----------|---|----------|---|----------|---|----------|------------|
| <p>AMI Chart</p> <p>Percentage of AMI</p> | <p>These two selections work together to auto-fill values in the Maximum Annual Income field.</p> <p>Eligibility</p> <p>AMI chart * ← Percentage of AMI * ←</p> <p>LA City Common AMI ▾ 30 ▾</p> <table border="1" data-bbox="479 1186 971 1795"> <thead> <tr> <th>HOUSEHOLD SIZE</th> <th>MAXIMUM ANNUAL INCOME</th> </tr> </thead> <tbody> <tr><td>1</td><td>\$ 31850</td></tr> <tr><td>2</td><td>\$ 36400</td></tr> <tr><td>3</td><td>\$ 40950</td></tr> <tr><td>4</td><td>\$ 45450</td></tr> <tr><td>5</td><td>\$ 49100</td></tr> <tr><td>6</td><td>\$ 52750</td></tr> <tr><td>7</td><td>\$ 56400</td></tr> <tr><td>8</td><td>\$ 60000</td></tr> </tbody> </table> <p>Select the appropriate income limits from the drop down.</p> | HOUSEHOLD SIZE | MAXIMUM ANNUAL INCOME | 1 | \$ 31850 | 2 | \$ 36400 | 3 | \$ 40950 | 4 | \$ 45450 | 5 | \$ 49100 | 6 | \$ 52750 | 7 | \$ 56400 | 8 | \$ 60000 | <p>Yes</p> |
| HOUSEHOLD SIZE | MAXIMUM ANNUAL INCOME | | | | | | | | | | | | | | | | | | | |
| 1 | \$ 31850 | | | | | | | | | | | | | | | | | | | |
| 2 | \$ 36400 | | | | | | | | | | | | | | | | | | | |
| 3 | \$ 40950 | | | | | | | | | | | | | | | | | | | |
| 4 | \$ 45450 | | | | | | | | | | | | | | | | | | | |
| 5 | \$ 49100 | | | | | | | | | | | | | | | | | | | |
| 6 | \$ 52750 | | | | | | | | | | | | | | | | | | | |
| 7 | \$ 56400 | | | | | | | | | | | | | | | | | | | |
| 8 | \$ 60000 | | | | | | | | | | | | | | | | | | | |

| | | |
|-----------------------|--|----|
| Household | The number of people who will occupy the unit. | No |
| Maximum Annual Income | You can either use the AMI Chart and the Percentage of AMI fields to populate these fields or you can manually enter the maximum annual household income. | No |
| Fixed amount | <p>If you select this option, you can enter the Minimum Income required and specify the Monthly Rent (do not enter annual income). The general rule is that the applicant's minimum income should be 2.5 times the rent.</p> | No |
| % of income | Select this option if the rent is based on the housing seeker's income. This value is typically pegged to 30% of the applicant's income. | No |

Accessibility section

| Field | Guidelines | Required? |
|-------------------------|---|-----------|
| Accessibility Unit Type | <p>Accessibility refers to the manner in which housing is designed, constructed or modified (such as through repair/renovation/renewal or modification of a unit).</p> <p>Select the appropriate type, if applicable.</p> | No |

| | | |
|--|---|--|
| | <p>Options available</p> <ul style="list-style-type: none"> • Mobility • Hearing and Vision • Mobility, hearing and vision | |
|--|---|--|

Copy an existing unit

If you want to use an existing unit as a starting point, you can make a copy of it keeping in mind that the basic information must be identical to use this copy feature.

1. In the **Listing Units** section, click **Edit** for the unit you'd like to copy.

Listing units

Select the building units that are available through the listing.

Do you want to show unit types or individual units? Unit types Individual units

What is the listing availability? Available units Open waitlist

Listing units

Units *

| UNIT # | UNIT TYPE | AMI | RENT | SQ FT | ACCESSIBILITY PRIORITY TYPE | |
|--------|-----------|-----|------|-------|-----------------------------|---|
| 1 BR | | 40 | | | Hearing and vision | Edit Delete |
| 2 BR | | 20 | | | n/a | Edit Delete |

[Add unit](#)

2. Click **Make a Copy**.

Make a copy

Save & new

Save & exit

Cancel

Add unit Save

Details

UNIT number UNIT type * One bedroom Number of bathrooms 1 UNIT floor 2

Square footage Minimum occupancy 9 Max occupancy Select one

Eligibility

AMI chart * LA City Common AMI Percentage of AMI * 40

| HOUSEHOLD SIZE | MAXIMUM ANNUAL INCOME |
|----------------|-----------------------|
| 1 | \$ 42400 |
| 2 | \$ 48500 |
| 3 | \$ 54500 |
| 4 | \$ 60600 |
| 5 | \$ 65450 |
| 6 | \$ 70300 |
| 7 | \$ 75100 |
| 8 | < 80000 |

Make a copy

Save & new

Save & exit

Cancel

Additional Fees section

Provide more information about fees required from the housing seeker.

| Field | Guidelines | Required ? |
|-----------------------------|--|------------|
| Screenshot for this section | <p>Additional fees Tell us about any other fees required by the applicant.</p> <p>Application fee Deposit min Deposit max</p> <p>\$ <input type="text"/> \$ <input type="text"/> \$ <input type="text"/></p> <p>Deposit helper text Costs not included</p> <p><input type="text"/> <input type="text"/></p> <p>Credit screening fee</p> <p>\$ <input type="text"/></p> <p>Utilities included</p> <p><input type="checkbox"/> Water <input type="checkbox"/> Gas <input type="checkbox"/> Trash <input type="checkbox"/> Sewer <input type="checkbox"/> Electricity <input type="checkbox"/> Cable <input type="checkbox"/> Phone <input type="checkbox"/> Internet</p> | |
| Application fee | The fee the housing seeker needs to pay. | No |
| Deposit min | The minimum deposit. | No |
| Deposit Max | The maximum deposit. | No |
| Deposit Helper Text | Enter information that the housing seeker may need to know about the display. | No |
| Costs Not Included | Enter any costs that are not covered by the fee, deposit, and monthly rent. | No |

Accessibility Features

| Field | Guidelines | Required |
|-------|------------|----------|
|-------|------------|----------|

| | | |
|---------------------------------------|--|------------|
| <p>Accessibility Features</p> | <p>Select all accessibility features that apply to this listing. Fields marked with an asterisk (*) are required.</p> | <p>Yes</p> |
| <p>Mobility Features</p> | <p>Select all mobility features that apply to this project.</p> <p>Mobility features</p> <ul style="list-style-type: none"> <input type="checkbox"/> Accessible parking spots <input type="checkbox"/> Barrier-free (no-step) unit entrances <input type="checkbox"/> Front controls on dishwasher <input type="checkbox"/> Kitchen counter lowered with min 27 inch high knee space <input type="checkbox"/> Lowered light switches <input type="checkbox"/> No entry stairs <input type="checkbox"/> No stairs within unit <input type="checkbox"/> Street-level entrance <input type="checkbox"/> Barrier-free (no-step) property entrance <input type="checkbox"/> Elevator <input type="checkbox"/> Front controls on stove/cook top <input type="checkbox"/> Lever handles on doors <input type="checkbox"/> Units for those with mobility accessibility needs <input type="checkbox"/> No stairs to parking spots <input type="checkbox"/> Refrigerator with bottom-door freezer <input type="checkbox"/> Wheelchair ramp | |
| <p>Bathroom features</p> | <p>Select all accessible bathroom features that apply to the accessible units.</p> <p>Bathroom features</p> <ul style="list-style-type: none"> <input type="checkbox"/> Accessible height toilet <input type="checkbox"/> Bath grab bars or reinforcements <input type="checkbox"/> Roll-in showers <input type="checkbox"/> Turning circle in bathrooms <input type="checkbox"/> Wide unit doorways for wheelchairs <input type="checkbox"/> Barrier-free bathrooms <input type="checkbox"/> Bathroom counter lowered with min 27 inch high knee space <input type="checkbox"/> Toilet grab bars or reinforcements <input type="checkbox"/> Walk-in shower | |
| <p>Flooring</p> | <p>Select all flooring that applies to the project and/or units.</p> <p>Flooring *</p> <ul style="list-style-type: none"> <input type="checkbox"/> Carpet in unit <input type="checkbox"/> Hard flooring in unit | |
| <p>Utility features</p> | <p>Select utility features that apply to the units.</p> <p>Utility features</p> <ul style="list-style-type: none"> <input type="checkbox"/> AC in unit <input type="checkbox"/> Heating in unit <input type="checkbox"/> Laundry in building <input type="checkbox"/> Fire suppression / sprinkler system <input type="checkbox"/> In-unit washer/dryer <input type="checkbox"/> Lever handles on faucets | |
| <p>Hearing/Vision features</p> | <p>Select all hearing/vision features that apply to this project and/or units.</p> | |

| | | |
|--|--|--|
| | <p>Hearing / Vision features</p> <p><input type="checkbox"/> Braille signage in building</p> <p><input type="checkbox"/> Extra audible carbon monoxide detector - min. 85 db</p> <p><input type="checkbox"/> Units for those with hearing and/or vision accessibility needs</p> <p><input type="checkbox"/> Smoke detector with strobe</p> <p><input type="checkbox"/> Carbon monoxide detector with strobe</p> <p><input type="checkbox"/> Extra audible smoke detector - min. 85 db</p> <p><input type="checkbox"/> Non-digital kitchen appliances</p> <p><input type="checkbox"/> TTY / amplified phone</p> | |
|--|--|--|

Building Features

| Field | Guidelines | Required ? |
|--------------------------|---|------------|
| Property Amenities | Describe any amenities, such as a pool or gym. | No |
| Additional accessibility | Describe any features that enhance accessibility. | No |
| Unit Amenities | Describe amenities that are contained within the unit, such as a washer-dryer. | No |
| Pet Policy | Describe which kinds of pets are allowed. | No |
| Services Offered | Describe any other services provided, such as a shuttle for grocery shopping trips. | No |
| Smoking Policy | Select whether smoking is allowed. | No |
| Parking fee | Include any fee if parking is available | No |
| Parking types | <p>Select the type of parking available for the project.</p> <p>Parking types</p> <p><input type="checkbox"/> On street</p> <p><input type="checkbox"/> Off street</p> <p><input type="checkbox"/> Garage</p> <p><input type="checkbox"/> Carport</p> | No |

Neighborhood amenities

| Field | Guidelines | Required ? |
|-------------------------|---|------------|
| Neighborhood Amenities | Select the distance for each of the amenities. Available options: on site, blocks, or miles | No |
| Grocery stores | Select the distance to the closest grocery store | |
| Pharmacies | Select the distance to the closest pharmacy. | |
| Shopping venues | Select the distance to the closest shopping venue. | |
| Hospitals | Select the distance to the closest hospital. | |
| Senior centers | Select the distance to the closest senior center. | |
| Recreational facilities | Select the distance to the closest recreational facility. | |
| Playground | Select the distance to the closest playground. | |
| Bus stops | Select the distance to the closest bus stop. | |

Additional Eligibility Rules section

| Field | Guidelines | Required ? |
|---------------------|---|------------|
| Credit History | Enter the minimum credit score, if applicable, or any credit check-related notifications. | No |
| Rental History | Specify whether housing seekers need to provide a record or their rental history. | No |
| Criminal Background | Specify the guidelines for whether or not a housing seeker needs to provide information about any criminal convictions. | No |

| | | |
|-----------------------|--|-----|
| Rental Assistance (*) | Housing Choice Vouchers, Section 8 and other valid rental assistance programs will be considered for this property. In the case of a valid rental subsidy, the required minimum income will be based on the portion of the rent that the tenant pays after use of the subsidy. | Yes |
|-----------------------|--|-----|

You can add more eligibility requirements in your Property Management Plan.

Additional Details section

| Field | Guidelines | Required |
|-------------------------|---|----------|
| Required Documents | Specify any documents the housing seeker needs to provide. | No |
| Important Program Rules | State any rules that the housing seeker needs to comply with. | No |
| Special Notes | Type in specific details about your project such as, this project has 100 units but only 25 one bedrooms will be part of the lottery as the additional 75 units are referral units. If you are experiencing homelessness and want to apply for a supportive housing unit, please contact a Coordinated Entry System (CES) Access Point | No |

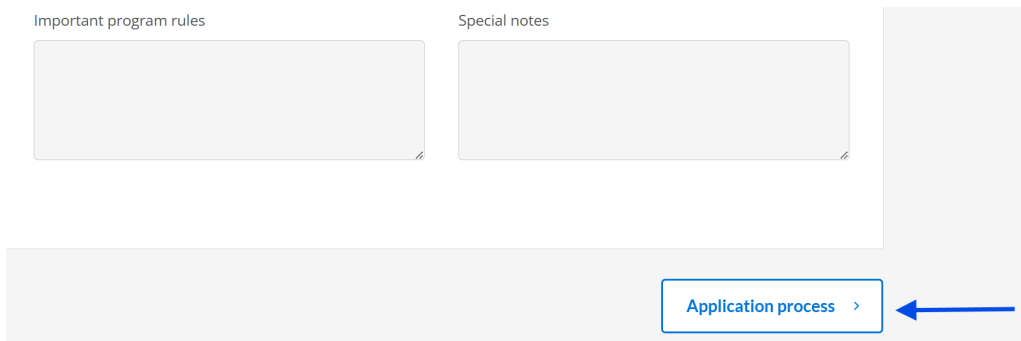
Application Process Reference

Rankings & Results section

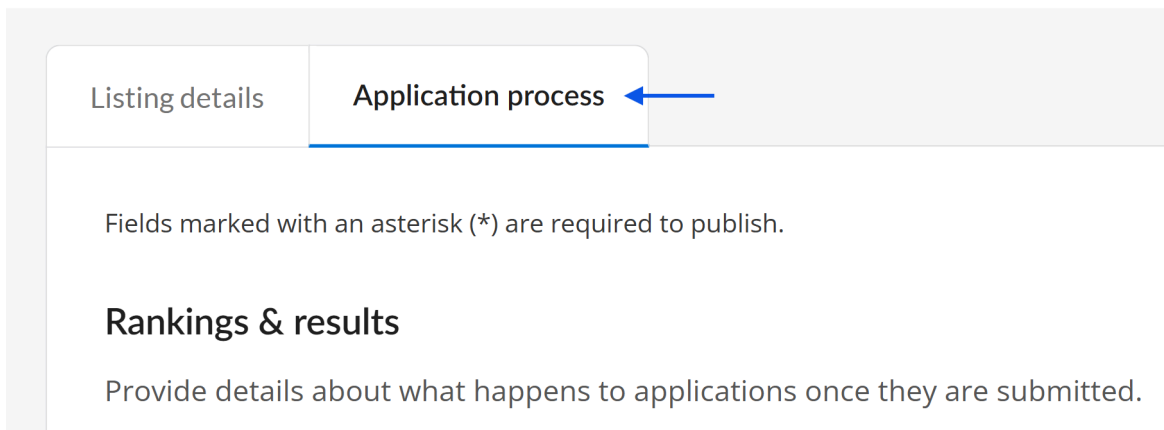
| Field | Guidelines | Required |
|--------------------------------------|---|----------|
| Is there an application due date? | Select Yes or No . You can enter the application due date in the Application Dates section. | No |
| Do you want to show a waitlist size? | Select Yes or No . This field is only editable when you select Open Waitlist in the Listing Units section of the Listing Details page. | No |

| | | |
|---|--|-----------|
| <p>How many spots are open on the list?</p> | <p>Enter the number of spots.</p> <p>This field is only editable when you:</p> <ul style="list-style-type: none"> • Select Open Waitlist in the Listing Units section of the Listing Details page. • Show the waitlist size. | <p>No</p> |
| <p>Tell the applicant what to expect from the process</p> | <p>Enter any details that might be helpful to housing seekers as they apply for the listing. The field includes some pre-filled text. You can use it as is or modify it to fit your listing's requirements.</p> | <p>No</p> |

The **Application Process** page opens



You may also tab to the Application process as listed below.



Complete the required information on the [Application Process](#) page.


Note: Your screen may reflect different questions based on your response to questions in the Listing Units question **“What is the listing availability?”**

Complete all the fields and text boxes to ensure that applicants have the pertinent information to assist the applicant in determining . This includes the following sections:

If you selected Available Units on the Listing Units section

This indicates you wish to open your Conventional Unit Wait List and you have units available. You will have the option to select if you will host a lottery or if the list will be maintained in chronological order (first come first serve)

What is the listing availability?

 Available units Open waitlist

If you selected Open Wait List

Leasing Agent section

Tip: Use this section to record the front office representative for this property (not the regional office).

| Field | Guidelines | Required ? |
|---|--|------------|
| Leasing agent or property manager contact information | <p>Required questions are shown with a red (*) asterisk</p> <p>Leasing agent or property manager Provide details about the leasing agent or property manager who will be managing the application process.</p> <p>Leasing agent or property manager name * Email * Phone *</p> <p><input type="text" value="Lease Agent"/> <input type="text" value="leasingagent@yopmail.com"/> <input type="text" value="(213) 222-2222"/></p> <p>Leasing agent or property manager title Office hours</p> <p><input type="text"/> <input type="text"/></p> <p>Company website ex: 9:00am - 5:00pm, Monday to Friday</p> <p><input type="text"/> <input type="text"/></p> | |
| Leasing Agent Name | Enter the leasing agent’s name. | Yes |

| | | |
|---------------------|--|-----|
| Email | Enter the leasing agent's email address. | Yes |
| Phone | Enter the leasing agent's phone number. | Yes |
| Leasing Agent Title | Enter the leasing agent's title. | No |
| Office Hours | Enter the leasing agent's available hours. | No |

Leasing Agent Address section

| Field | Guidelines | Required ? |
|--|--|------------|
| Leasing or Property Manager Address Screenshot | <p>Required questions are shown with a red (*) asterisk</p> <p>Leasing agent or property manager address</p> <p>Street address or PO box Apt or unit #</p> <p>1110 W 3rd Street Main Office</p> <p>City State Zip code</p> <p>Los Angeles California 90044</p> | |
| Street Address or PO Box | Enter the leasing agent's street address. | No |
| Apt or Unit # | Enter the leasing agent's apartment, unit, or suite number. | No |
| City | Enter the leasing agent's city. | No |
| State | Select the leasing agent's state. | No |
| Zip | Enter the leasing agent's zip code. | No |

Application Types section

| Field | Guidelines | Required? |
|-----------------------------|--|-----------|
| Application Type Screenshot | Required questions are shown with a red (*) asterisk | Yes |

| | | |
|---|---|--|
| | <p>Application types Configure the online application and upload paper application forms.</p> <p>Is there a digital application? * Are you using the common digital application?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Is there a paper application? *</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Are there units set aside for referral only? *</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> | |
| <p>Is there a digital application?</p> | <p>Select Yes or No.</p> <p>Select yes if you have a means for housing seekers to apply online.</p> | <p>Yes</p> |
| <p>Custom Online Application URL</p> | <p>If you indicate that there is a digital application, this field appears. Enter the URL where housing seekers can apply.</p> | <p>Yes, if there is a digital application.</p> |
| <p>Is there a paper application?</p> | <p>Select Yes or No.</p> <p>If you select yes:</p> <ol style="list-style-type: none"> 1. Click App Paper Application. 2. Select the Language (you can upload separate forms for different languages using this option). 3. Add the application(s) in the form of a PDF. Select the respective language for each PDF. 4. Click Save. | <p>Yes</p> |
| <p>Is there a referral opportunity?</p> | <p>Select Yes or No.</p> <p>If you select yes, enter a Referral Contact Phone and a referral description.</p> <p>This is only used for formal referral partnerships, such as with a local housing department or social services organization, in which eligible applicants are connected directly with your property. This is not recommended for use for informal marketing partnerships.</p> | <p>Yes</p> |

Application Address section

This section applies to paper applications.

| Field | Guidelines | Required? |
|-------------------------------------|---|---|
| Screenshot for the various sections | <p>For projects subject to Lottery at initial lease up and those projects opening their Conventional Unit Wait List in addition to the Partners Portal you are required to provide two additional methods of applying.</p> <p>Application address In the event of paper applications, where do you want applications dropped off or mailed?</p> <p>Can applications be mailed in? Can applications be picked up? Can applications be dropped off? <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Are postmarks considered? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Additional application submission notes <input type="text"/></p> | For Lottery these fields will be required |
| Can applications be mailed in? | Select Yes or No . If you select yes, mailing options appear. | No |
| Where are applications mailed in? | <p>This field appears if you allow applications to be mailed in.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> Specify that housing seekers should use the leasing agent address. Provide a separate address. <p>Mailing address fields appear if you specify that housing seekers should use another address.</p> | No |
| Can applications be picked up? | Select Yes or No . If you select yes, pickup address options appear. | No |

| | | |
|--|--|-----------|
| <p>Where are applications picked up?</p> | <p>This field (and the Pickup Address subsection) appears if you allow applications to be picked up.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> ● Specify that housing seekers should use the leasing agent address. ● Provide a separate address. <p>Pickup address fields appear if you specify that housing seekers should use another address.</p> | <p>No</p> |
| <p>Can applications be dropped off?</p> | <p>Select Yes or No.</p> <p>If you select yes, dropoff address options appear.</p> | <p>No</p> |
| <p>Where are applications dropped off?</p> | <p>Choose one of the following options:</p> <ul style="list-style-type: none"> ● Specify that housing seekers should use the leasing agent address. ● Provide a separate address. <p>Dropoff address fields appear if you specify that housing seekers should use another address.</p> | <p>No</p> |
| <p>Are postmarks considered?</p> | <p>Select Yes or No.</p> <p>If you select yes:</p> <ul style="list-style-type: none"> ● Applications that are mailed and postmarked on the due date are considered. ● Fields appear that allow you to record the actual date and time that you receive the application. <p>Note: Date must be two-three business days after the close of the pre-application period, time preferable at close of business.</p> | <p>No</p> |

Application Dates section

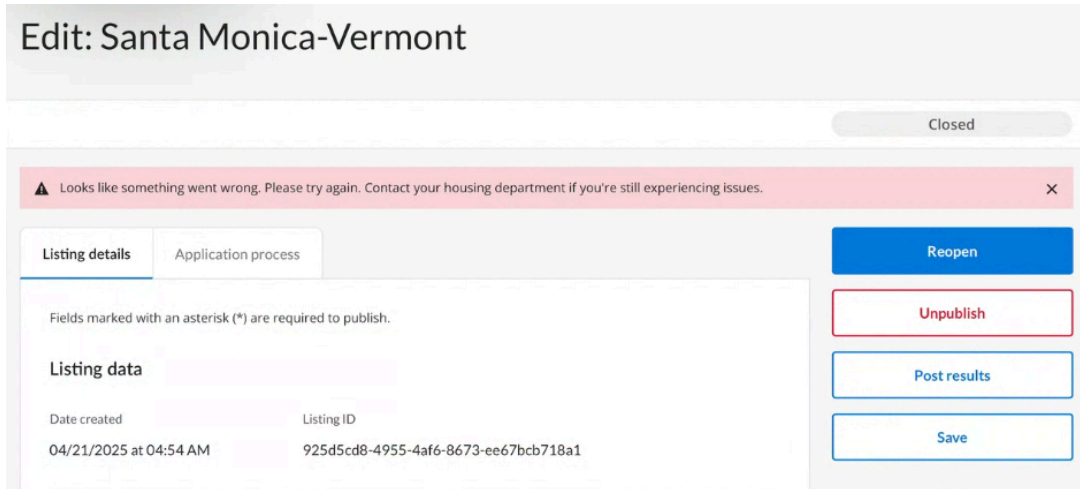
Projects opening their CUWL or hosting a Lottery must include an Application due date as well the application cut off time.

| Field | Guidelines | Required ? |
|---|---|------------|
| Application Due Date | <p>Enter the due date for the application. Note that once this date has passed, the listing's status automatically changes to closed.</p> <p>Application dates Tell us about important dates related to this listing.</p> <p>Application due date: 05 10 2026 ←</p> <p>Application due time: 5 00 PM ∨ ←</p> <p><small>When applications close to the public</small></p> | No |
| Application Due Time | <p>Enter the time that applications are due.</p> <p>Note: Should be closed of business or at the end of the last day at 11:59 PM.</p> <p>Application dates Tell us about important dates related to this listing.</p> <p>Application due date: 05 10 2026 ←</p> <p>Application due time: 5 00 PM ∨ ←</p> <p><small>When applications close to the public</small></p> | No |
| Marketing Status Marketing Application due time | <p>Opening for marketing and acceptance of pre-applications. Will be required for those projects newly leasing up and/or hosting a lottery. This due date is the last day of your marketing period.</p> <p>Time you would like your list to close</p> | No |

| | | |
|---|---|-------------------|
| | <p>Application dates</p> <p>Tell us about important dates related to this listing.</p> <p>Application due date Application due time</p> <p> <input type="text" value="MM"/> <input type="text" value="DD"/> <input type="text" value="YYYY"/> <input type="text" value="HH"/> <input type="text" value="MM"/> <input type="text" value="PM"/> </p> <p>When applications close to the public</p> <p>Marketing status</p> <p> <input checked="" type="radio"/> Marketing <input type="radio"/> Under construction </p> | |
| <p>Marketing Status</p> <p>Under Construction</p> | <p>New project under construction with a future marketing date.</p> <p>Marketing status Marketing start date</p> <p> <input type="radio"/> Marketing <input checked="" type="radio"/> Under construction <input type="text" value="December"/> <input type="text" value="2026"/> </p> <p style="font-size: small; text-align: center;">When the opportunity becomes available to the public</p> | <p>No</p> |
| <p>Add Open House</p> | <p>This is not to be used as Developer's have requested that applicants not visit the site while it is under construction.</p> | <p>Do not use</p> |
| <p>Marketing Flyer</p> | <p>Projects opening a Conventional Unit Wait List or hosting a lottery at initial lease up must complete the following flyers:</p> <ul style="list-style-type: none"> Marketing Flyer (Accessible Marketing Flyer will need to be completed via the Property Listing https://lahousing.lacity.org/aahr) The Approved Marketing Flyer must be approved by your assigned analyst before uploading it to this section of the listing.) <ul style="list-style-type: none"> Upload PDF for each flyer | |

Troubleshooting Section

Note: If you receive an error message you should check that check both listing details and application process tabs to ensure all required questions (*) were answered.



The screenshot shows the 'Edit: Santa Monica-Vermont' listing page. At the top right, there is a 'Closed' button. Below it, a red error message banner reads: 'Looks like something went wrong. Please try again. Contact your housing department if you're still experiencing issues.' The page has two tabs: 'Listing details' (selected) and 'Application process'. On the right side, there are four buttons: 'Reopen' (blue), 'Unpublish' (red), 'Post results' (blue), and 'Save' (blue). The 'Listing data' section shows the following information:

| Date created | Listing ID |
|------------------------|--------------------------------------|
| 04/21/2025 at 04:54 AM | 925d5cd8-4955-4af6-8673-ee67bcb718a1 |