

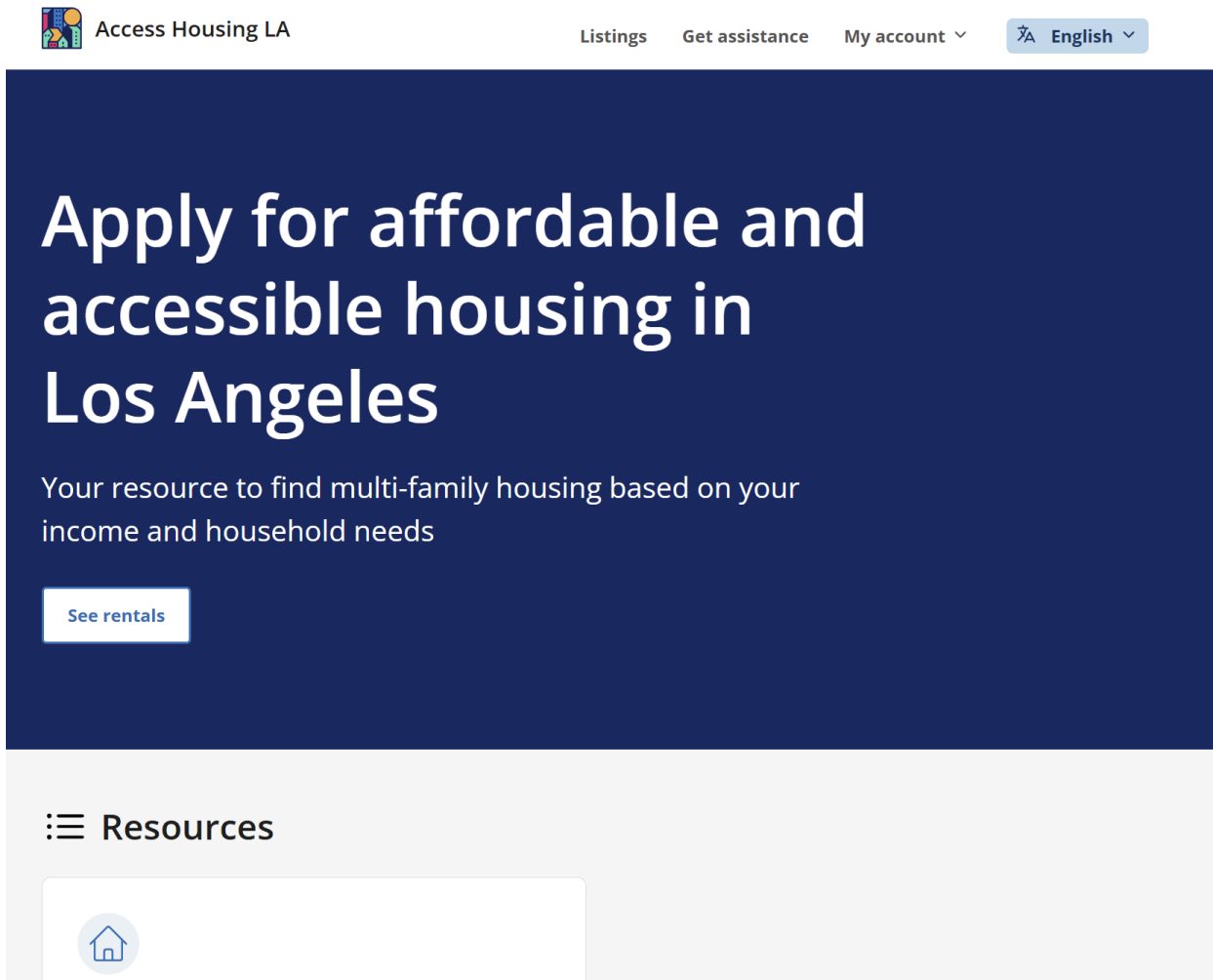
**Applicant User Guide**  
**Access Housing LA**



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## 1. Visit Access Housing LA



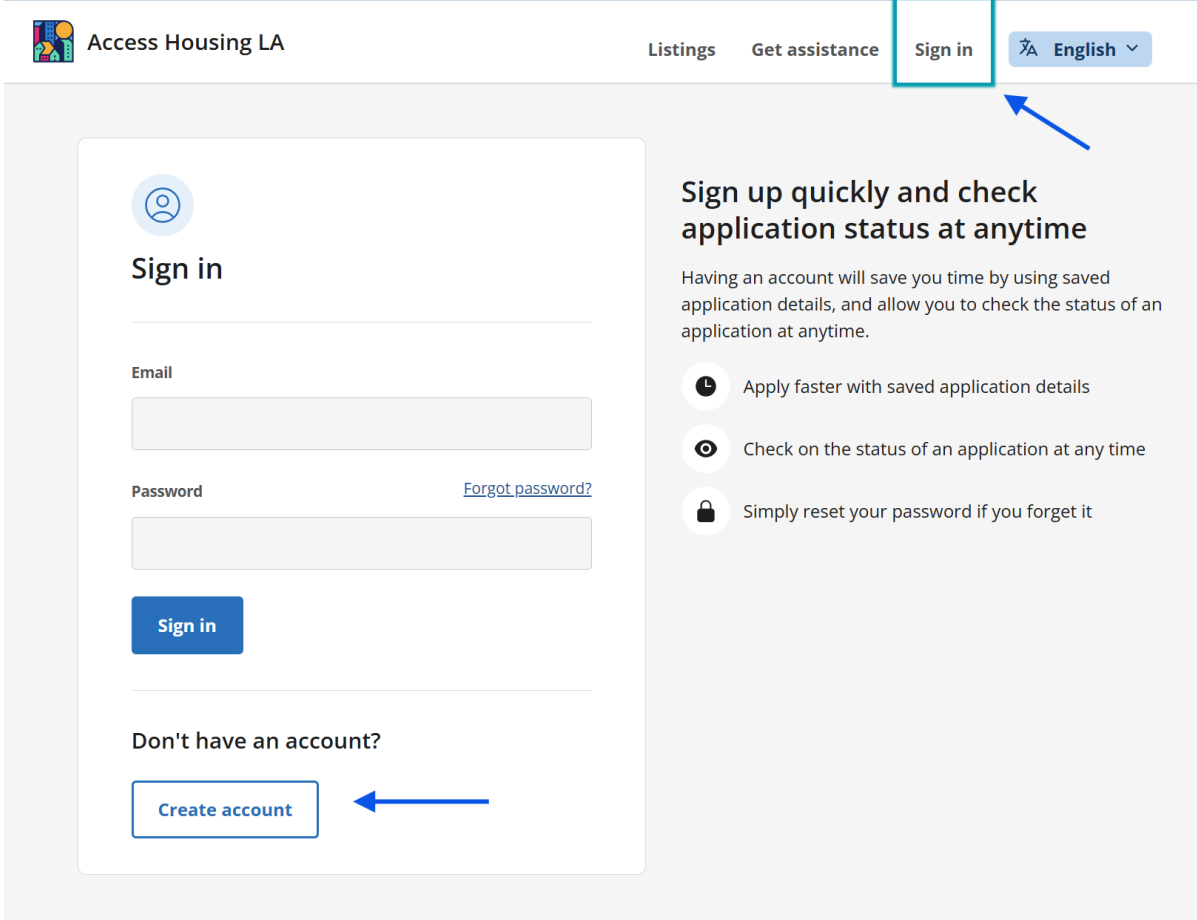
The screenshot shows the top navigation bar of the Access Housing LA website. It includes the LAHD logo, the text "Access Housing LA", and navigation links for "Listings", "Get assistance", and "My account". A language dropdown menu is set to "English". The main content area features a dark blue background 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 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.



The screenshot shows the 'Access Housing LA' website header with navigation links: Listings, Get assistance, Sign in, and English. The 'Sign in' link is highlighted with a red box and a red arrow. Below the header is a sign in form with fields for Email and Password, a Sign in button, and a 'Don't have an account?' section with a 'Create account' button. A red arrow points to the 'Create account' button. To the right of the form is a section titled 'Sign up quickly and check application status at anytime' with a list of benefits: 'Apply faster with saved application details', 'Check on the status of an application at any time', and '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](mailto: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.

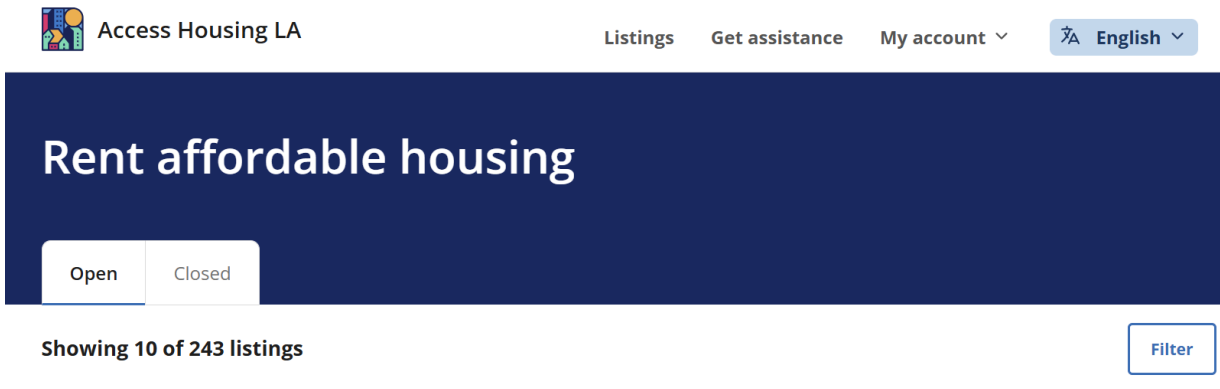
To complete your account creation, please click the link below:

[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      Listings    Get assistance    My account ▾    English ▾

## Rent affordable housing

Open    Closed

Showing 10 of 243 listings Filter



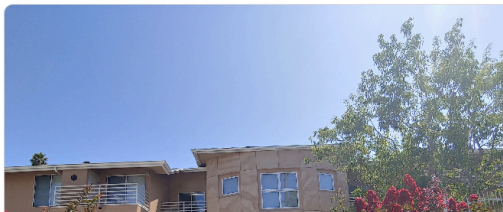
#### Valley Pride Village

13200 N BROMONT AVE, Sylmar, CA 91342

Seniors 55+    Mobility units    Hearing and vision units

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

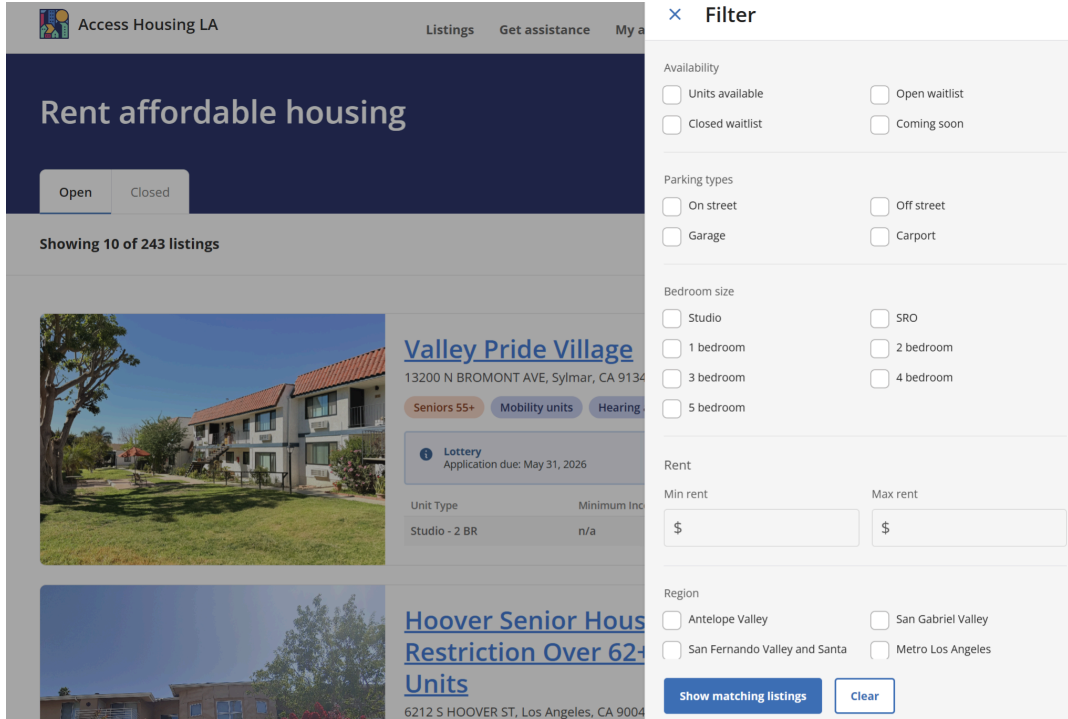
Unit Type	Minimum Income	Rent
Studio - 2 BR	n/a	n/a



#### 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.

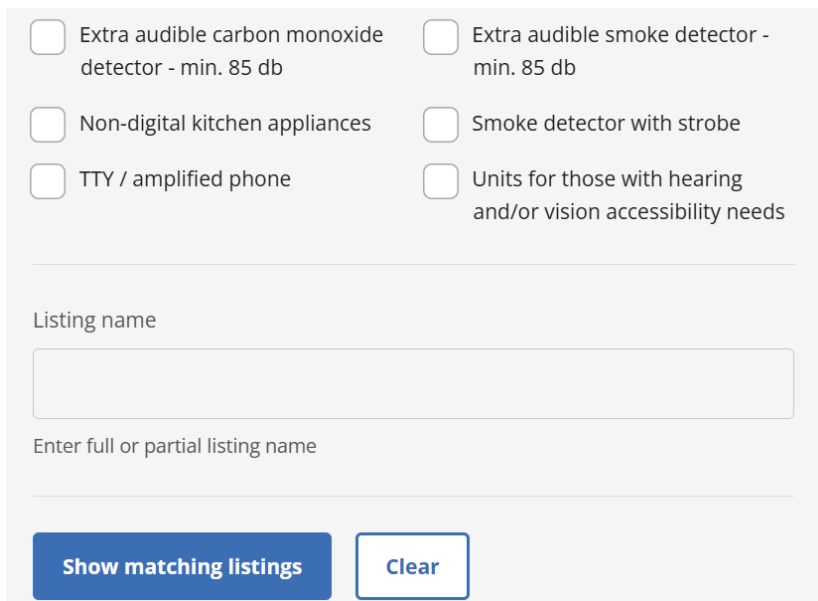


The screenshot shows the 'Access Housing LA' website interface. The main header includes 'Rent affordable housing' and 'Showing 10 of 243 listings'. A 'Filter' sidebar is open on the right, containing sections for:
 

- Availability:** Units available, Closed waitlist, Open waitlist, Coming soon.
- Parking types:** On street, Garage, Off street, Carport.
- Bedroom size:** Studio, 1 bedroom, 3 bedroom, 5 bedroom, SRO, 2 bedroom, 4 bedroom.
- Rent:** Min rent and Max rent input fields.
- Region:** Antelope Valley, San Gabriel Valley, San Fernando Valley and Santa, Metro Los Angeles.

 The main content area displays two listings: 'Valley Pride Village' (13200 N BROMONT AVE, Sylmar, CA 91344) and 'Hoover Senior Housing' (6212 S HOOVER ST, Los Angeles, CA 90044). The Valley Pride Village listing includes a 'Lottery' application due date of May 31, 2026, and unit type 'Studio - 2 BR'.

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.



This section shows a list of accessibility filters with checkboxes:
 

- 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 the filters is a search field labeled 'Listing name' with the instruction 'Enter full or partial listing name'. At the bottom 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.

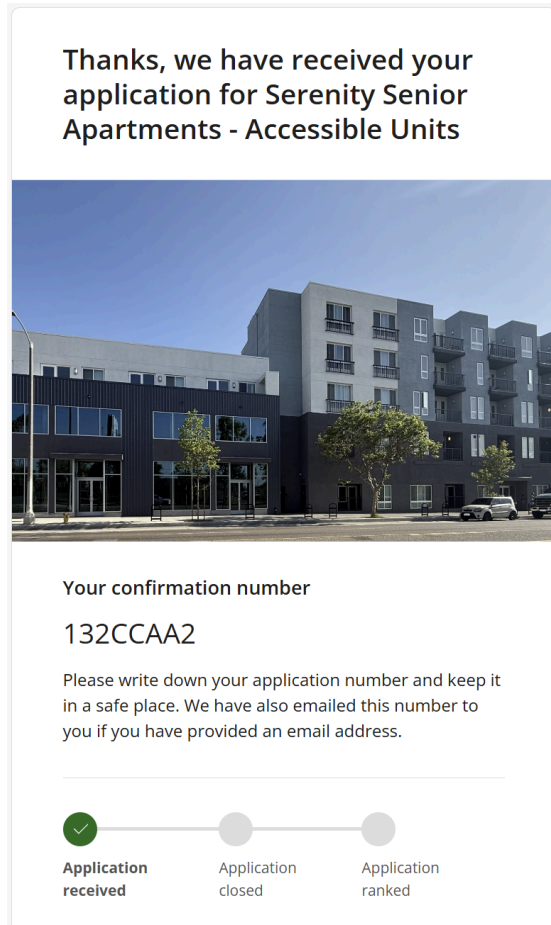
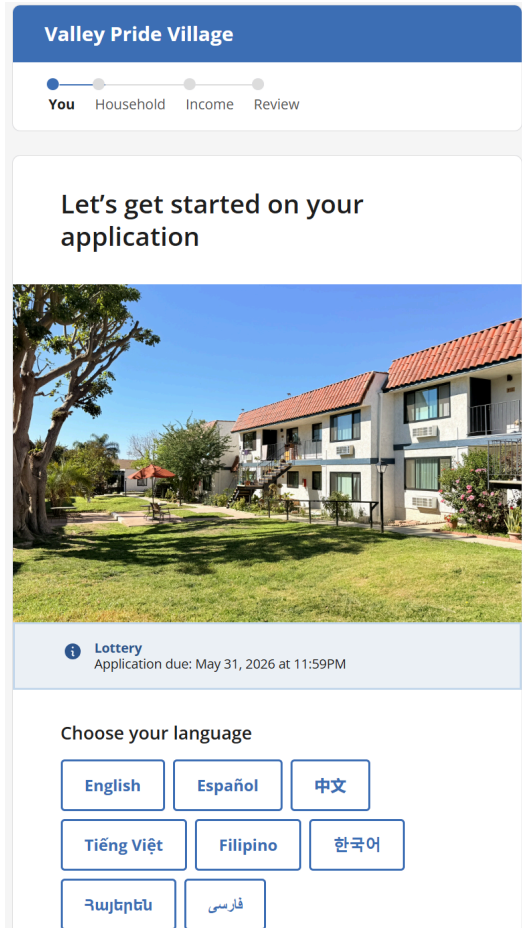
##### Drop off application

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](https://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.

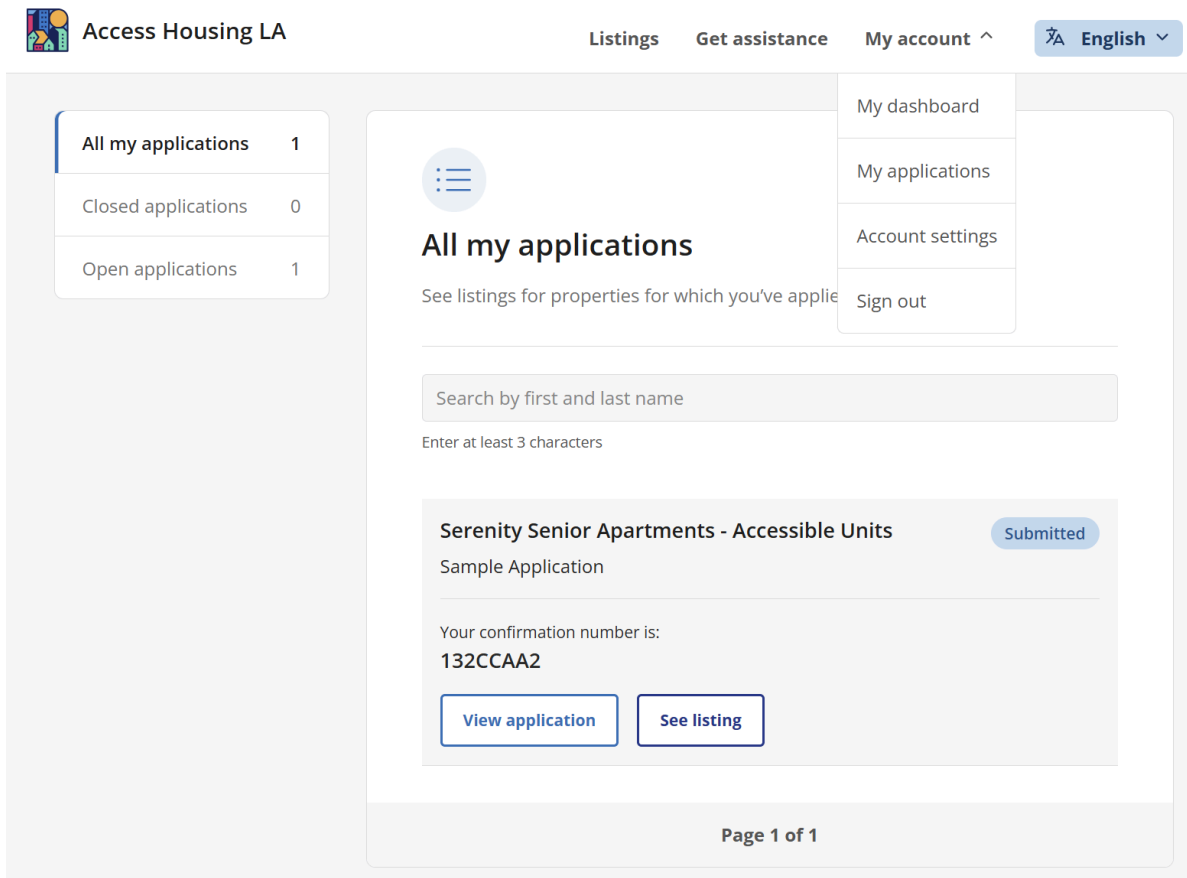


After you have finished entering the required information and responding to all application prompts, you will have the opportunity to review your entries. Once you have verified that the details are correct, click on the **Submit** button. Following submission, you will be provided with a confirmation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



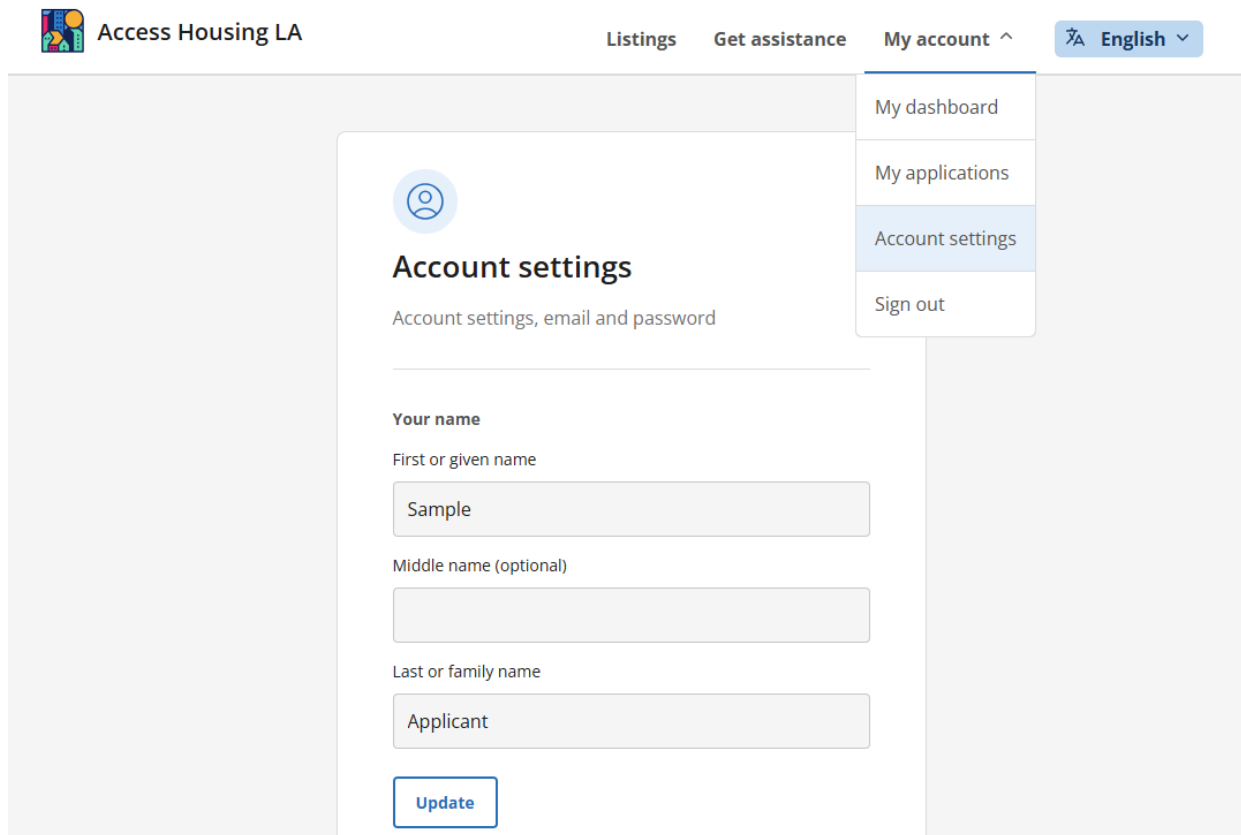
The screenshot shows the 'My Applications' page. At the top, there is a navigation bar with 'Access Housing LA', 'Listings', 'Get assistance', 'My account ^', and 'English v'. On the left, a sidebar shows a summary: 'All my applications 1', 'Closed applications 0', and 'Open applications 1'. The main 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, there is a card for 'Serenity Senior Apartments - Accessible Units' with a 'Submitted' status. The card also shows 'Sample Application' and 'Your confirmation number is: 132CCAA2'. At the bottom of the card are two buttons: 'View application' and 'See listing'. A 'My account' dropdown menu is open, showing options: '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 v

- My dashboard
- My applications
- Account settings
- Sign out



### Account settings

Account settings, email and password

**Your name**

First or given name

Middle name (optional)

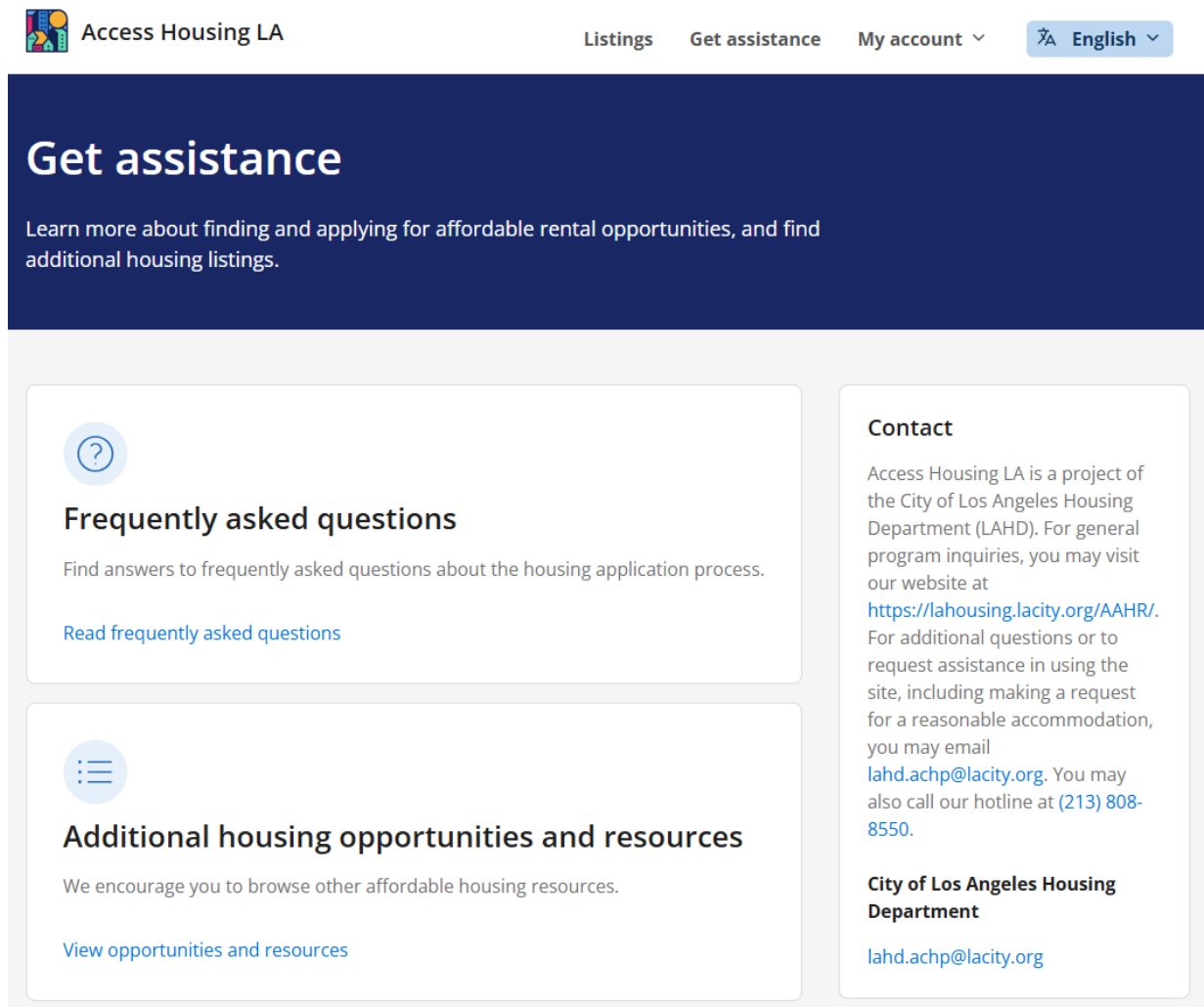
Last or family name

[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](mailto:lahd.achp@lacity.org).



The screenshot shows the 'Access Housing LA' website interface. At the top, there is a navigation bar with 'Listings', 'Get assistance', and 'My account' (with a dropdown arrow), and a language selector set to 'English'. The main content area has a dark blue header with the text 'Get assistance' and a sub-header 'Learn more about finding and applying for affordable rental opportunities, and find additional housing listings.' Below this are three white boxes. The first box, 'Frequently asked questions', includes a question mark icon, a description 'Find answers to frequently asked questions about the housing application process.', and a link 'Read frequently asked questions'. The second box, 'Additional housing opportunities and resources', includes a list icon, a description 'We encourage you to browse other affordable housing resources.', and a link 'View opportunities and resources'. The third box, 'Contact', includes a title 'Contact', a description '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](mailto:lahd.achp@lacity.org). You may also call our hotline at (213) 808-8550.', and the 'City of Los Angeles Housing Department' name and email [lahd.achp@lacity.org](mailto:lahd.achp@lacity.org).