

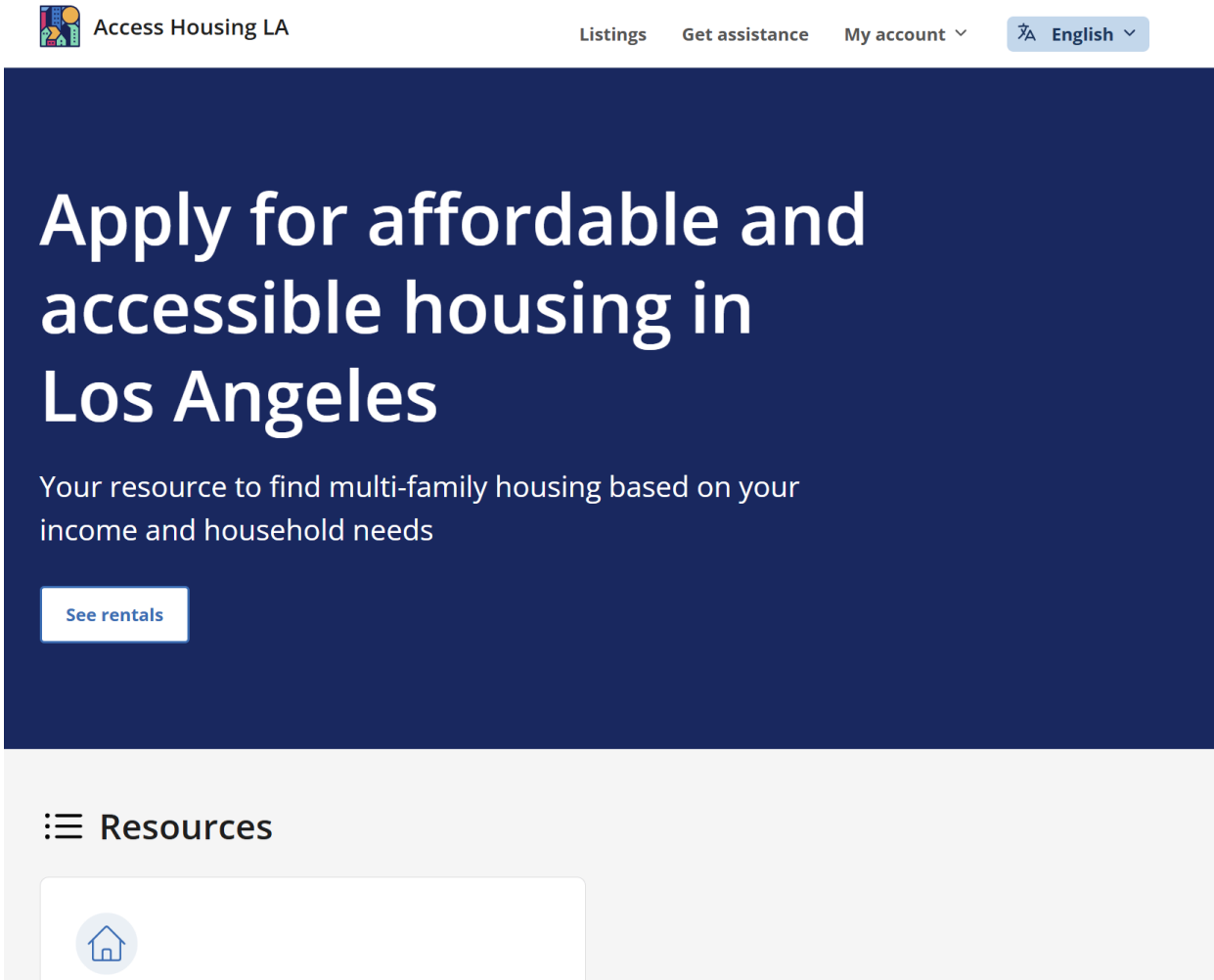
Advocate User Guide
Access Housing LA



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1. Visit Access Housing LA



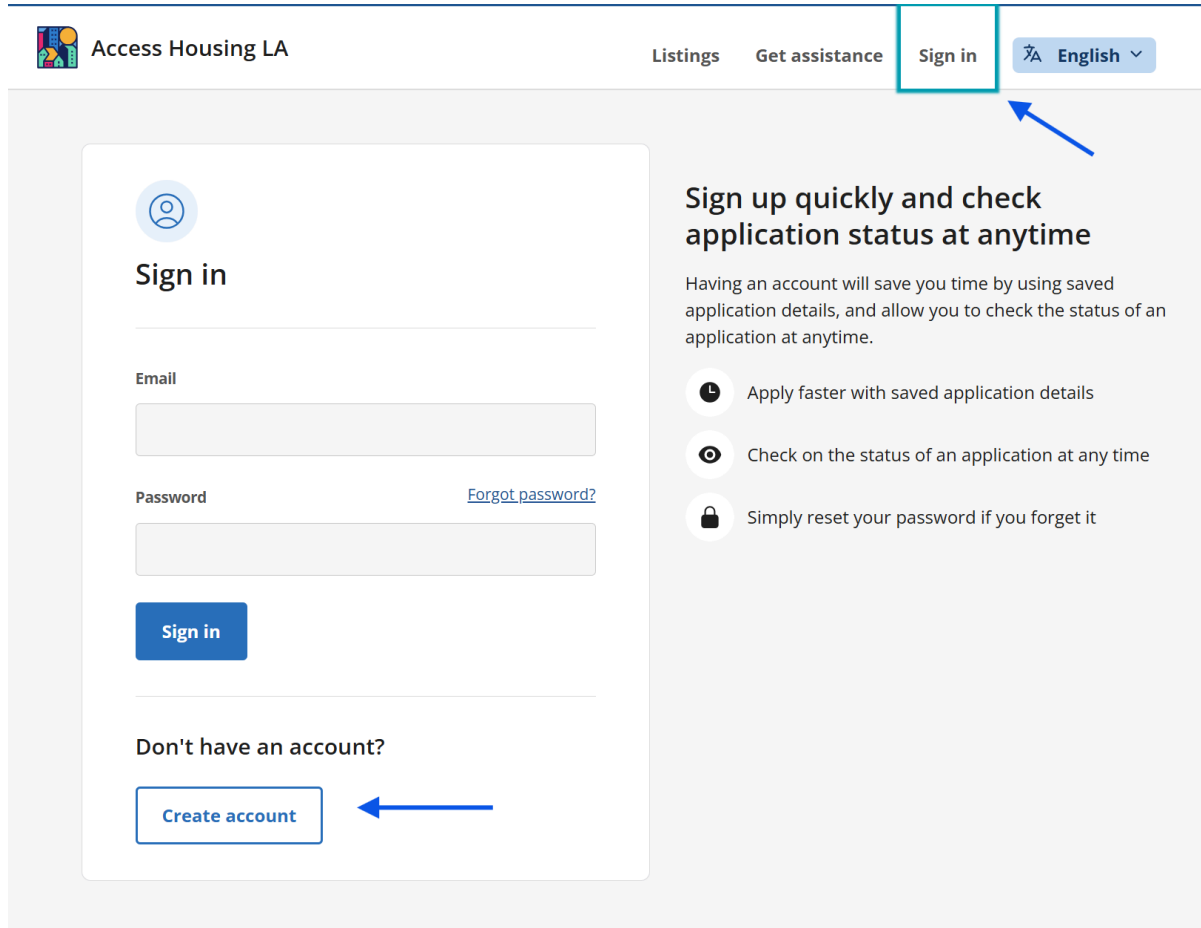
The screenshot shows the top navigation bar of the Access Housing LA website. It includes the LAHD logo, the text "Access Housing LA", and navigation links for "Listings", "Get assistance", and "My account". A language dropdown menu is set to "English". The main content area features a dark blue background with the heading "Apply for affordable and accessible housing in Los Angeles" and a sub-heading "Your resource to find multi-family housing based on your income and household needs". A "See rentals" button is visible. Below this is a "Resources" section with a hamburger menu icon and a home 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 a housing advocate working to place clients into affordable and accessible 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

To begin the registration process for a new user profile, please select the **Create account** option.

Select the **Housing Advocate** designation and populate all mandatory fields within the registration form. Upon completion, click the **Request Account** button. Your submission will then be routed to the Accessible Housing Program (AHP) for administrative review and approval.

Choose an account type ×

Which describes you?

Housing applicant /
tenant

Create an account to apply for
housing

Housing advocate

Create an account to apply on
behalf of a housing client

Cancel

Get started



You have successfully requested an advocate account

Your account will now need to be verified by an administrator. Please expect this to take at least 24 hours. If you have any questions in the meantime, please reach out to lahd.achp@lacity.org.

Ok

Upon administrative approval of your advocate profile, a notification will be emailed from LAHD.AchP.DoNotReply@lacity.org confirming your status. This correspondence indicates that you may proceed to finalize the account creation process.

Your account has been approved > Inbox x



lahd-AcHP-DoNotReply@achp.housing.lacity... 9:32 AM (1 minute ago) ☆ 😊 ↶ ⋮
to me ▾



Hello

Sample Advocate

Your account at <https://access.housing.lacity.gov> has been approved.

It will now be easier for you to start, save, and submit online applications **on behalf of housing applicants** for listings that appear on the site.

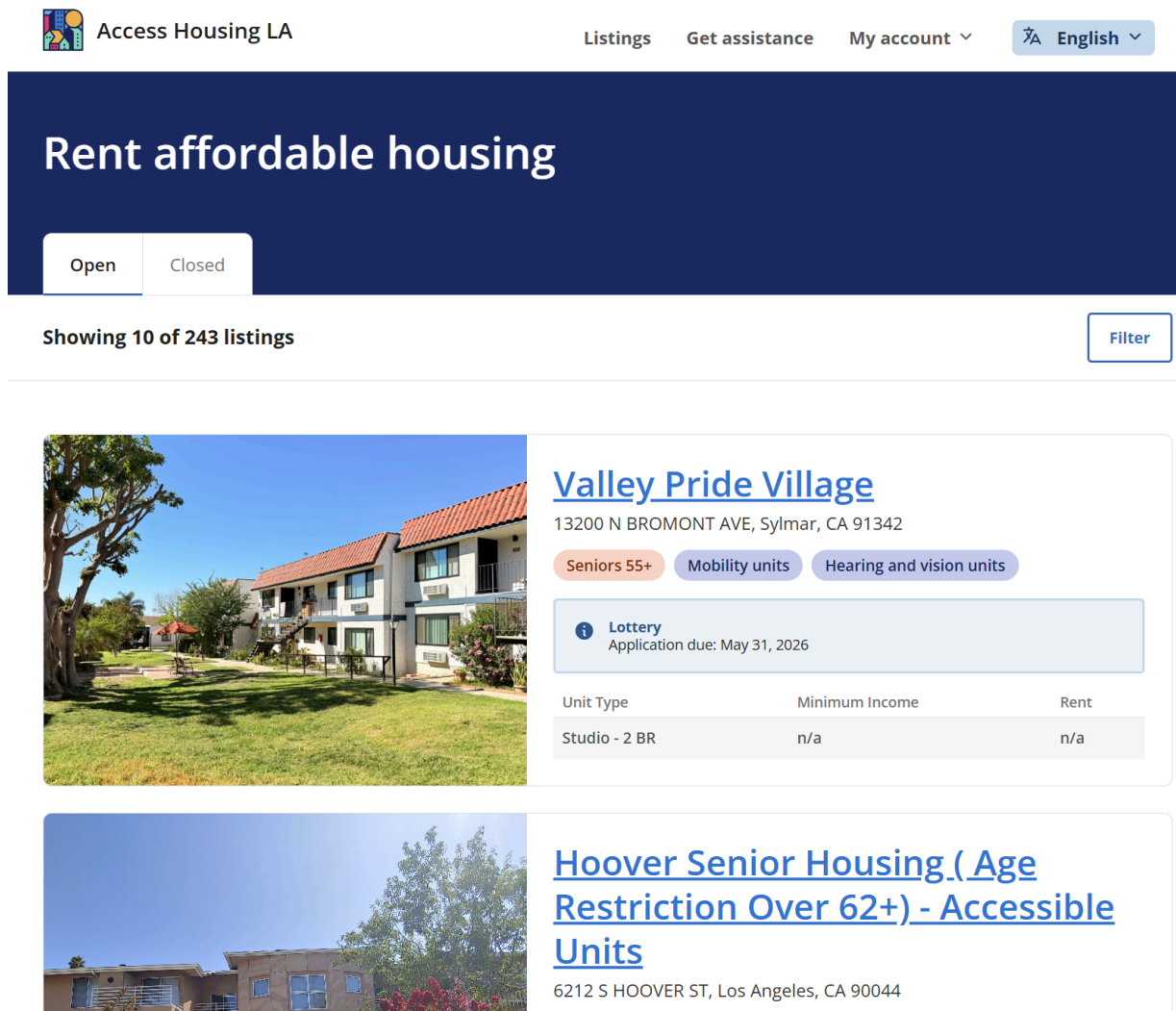
To complete your account creation, please click the link below:

[CREATE MY ACCOUNT](#)

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 Listings Get assistance My account English

Rent affordable housing

Open Closed

Showing 10 of 243 listings Filter




Valley Pride Village

13200 N BROMONT AVE, Sylmar, CA 91342

Seniors 55+ Mobility units Hearing and vision units

Lottery
Application due: May 31, 2026

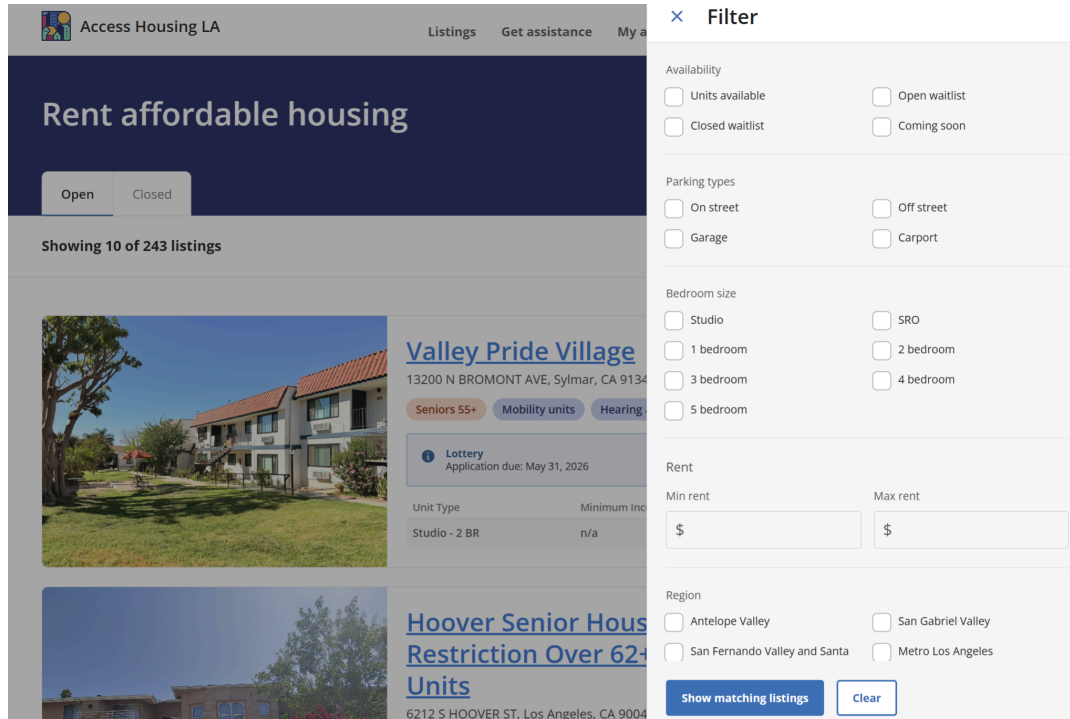
Unit Type	Minimum Income	Rent
Studio - 2 BR	n/a	n/a



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

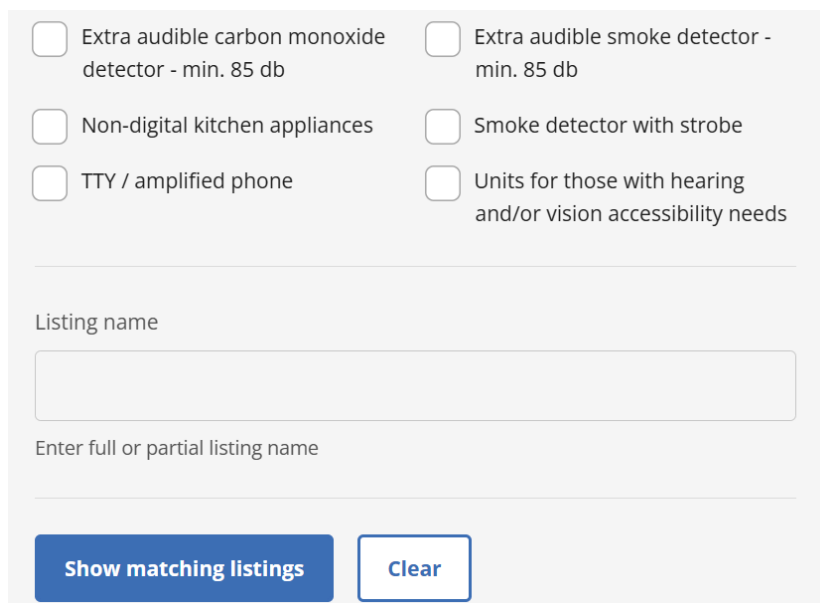
6212 S HOOVER ST, Los Angeles, CA 90044

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.



The screenshot shows the 'Access Housing LA' website interface. The main header includes 'Rent affordable housing' and buttons for 'Open' and 'Closed'. Below this, it says 'Showing 10 of 243 listings'. Two property listings are visible: 'Valley Pride Village' and 'Hoover Senior Housing'. A 'Filter' sidebar is open on the right, containing sections for Availability, Parking types, Bedroom size, Rent, and Region. The 'Availability' section has checkboxes for 'Units available', 'Open waitlist', 'Closed waitlist', and 'Coming soon'. The 'Bedroom size' section has checkboxes for Studio, 1 bedroom, 2 bedroom, 3 bedroom, 4 bedroom, and 5 bedroom. The 'Rent' section has input fields for 'Min rent' and 'Max rent'. The 'Region' section has checkboxes for Antelope Valley, San Gabriel Valley, San Fernando Valley and Santa Ana, and Metro Los Angeles. At the bottom of the filter are 'Show matching listings' and 'Clear' buttons.

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



This block shows a close-up of the search filter options. It includes several checkboxes for specific accessibility features:

- 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

 Below these options is a section for searching by listing name. It is labeled 'Listing name' and contains a text input field. Below the input field is the instruction 'Enter full or partial listing name'. At the bottom of this section are two buttons: 'Show matching listings' and '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

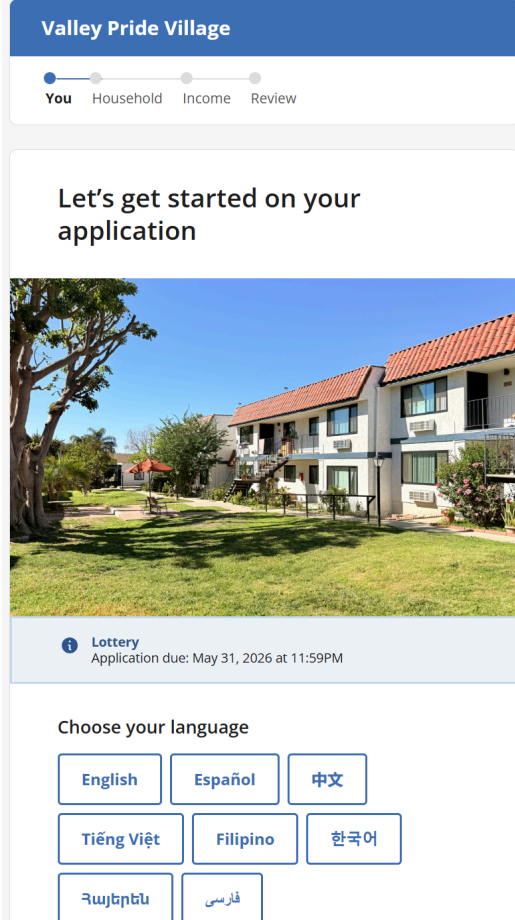
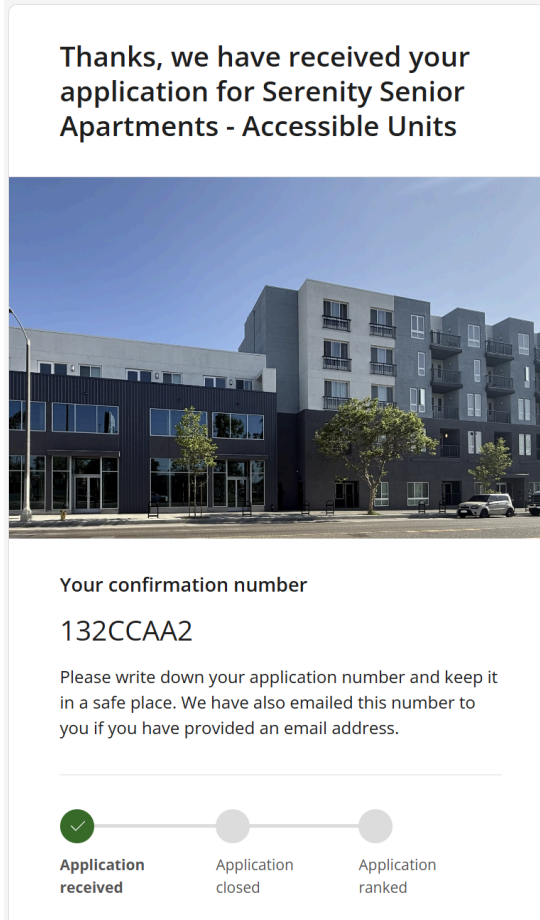
523 Heidi CIR
Beaumont, CA 92223

[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 for your client. You will begin

by selecting a language, and then you will need to follow the prompts to provide personal information, household details, and income information.

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.

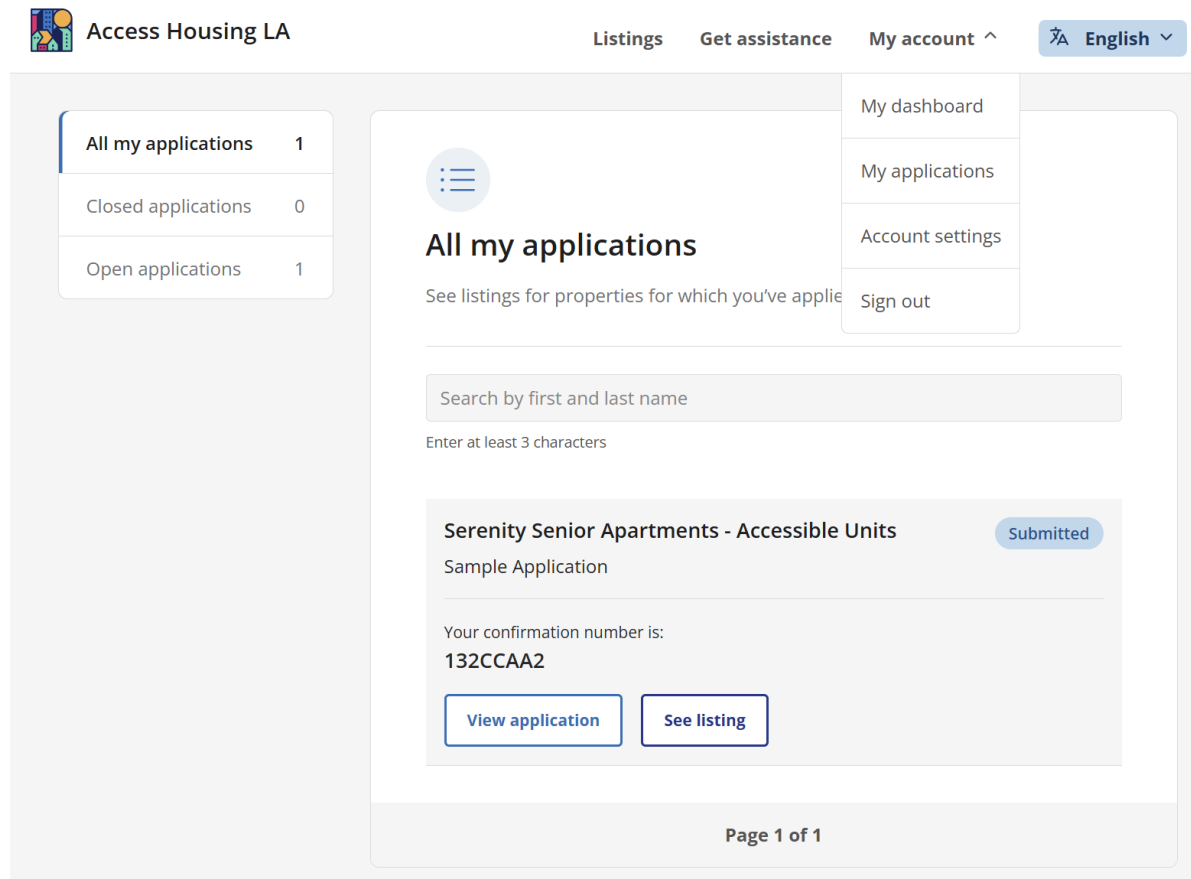
Application received Application closed Application ranked

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.



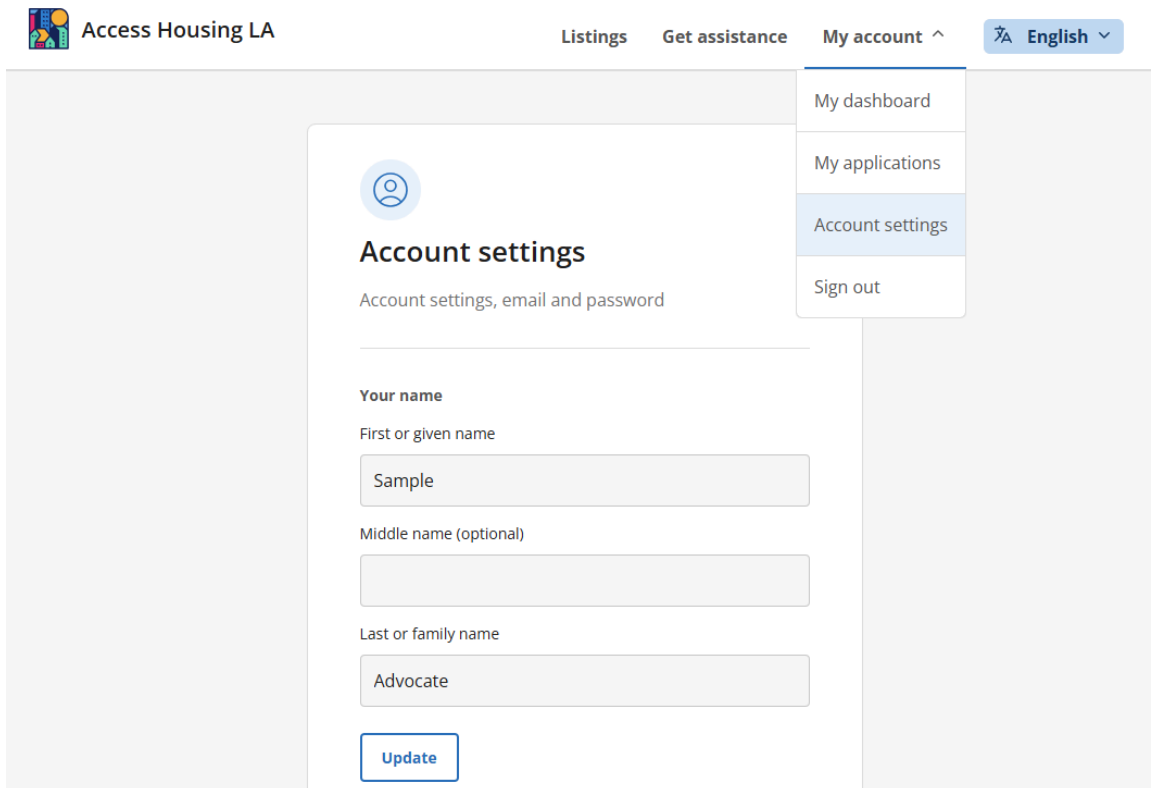
The screenshot shows the 'My Applications' page. At the top left is the 'Access Housing LA' logo. The navigation bar includes 'Listings', 'Get assistance', 'My account ^', and a language dropdown set to 'English'. On the left sidebar, there are three summary items: 'All my applications' (1), 'Closed applications' (0), and 'Open applications' (1). The main content area is titled 'All my applications' and includes a search bar with the placeholder 'Search by first and last name' and a note 'Enter at least 3 characters'. Below the search bar, a card for 'Serenity Senior Apartments - Accessible Units' is shown with a 'Submitted' status. The card contains the text 'Sample Application', 'Your confirmation number is: 132CCAA2', and two buttons: 'View application' and 'See listing'. A 'My account' dropdown menu is open, showing options for 'My dashboard', 'My applications', 'Account settings', and 'Sign out'. At the bottom of the page, it says '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 and go back and look at specific details 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 your personal information, address, and phone numbers, as well as the ability to modify your account password.



Access Housing LA

Listings Get assistance My account ^ English

My dashboard

My applications

Account settings

Sign out

Account settings

Account settings, email and password

Your name

First or given name

Sample

Middle name (optional)

Last or family name

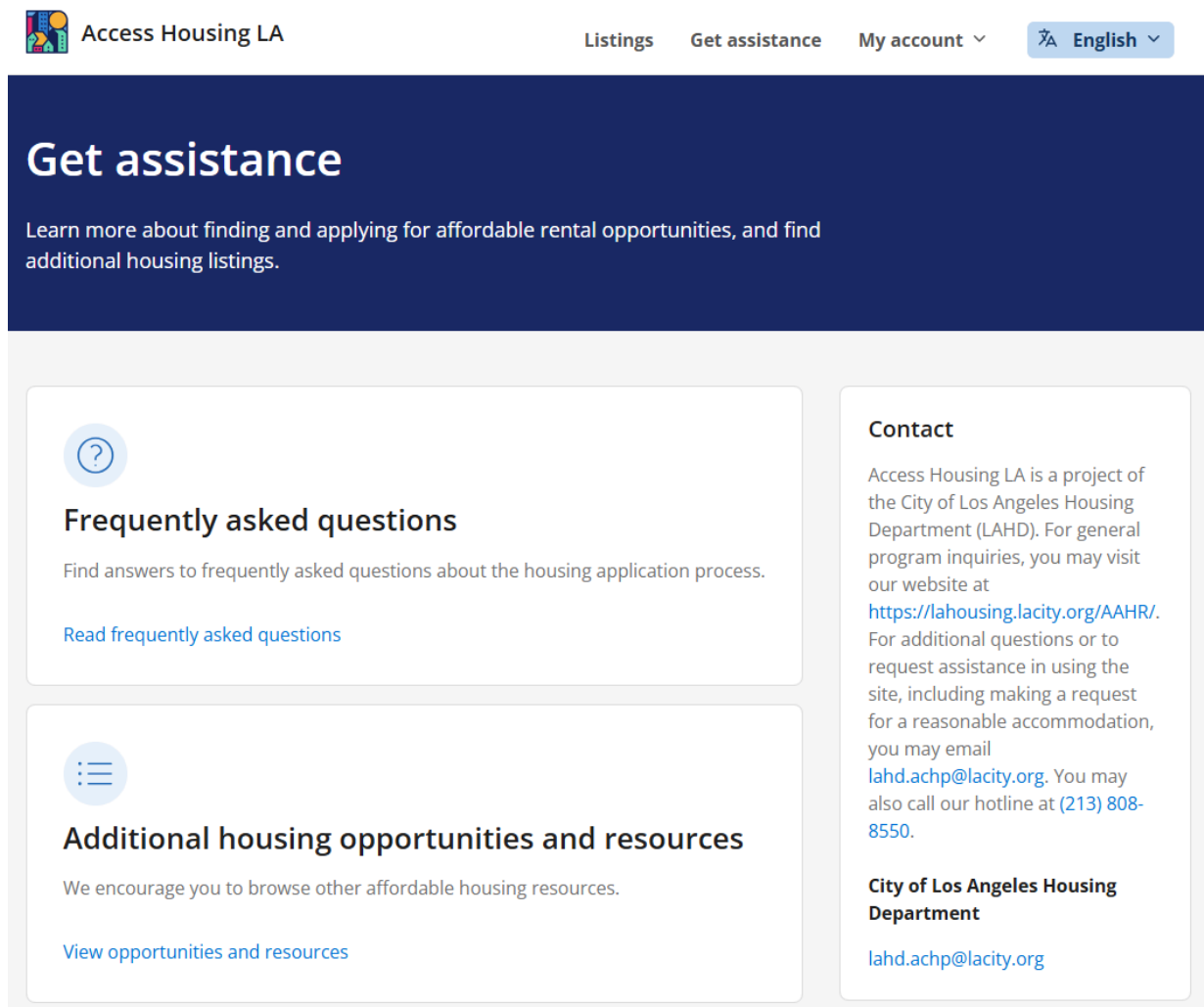
Advocate

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. At the top, there is a navigation bar with 'Access Housing LA' on the left, and 'Listings', 'Get assistance', 'My account', and 'English' on the right. The main heading is 'Get assistance' in a dark blue banner. Below the banner, a sub-heading reads: 'Learn more about finding and applying for affordable rental opportunities, and find additional housing listings.' The dashboard is divided into three main sections:

- Frequently asked questions:** Features a question mark icon. The text says: 'Find answers to frequently asked questions about the housing application process.' Below this is a link: 'Read frequently asked questions'.
- Additional housing opportunities and resources:** Features a list icon. The text says: 'We encourage you to browse other affordable housing resources.' Below this is a link: 'View opportunities and resources'.
- Contact:** Contains the text: 'Access Housing LA is a project of the City of Los Angeles Housing Department (LAHD). For general program inquiries, you may visit our website at <https://lahousing.lacity.org/AAHR/>. For additional questions or to request assistance in using the site, including making a request for a reasonable accommodation, you may email lahd.achp@lacity.org. You may also call our hotline at (213) 808-8550.' Below this is the 'City of Los Angeles Housing Department' name and the email address lahd.achp@lacity.org.