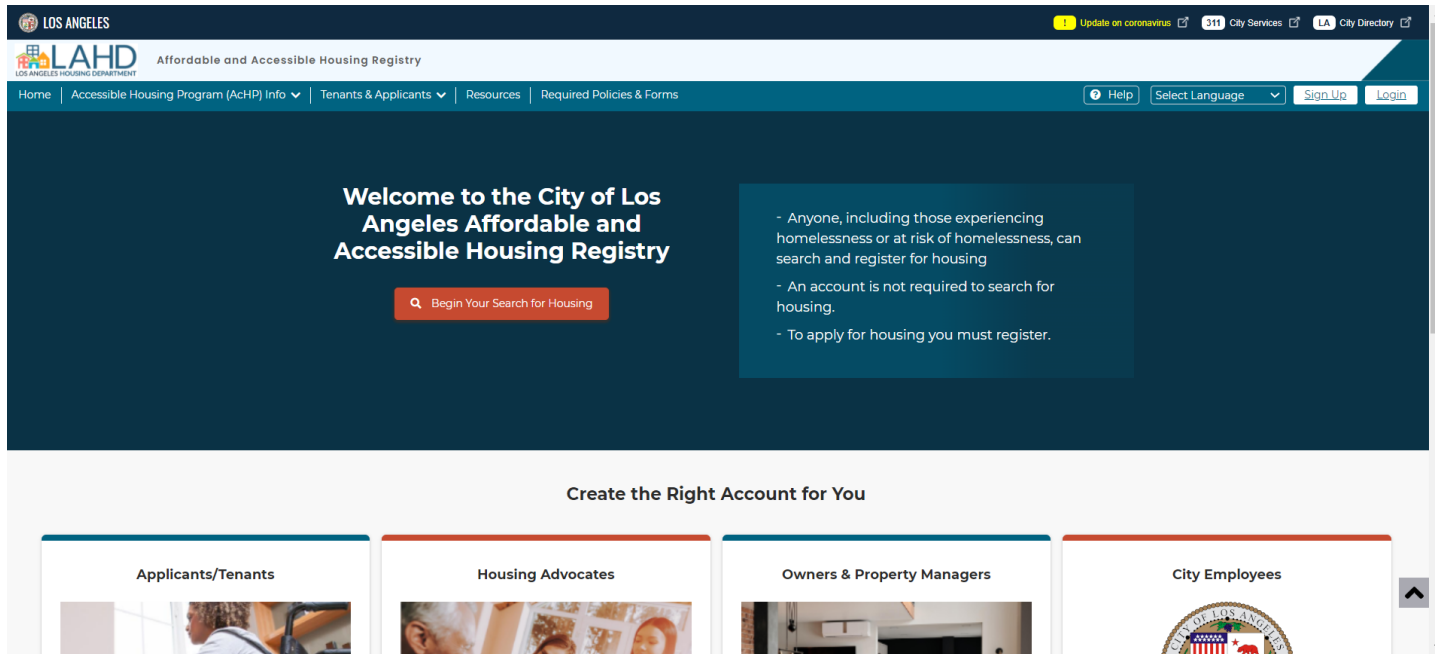




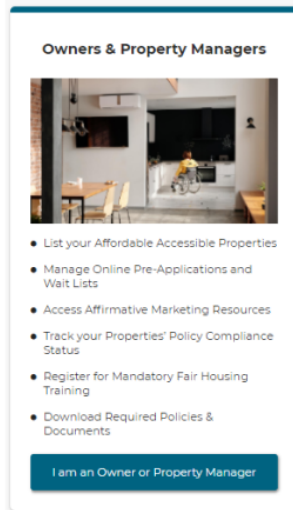
<b>Visit <a href="https://accesshousingla.org">accesshousingla.org</a> (Registry)</b>	<b>2</b>
<b>Register</b>	<b>3</b>
<b>Link your property(ies)</b>	<b>4</b>
<b>Update Property Details via the Property Listing</b>	<b>7</b>
Review Property Information	8
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<b>Property Management Plan (PMP) Submission</b>	<b>29</b>
<b>Required Policies &amp; Forms (<a href="https://AccessHousingLA.org">AccessHousingLA.org</a>)</b>	<b>30</b>
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## 1. Visit [accesshousingla.org](https://accesshousingla.org) (Registry)



The Los Angeles Affordable and Accessible Housing Registry (Registry can be accessed through the website url: [accesshousingla.org](https://accesshousingla.org)). This website provides applicants, tenants, housing advocates, and property managers the tools to access, apply, and track the Covered Housing Developments in the City of Los Angeles. You will be able to create an account catered towards your role as either an applicant or 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 a property.

## 2. Register



**Sign Up for Owner or Property Manager Account**

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

First Name*	<input type="text" value="First Name"/>
Middle Name	<input type="text" value="Middle Name"/>
Last Name*	<input type="text" value="Last Name"/>
Company	<input type="text" value="Company"/>
Title	<input type="text" value="Title"/>
Email*	<input type="text" value="Email Address"/>
Confirm Email*	<input type="text" value="Confirm Email"/>
Password*	<input type="password" value="Password"/> <small>Password must be between 6 and 20 characters.</small>
Confirm Password*	<input type="password" value="Confirm password"/>
P.O. Box?	<input type="radio"/> Yes <input checked="" type="radio"/> No
House Number*	<input type="text" value="House Number"/>
House Fraction Number	<input type="text" value="(Fraction)"/>
Street Direction	<input type="text" value="- Select -"/>
Street Name*	<input type="text" value="Street Name"/>
Street Type	<input type="text" value="- Select -"/>
Unit Number	<input type="text" value="Unit Number"/>
City*	<input type="text" value="City"/>
State*	<input type="text" value="- Select -"/>
Zip Code*	<input type="text" value="Zip Code"/>
Phone Type*	<input type="text" value="- Select -"/>
Phone Number*	<input type="text" value="Phone Number"/>
Phone Extension	<input type="text" value="Phone Extension"/>
Additional Phone Type	<input type="text" value="- Select -"/>



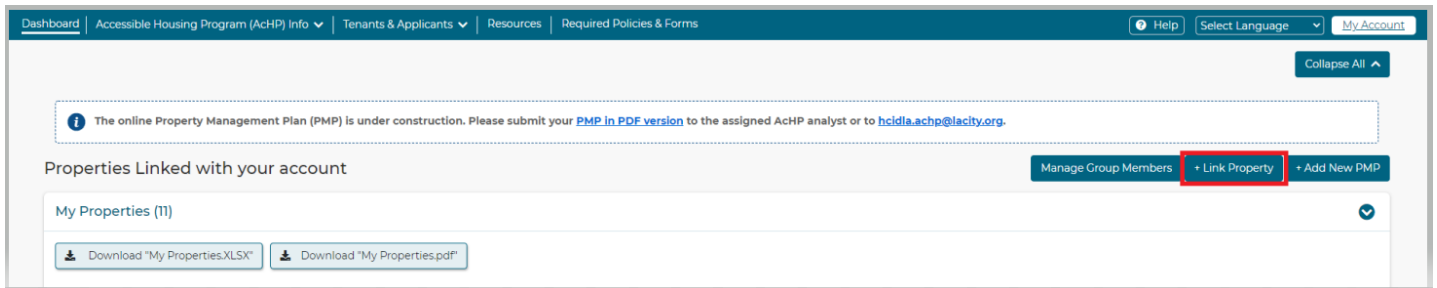
Check E-mail



- a) Register by clicking “I am an Owner or Property Manager”. If you already have an account, you can skip to Section 3.
- b) After clicking on “I am an Owner or Property Manager”, please enter all of the required information in each space.
- c) Next, check your email inbox or email spam/junk folder for the account activation email, and activate your account.



### 3. Link your property(ies)



a) Click “+ Link Property”.

### Link Property

Please enter the ACHP File Number or Registration Number listed on your letter from LAHD to link your properties to your account.

AcHP File Number
Registration Number

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

Enter AcHP File Number : \*

Example : X0123-01

Please refer to this example to locate your file number.

If you need help finding your AcHP file number or if the property information is incorrect, please contact us.

Phone : **(213) 808-8550**  
Email : [lahd.achp@lacity.org](mailto:lahd.achp@lacity.org)

Close
Add

- b) Enter your AcHP File Number in the search box and click “Add”. You may find the AcHP File Number in correspondence with your assigned Analyst or you can reach out to [LAHD.ACHP@lacity.org](mailto:LAHD.ACHP@lacity.org) to request it.
- c) Next, you will be asked to specify which relationship you have to the linked property. Check all boxes that apply, then click Submit.

## Owner/Property Management Agent-User’s Guide for the Affordable and Accessible Housing Registry



**Specify your relationship with 3023 S WESTERN AVE LOS ANGELES CA 90018 :**

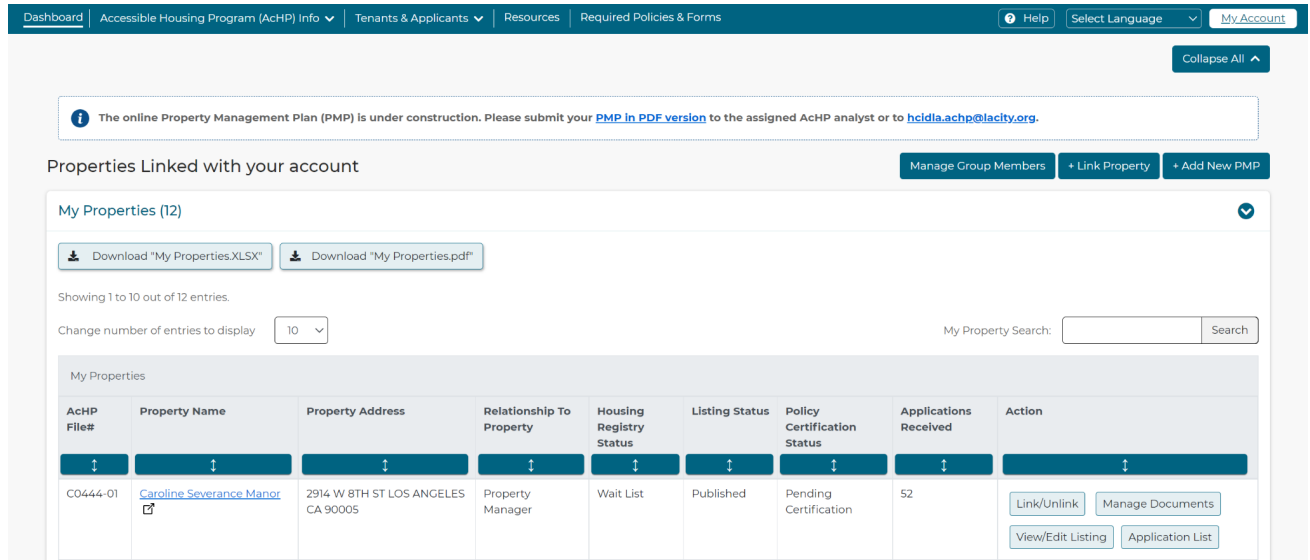
Relation with Property	Default Mailing Contact
<input type="checkbox"/> <b>Owner</b> ⓘ You are the owner or designated contact for the owner of this property.	1600 Broadway Denver CO 80202
<input type="checkbox"/> <b>Property Manager</b> ⓘ You are the property manager of this property/location.	3023 South Western Ave. Los Angeles California 90015
<input type="checkbox"/> <b>Managing General Partner</b> ⓘ You are the managing partner of the organization that owns this property in which there is more than one responsible owner.	
<input type="checkbox"/> <b>Disability Coordinator</b> ⓘ You are the designated contact for ensuring properties adhere to accessibility regulations and compliance.	
<input type="checkbox"/> <b>Leasing Agent</b> ⓘ You are the designated contact for Tenant Selection process.	
<input type="checkbox"/> <b>Grievance Coordinator</b> ⓘ You are the designated contact for a grievance filed for the property.	
<input type="checkbox"/> <b>Regional or Compliance Manager</b> ⓘ You supervise the property manager of this property.	

Please note the following:

- The Disability Coordinator and Grievance Coordinator must be at the level of senior staff. These two roles may also be held by the same individual.
- The Owner listed must be from the Developer’s side at Asset Manager or above and not Property Management. The Owner and Managing General Partner roles may be held by the same individual.
- The Regional Manager may not be the same as the Property Manager.
- Senior Property Manager Role: This role will be coming to the registry soon. A Senior Property Manager would be a senior staff member that is responsible for supervising Property Managers.



d) The linked property(ies) will appear on your dashboard.



The screenshot shows a dashboard with a navigation bar at the top containing: Dashboard, Accessible Housing Program (AHP) Info, Tenants & Applicants, Resources, Required Policies & Forms, Help, Select Language, and My Account. A 'Collapse All' button is in the top right. A notification banner states: 'The online Property Management Plan (PMP) is under construction. Please submit your PMP in PDF version to the assigned AHP analyst or to [hcidla.achp@lacity.org](mailto:hcidla.achp@lacity.org).' Below this, the section 'Properties Linked with your account' includes buttons for 'Manage Group Members', '+ Link Property', and '+ Add New PMP'. Under 'My Properties (12)', there are download buttons for 'My Properties.XLSX' and 'My Properties.pdf'. A search bar and a dropdown for 'Change number of entries to display' (set to 10) are present. The main table is titled 'My Properties' and has the following data:

AcHP File#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Applications Received	Action
CO444-01	<a href="#">Caroline Severance Manor</a>	2914 W 8TH ST LOS ANGELES CA 90005	Property Manager	Wait List	Published	Pending Certification	52	<a href="#">Link/Unlink</a> <a href="#">Manage Documents</a> <a href="#">View/Edit Listing</a> <a href="#">Application List</a>

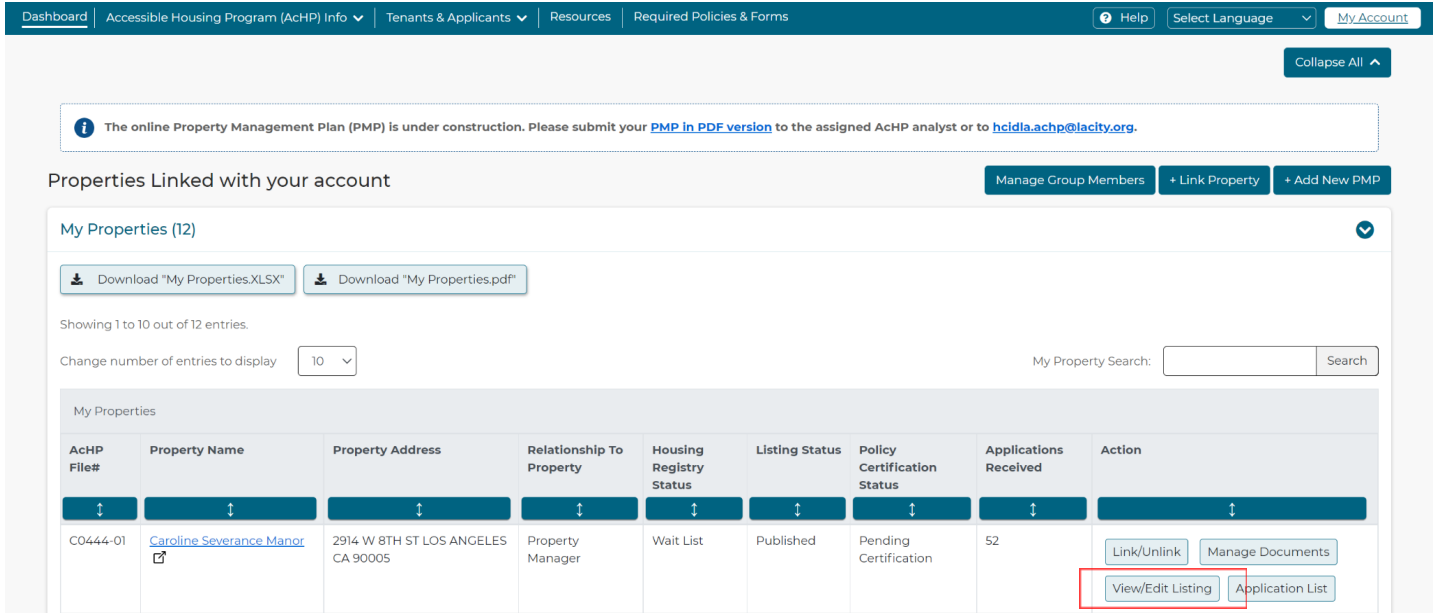
**Tip:** You can click on “Collapse All” in the upper right-hand corner to collapse all sections on your dashboard, making it easier to navigate.

Continued on next page



## 4. Update Property Details via the Property Listing

On the dashboard, under the Action column, click “View/Edit Listing” to review and edit Property Details.



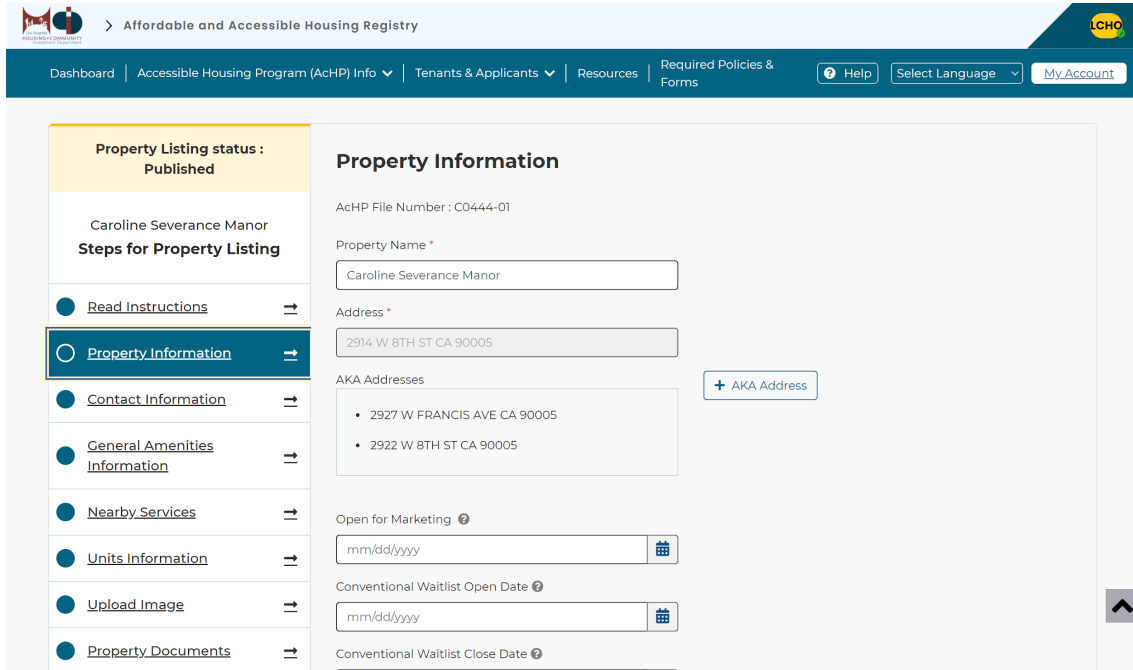
The screenshot shows the dashboard interface. At the top, there is a navigation bar with links for Dashboard, Accessible Housing Program (AHP) Info, Tenants & Applicants, Resources, and Required Policies & Forms. A notification banner states: "The online Property Management Plan (PMP) is under construction. Please submit your [PMP In PDF version](#) to the assigned AHP analyst or to [hcidla.achp@lacity.org](mailto:hcidla.achp@lacity.org)." Below this, the section "Properties Linked with your account" contains buttons for "Manage Group Members", "+ Link Property", and "+ Add New PMP". The "My Properties (12)" section includes download buttons for "My Properties.XLSX" and "My Properties.pdf", a search bar, and a table of properties. The table has columns for AcHP File#, Property Name, Property Address, Relationship To Property, Housing Registry Status, Listing Status, Policy Certification Status, Applications Received, and Action. The first row shows property "C0444-01" named "Caroline Severance Manor" at "2914 W 8TH ST LOS ANGELES CA 90005", with a "Wait List" status and "Published" listing status. The "Action" column for this row contains buttons for "Link/Unlink", "Manage Documents", "View/Edit Listing" (highlighted with a red box), and "Application List".

AcHP File#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Applications Received	Action
C0444-01	<a href="#">Caroline Severance Manor</a>	2914 W 8TH ST LOS ANGELES CA 90005	Property Manager	Wait List	Published	Pending Certification	52	<a href="#">Link/Unlink</a> <a href="#">Manage Documents</a> <a href="#">View/Edit Listing</a> <a href="#">Application List</a>

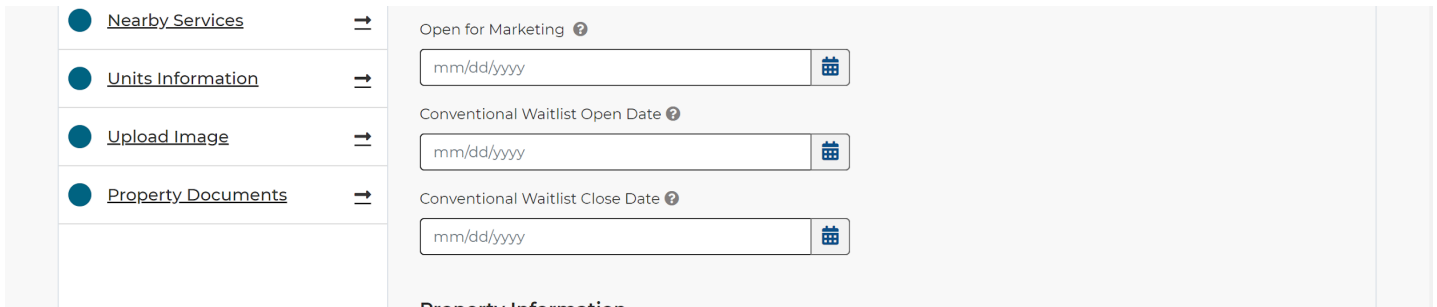
Continued on next page

## A. Review Property Information

Review the information listed in the “Property Information” section.



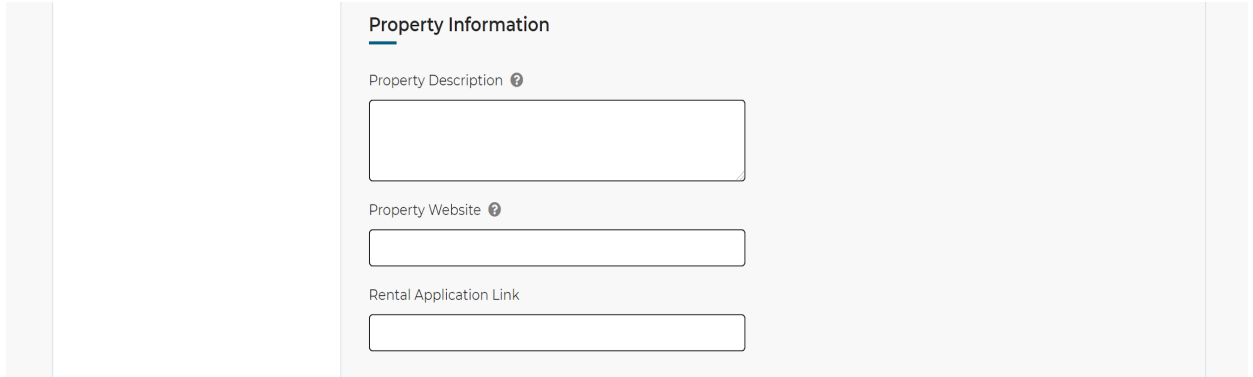
- 1) For a property in the development, verify Open for Marketing Date, Open for Application Date, and Application End Date. For existing development, instead of open/end application date, you will see Conventional Unit Waiting List Open Date and Conventional Unit Waiting List Close Date. These dates are from the approved Property Management Plan. Do not leave open-ended. If unsure of the date, please leave blank.







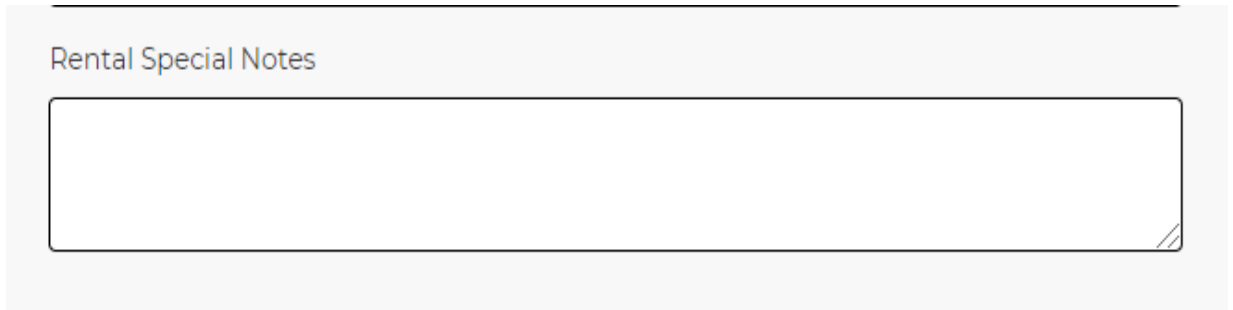
- 2) Provide a property description and, if available, a property website link.



The screenshot shows a form titled "Property Information" with three input fields:

- Property Description**: A large text area for entering the property details.
- Property Website**: A text box for entering the property's website URL.
- Rental Application Link**: A text box for entering the rental application link.

- 3) Rental Notes Section - Information included in this text box will appear in any system-generated notifications that are sent to potential applicants who are registered on the ACHP Registry. Should your property have special rental conditions, please include them here.



The screenshot shows a form titled "Rental Special Notes" with a large text area for entering special rental conditions.

Continued on next page

## B. Contact Information

Make sure all contact information is current and accurate.

### 1) Associated Accounts

There must be an associated contact for the following property roles: Owner or Owner Representative, Senior Property Manager, Property Manager or On-site Manager, Disability Coordinator, Grievance Coordinator, and Regional or Compliance Manager.

You must set an associated account as a primary “Owner” role and primary “Property Manager” role. Simply click on the “Set Primary Role” button to the right of the associated account and a pop-up will appear. Within the pop-up window, check off whichever designated role this account will be associated with. Setting a primary role would allow for those designated roles to be the main point of contact for the property.

**Property Listing status : Published**  
C0444-01  
Caroline Severance Manor  
**Steps for Property Listing**

- Read Instructions →
- Property Information →
- Contact Information →**
- General Amenities Information →
- Nearby Services →
- Units Information →
- Upload Image →
- Property Documents →

### Contact Information

**Associated Accounts Information**

This section lists all contacts that have registered account with our website and linked with this property. Any contact that are associated with this property as Owner or Property Manager can be marked as 'Primary' by clicking the 'Set Primary Role' button.

Showing 1 to 5 out of 11 entries.

Show 5 entries

Associated Account Information Search:  Search

Account Type	Account Name	Address	Email/Phone	
Disability Coordinator				
Grievance Coordinator				
Managing General Partner,Owner				Set Primary Role
On-Site Manager				
Owner				Set Primary Role

Previous 1 2 3 Next

### 2) Contact Information

- Click “Add New Contact” to add a new contact person. You may enter the contact in “Detailed” or “Simple” format (the main difference is the way the mailing address is entered).

Los Angeles Housing Department, Accessible Housing Program  
221 North Figueroa St., Suite 1400, Los Angeles, CA 90012, (213) 808 - 8550

[www.AccessHousingLA.org](http://www.AccessHousingLA.org), Email: [LAHD.ACHP@lacity.org](mailto:LAHD.ACHP@lacity.org)

**Property Listing status : Published**

Caroline Severance Manor  
**Steps for Property Listing**

- Read Instructions
- Property Information
- Contact Information**
- General Amenities Information
- Nearby Services
- Units Information
- Upload Image
- Property Documents

### Contact Information

Contact Information


Add New Contact Filter Contact List

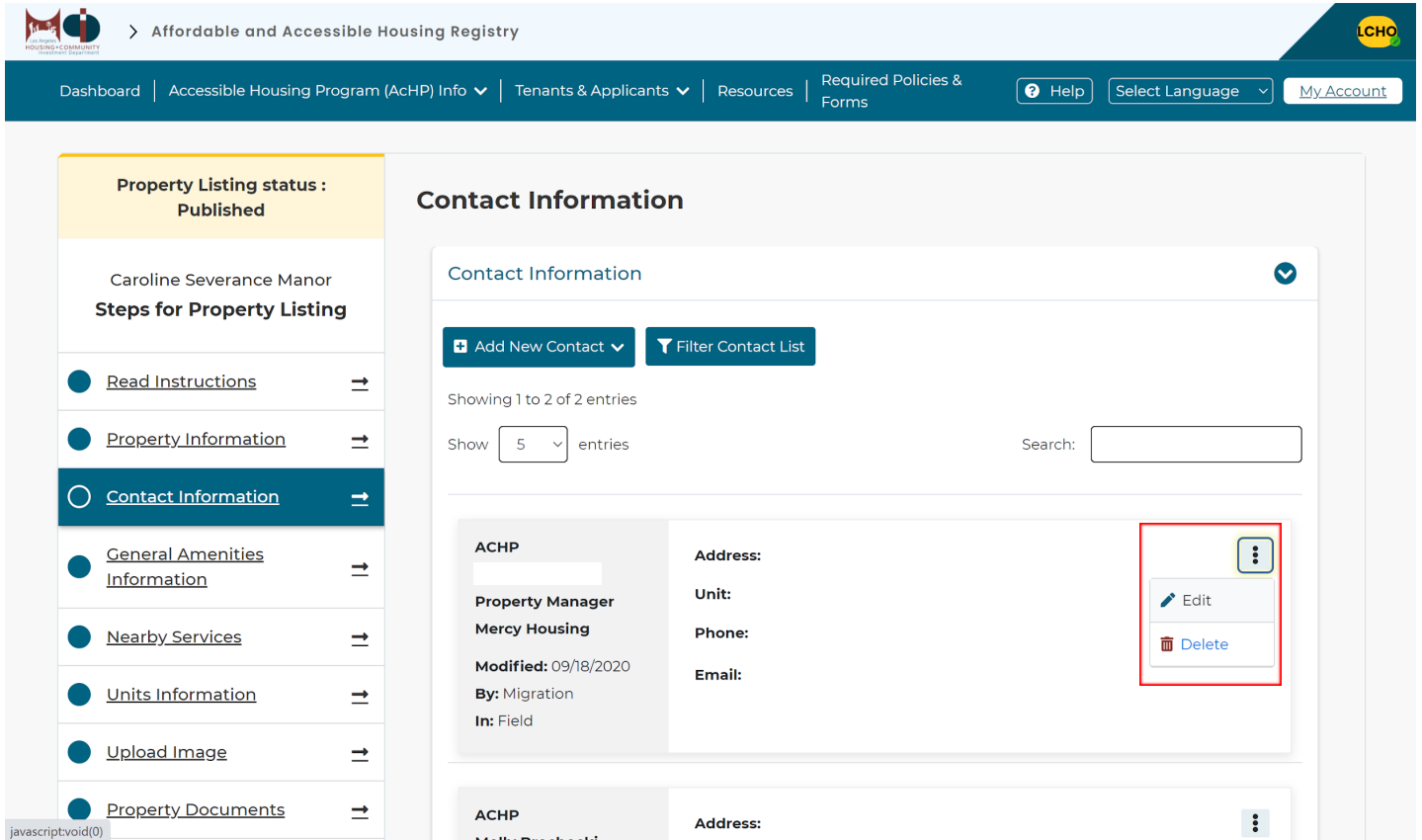
Detailed Simple

Search:

<b>ACHP</b> Property Manager <b>Mercy Housing</b> Modified: 09/18/2020 By: Migration In: Field	<b>Address:</b> <b>Unit:</b> <b>Phone:</b> <b>Email:</b>
---	---

Continued on next page

3) Click the three vertical dots “” to edit or delete an existing contact.

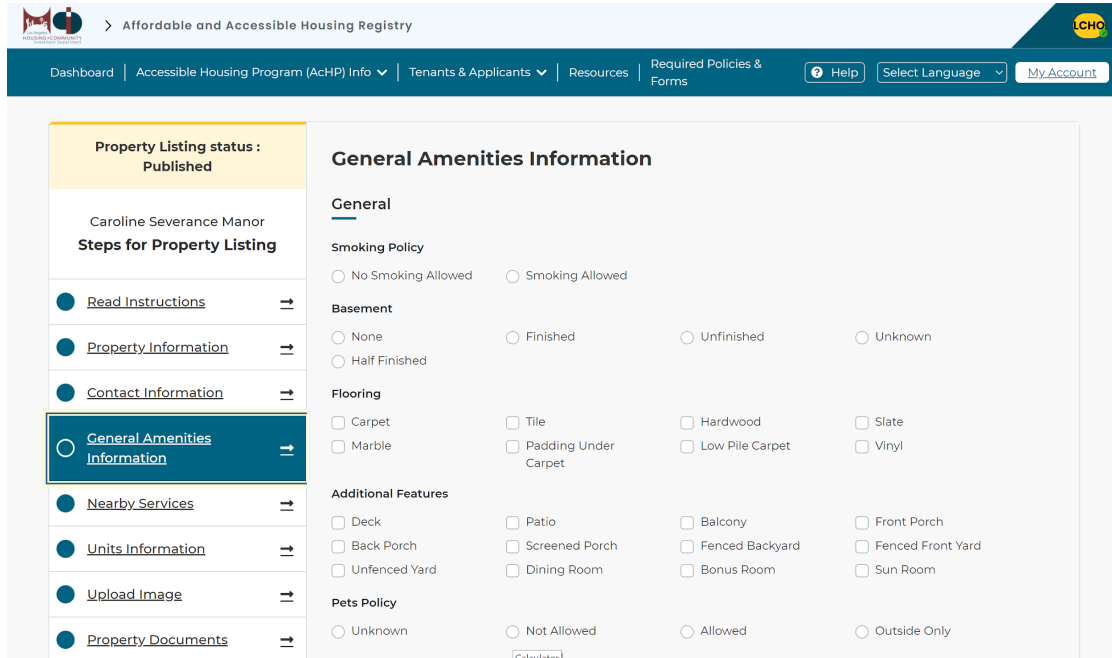


The screenshot shows the 'Affordable and Accessible Housing Registry' interface. On the left, a sidebar lists navigation options: 'Property Listing status : Published', 'Steps for Property Listing', 'Read Instructions', 'Property Information', 'Contact Information' (highlighted), 'General Amenities Information', 'Nearby Services', 'Units Information', 'Upload Image', and 'Property Documents'. The main content area is titled 'Contact Information' and includes a search bar, 'Add New Contact' button, and 'Filter Contact List' button. It displays a list of contacts with details for 'Mercy Housing' (Property Manager) and 'Field' (In). A red box highlights the 'Edit' and 'Delete' options in the contact's menu.

Continued on next page

## C. General Amenities Information

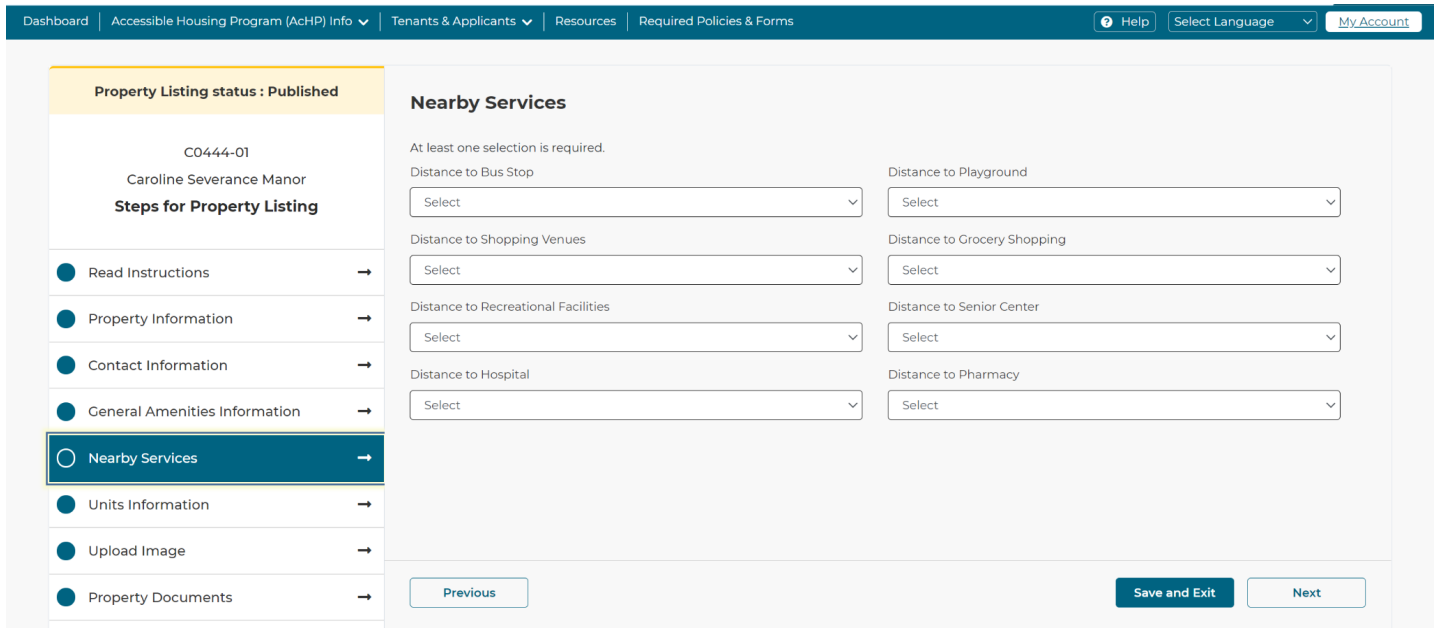
Enter all applicable information about the general amenities at your property.



The screenshot shows the 'General Amenities Information' form. On the left, a sidebar lists 'Steps for Property Listing' with 'General Amenities Information' selected. The main form area is titled 'General Amenities Information' and includes sections for 'General', 'Smoking Policy', 'Basement', 'Flooring', 'Additional Features', and 'Pets Policy'. Each section contains radio button or checkbox options for various amenities.

## D. Nearby Services

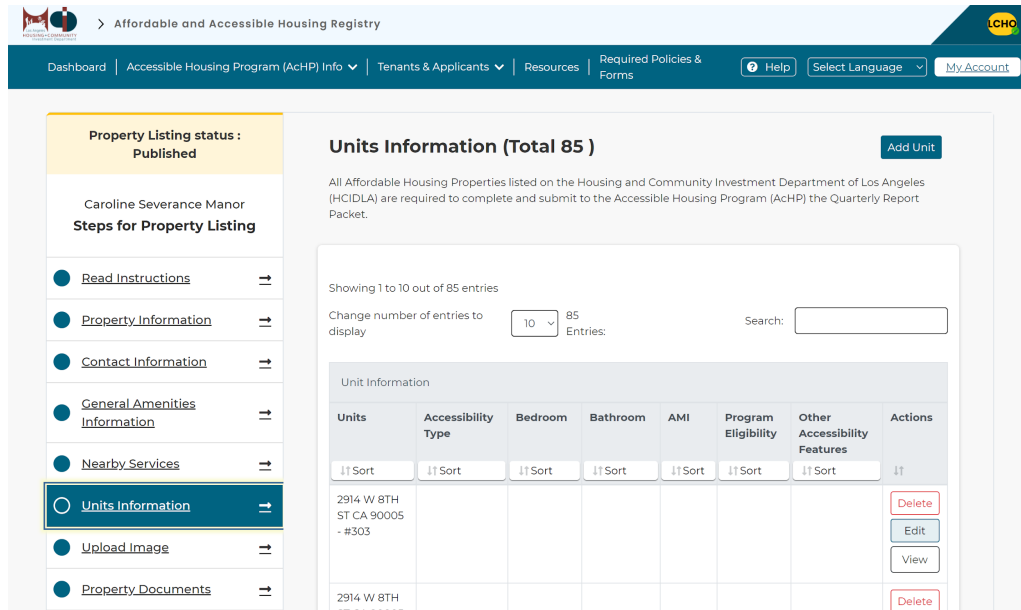
Enter information about services near your property.



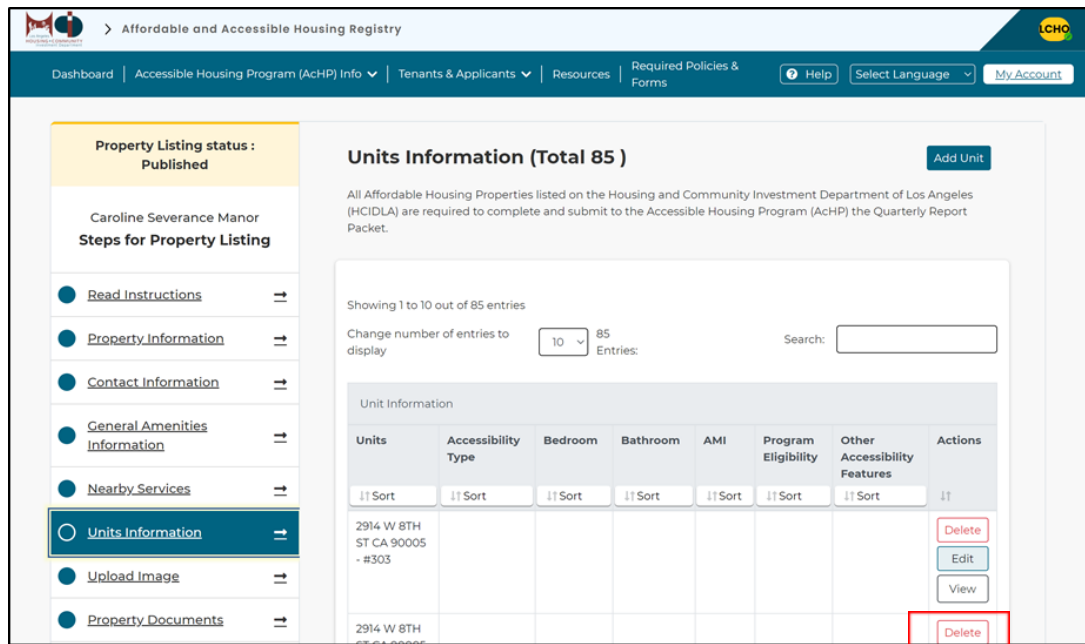
The screenshot shows the 'Nearby Services' form. The left sidebar has 'Nearby Services' selected. The main form area is titled 'Nearby Services' and includes a note 'At least one selection is required.' followed by several dropdown menus for 'Distance to Bus Stop', 'Distance to Shopping Venues', 'Distance to Recreational Facilities', 'Distance to Hospital', 'Distance to Playground', 'Distance to Grocery Shopping', 'Distance to Senior Center', and 'Distance to Pharmacy'. At the bottom, there are 'Previous', 'Save and Exit', and 'Next' buttons.

## E. Units Information

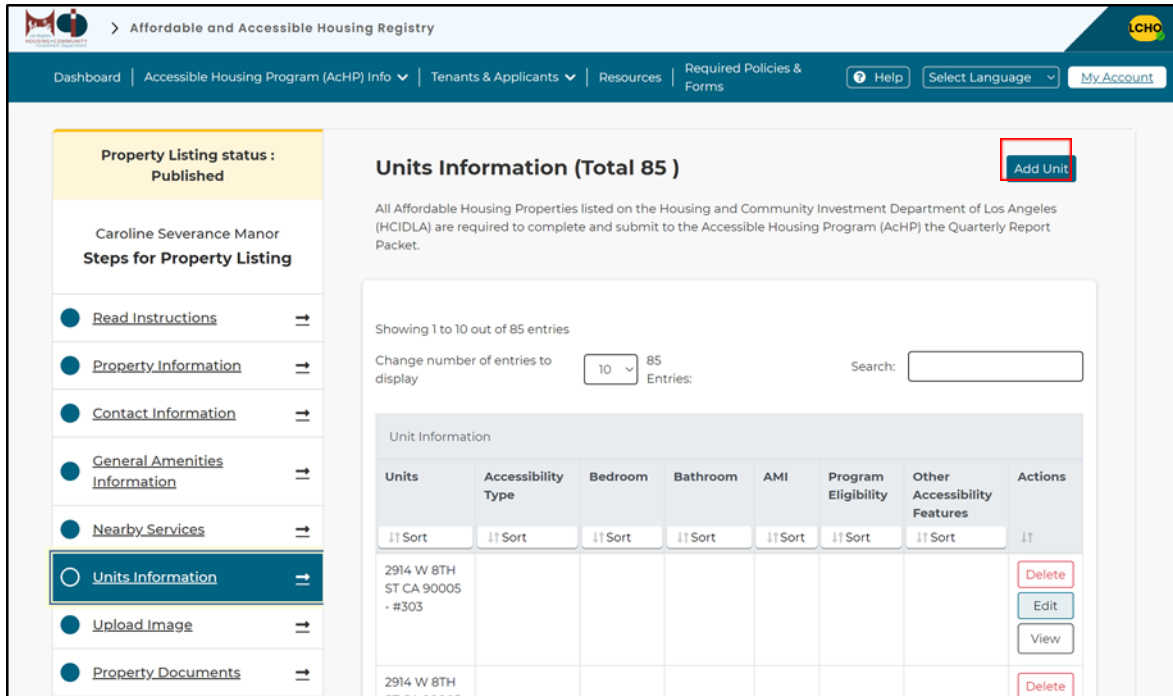
List all affordable units including accessible units – Mobility and Hearing/Vision units. Complete program eligibility and AMI percentage if applicable. **Please review the units already listed to avoid duplicating units.**



1) Click “Edit” or “Delete” to make changes to units that are already listed.



- 2) Click "Add Unit" to add unlisted units. Complete the pop-up window with all applicable information. You can also copy information to multiple units. Make sure to complete occupancy information for each unit. All unit information will be reviewed by the Los Angeles Housing Department (LAHD) for accuracy.



**Property Listing status : Published**

Caroline Severance Manor  
**Steps for Property Listing**

- [Read Instructions](#) ⇨
- [Property Information](#) ⇨
- [Contact Information](#) ⇨
- [General Amenities Information](#) ⇨
- [Nearby Services](#) ⇨
- [Units Information](#) ⇨
- [Upload Image](#) ⇨
- [Property Documents](#) ⇨

**Units Information (Total 85)** Add Unit

All Affordable Housing Properties listed on the Housing and Community Investment Department of Los Angeles (HCIDLA) are required to complete and submit to the Accessible Housing Program (AHP) the Quarterly Report Packet.

Showing 1 to 10 out of 85 entries

Change number of entries to display:  85 Entries:

Units	Accessibility Type	Bedroom	Bathroom	AMI	Program Eligibility	Other Accessibility Features	Actions
2914 W 8TH ST CA 90005 - #303							<a href="#">Delete</a> <a href="#">Edit</a> <a href="#">View</a>
2914 W 8TH ST CA 90005							<a href="#">Delete</a>

Continued on next page.

## Owner/Property Management Agent-User's Guide for the Affordable and Accessible Housing Registry



### Add Unit Information

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

House Number <input type="text" value="2914"/>	House Fraction Number <input type="text"/>
Street Name <input type="text" value="8TH"/>	Street Direction <input type="text" value="W"/>
Street Type <input type="text" value="ST"/>	* Unit Number <input type="text"/>
City <input type="text" value="LOS ANGELES"/>	Zip Code <input type="text" value="90005"/>
Unit sq ft sq ft = <input type="text"/>	* Total Bedrooms <input type="text" value="Select"/>
	Total Bathrooms <input type="text" value="Select"/>
* Is the Unit Occupied? <input type="radio"/> Yes <input type="radio"/> No	* Unit Occupied by Person with Disability? <input type="radio"/> Yes <input type="radio"/> No

### Add Unit Information

Tenant Referred Unit <input type="radio"/> Yes <input type="radio"/> No	* Is this unit accessible? <input type="radio"/> Yes <input type="radio"/> No
Other Accessibility Features	
<input type="checkbox"/> Street Level	<input type="checkbox"/> No Entry Stairs
<input type="checkbox"/> Entry Level Bathroom	<input type="checkbox"/> Entry Level Kitchen
<input type="checkbox"/> No Stairs Within the Unit	<input type="checkbox"/> Grab Bars in Bathroom
<input type="checkbox"/> Entry Level Bedroom	<input type="checkbox"/> Enhanced Sensory Features
Program Eligibility (check all that apply)	
<input type="checkbox"/> N/A	<input type="checkbox"/> Section 8
<input type="checkbox"/> VASH	<input type="checkbox"/> Other
<input type="checkbox"/> HOME	<input type="checkbox"/> City Bond
<input type="checkbox"/> Permanent Supportive Housing	<input type="checkbox"/> HOPWA
	<input type="checkbox"/> Seniors over 55
	<input type="checkbox"/> Family
	<input type="checkbox"/> MHSA
	<input type="checkbox"/> Seniors over 62
	<input type="checkbox"/> Tax Credit
* Fixed or Floating Unit <input type="text" value="Select"/>	





Rent  Deposit

Copy the above information (except the address) to multiple units

2914 W 8TH ST 90005- # 405
2914 W 8TH ST 90005- # 406
2914 W 8TH ST 90005- # 501
2914 W 8TH ST 90005- # 502
2914 W 8TH ST 90005- # 503

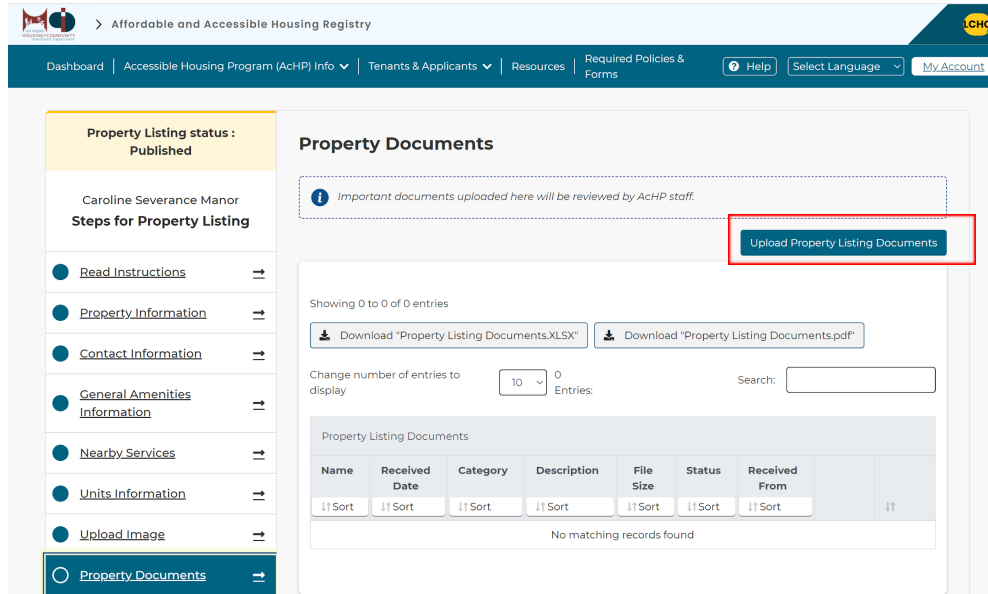
**Tip:** You may copy all of a unit's information (except the address) to multiple units.

## F. Upload Property Images

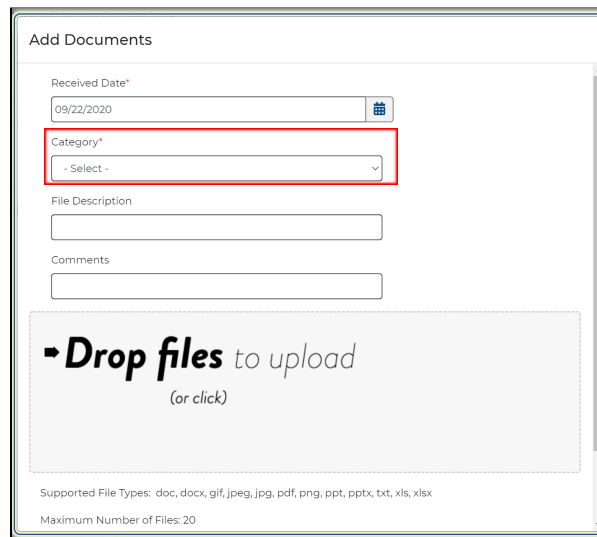
- 1) Upload property images (e.g., front view, common area view, bedroom, bathroom, laundry room, etc). **All images must be taken in landscape form (horizontal not vertical); at least 3 images are required.** Include an image description under “File Description”. Only images approved by ACHP will be displayed for public view on the Housing Registry. You will be able to change view order by clicking “Updated Order Number” and view what the public will see by clicking on “Public Preview.”

## G. Property Documents

Upload the AcHP **approved** Affirmative Marketing Flyer here, if applicable.



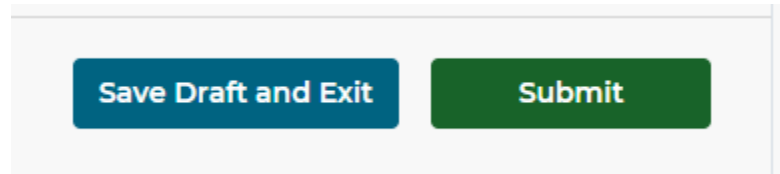
- 1) Click “Upload Property Listing Documents” to upload.
- 2) Select the document category from the drop-down menu. Add a File description and comments if needed.
- 3) Click on the “Drop files to upload” box, and select the appropriate file/documents to upload.
- 4) Press the “Upload” button.



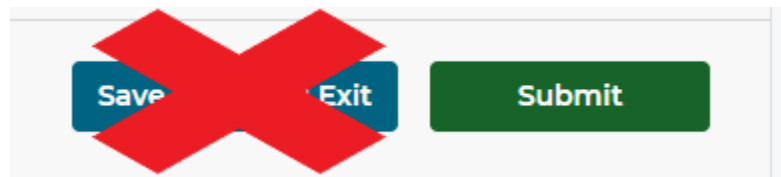
Los Angeles Housing Department, Accessible Housing Program  
 221 North Figueroa St., Suite 1400, Los Angeles, CA 90012, (213) 808 - 8550  
[www.AccessHousingLA.org](http://www.AccessHousingLA.org), Email: [LAHD.ACHP@lacity.org](mailto:LAHD.ACHP@lacity.org)

## H. Property Listing: Submission, Review, Corrections, & Approval

- 1) At any time, you can click “Save and Exit” to save and stop editing the property listing. Click “Next” to continue editing the property listing.



- 2) When you are done editing the property listing, you must click “Submit” on the last section, “Property Documents,” of the property details module. “Save and Exit” DOES NOT send to LAHD; only “Submit” does.



- 3) Once your property listing has been submitted, LAHD staff will begin their two-level review of all the information within the listing.
- 4) If any errors are found within the listing, staff will request corrections and the listing is returned to you via the listing module. The property is to input and revise all requested corrections into the Property Listing as listed in the red comment box on the top, right-hand side of the screen. The left side is "flagged" red to draw your attention to each section that has corrections requested. Only the sections that are “flagged” red may be edited.
- 5) Once the property completes its corrections they must resubmit the listing for review and approval. Be sure to click “Submit” in order to do so.

**Property Listing status: Under review**  
None of the fields can be edited

**Units Information (Total 600)**

All Affordable Housing Properties listed on the Housing and Community Investment Department of Los Angeles (HCIDLA) are required to complete and submit to the Accessible Housing Program (AHP) the Quarterly Report Packet.

Showing 1 to 10 out of 600 entries  
Change number of entries to display:  600 Entries:

Units	Accessibility Type	Bedroom	Bathroom	AMI	Program Eligibility	Other Accessibility Features	Actions
15455 1/2 NW GLENOAKS GLENOAKS LOS ANGELES 91342 - #332	Mobility	1	1	95% AMI	Section 8 / CES	<ul style="list-style-type: none"> <li>Street Level</li> <li>No Stairs Within the Unit</li> </ul>	
15455	Mobility	1	1	95%	Section 8 /	<ul style="list-style-type: none"> <li>Street</li> </ul>	

**Correction Notes**  
By: Andrew Torres (11/18/2020 10:16:53 AM)  
Correct unit information...

6) Once approved, all edits/updates made to the property listing will be reflected across the registry.

## 5. Manage Property Document Submissions

Click on “Manage Documents” to upload property documents such as the Utilization Survey of Occupancy, Self-Certification of Adoption and Compliance, etc.

Affordable and Accessible Housing Registry

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

Properties Linked with your account

My Properties (1)

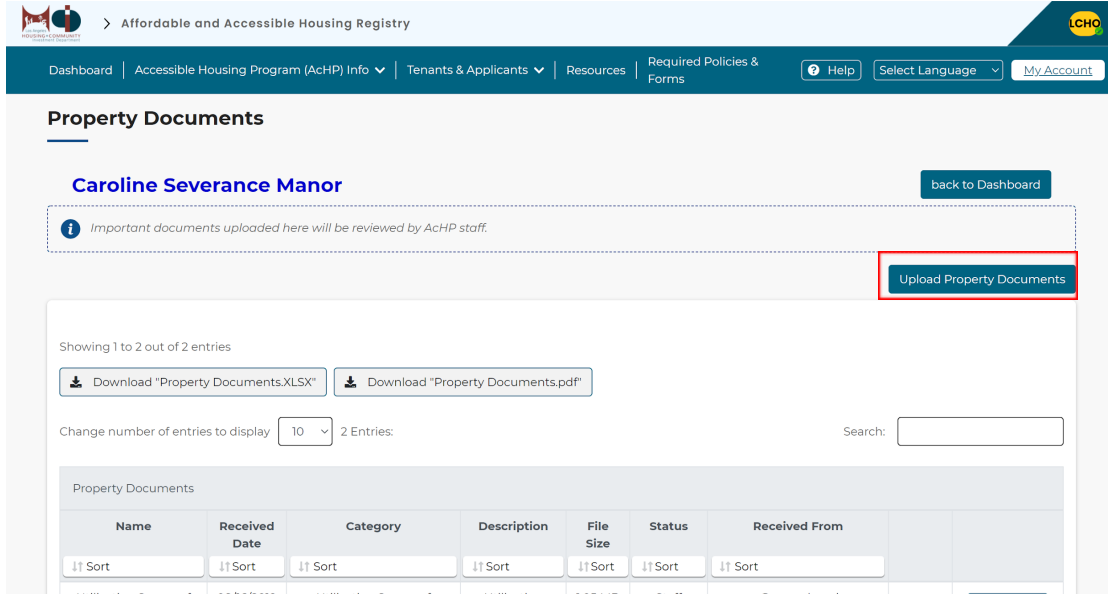
Download "My Properties.XLSX" | Download "My Properties.pdf"

Showing 1 to 1 out of 1 entries  
Change number of entries to display:  My Property Search:  Search

AcHP File#	Property Name	Property Address	Relationship To Property	Property Status	Listing Status	Application Received	Action
C0444-01	<a href="#">Caroline Severance Manor</a>	2914 W 8TH ST CA 90005	Accessibility Coordinator	Wait List	Published	34	<a href="#">Link/Unlink</a>   <a href="#">Manage Documents</a> <a href="#">View/Edit Listing</a>   <a href="#">Application List</a>

Continued on next page

- 1) Click "Upload Property Documents" to upload.



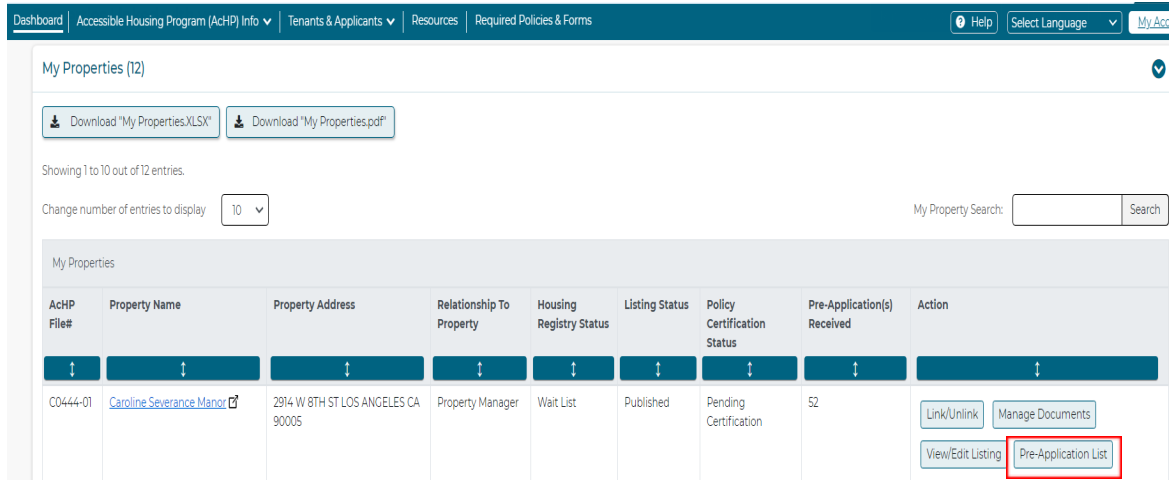
The screenshot shows the 'Property Documents' section of the Affordable and Accessible Housing Registry. The page title is 'Caroline Severance Manor'. A navigation bar at the top includes 'Dashboard', 'Accessible Housing Program (AHP) Info', 'Tenants & Applicants', 'Resources', 'Required Policies & Forms', 'Help', 'Select Language', and 'My Account'. A 'back to Dashboard' button is located in the top right. A message box states: 'Important documents uploaded here will be reviewed by AHP staff.' The 'Upload Property Documents' button is highlighted with a red box. Below this, there are download links for 'Property Documents.XLSX' and 'Property Documents.pdf'. A search bar and a dropdown menu for 'Change number of entries to display' (set to 10) are also visible. A table with columns for Name, Received Date, Category, Description, File Size, Status, and Received From is partially visible at the bottom.

- 2) In the window that appears, select the document category from the drop-down menu. Add a File description and comments if needed.
- 3) Click on the "Drop files to upload" box, and select the appropriate file/documents to upload.

Continued on next page

## 6. Application List

Click “Pre-Application List” to view all pre-applications received for the lottery or the waiting list.



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

My Properties (12)

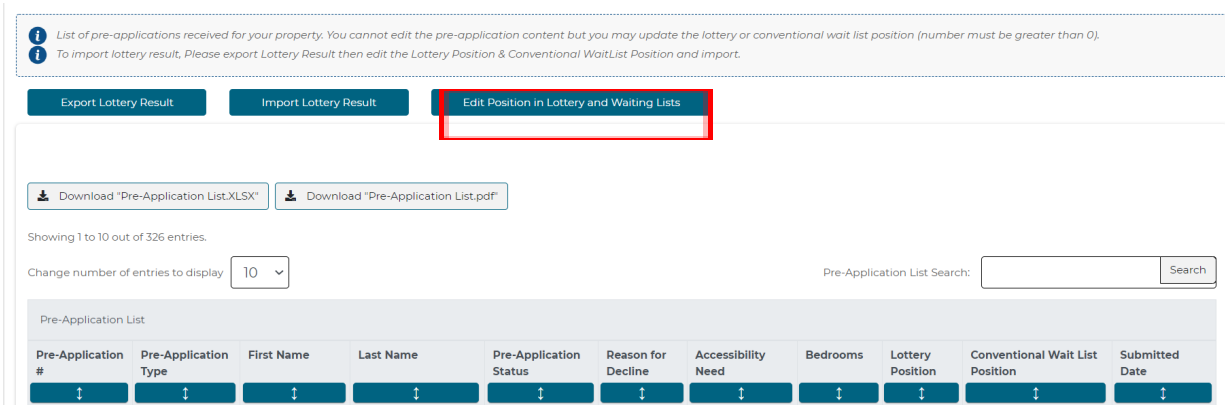
Download "My Properties.XLSX" | Download "My Properties.pdf"

Showing 1 to 10 out of 12 entries.

Change number of entries to display: 10 | My Property Search: [ ] Search

ACHP File#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Pre-Application(s) Received	Action
C0444-01	<a href="#">Caroline Severance Manor</a>	2914 W 8TH ST LOS ANGELES CA 90005	Property Manager	Wait List	Published	Pending Certification	52	<a href="#">Link/Unlink</a>   <a href="#">Manage Documents</a> <a href="#">View/Edit Listing</a>   <a href="#">Pre-Application List</a>

- 1) Click on “Edit Position in Lottery and Waiting Lists” to input the lottery and/or conventional unit waiting list position number for each pre-applicant. Only add a waiting list position number if you have already reviewed the pre-application and property application according to your Tenant Selection Criteria and have found the applicant to be qualified.



List of pre-applications received for your property. You cannot edit the pre-application content but you may update the lottery or conventional wait list position (number must be greater than 0).  
 To import lottery result, Please export Lottery Result then edit the Lottery Position & Conventional WaitList Position and import.

Export Lottery Result | Import Lottery Result | **Edit Position in Lottery and Waiting Lists**

Download "Pre-Application List.XLSX" | Download "Pre-Application List.pdf"

Showing 1 to 10 out of 326 entries.

Change number of entries to display: 10 | Pre-Application List Search: [ ] Search

Pre-Application #	Pre-Application Type	First Name	Last Name	Pre-Application Status	Reason for Decline	Accessibility Need	Bedrooms	Lottery Position	Conventional Wait List Position	Submitted Date

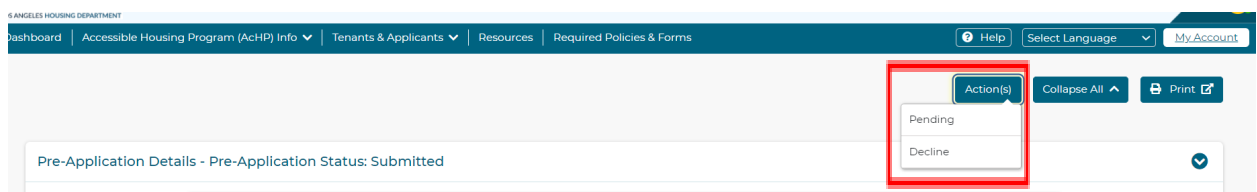


- 2) Each pre-application will have a pre-application number, applicant's name, unit size, and type, and submitted date and time.

**Tip:** Click on the up/down arrow under the "Submitted Date" column to reorder the applicants from earliest to latest to properly input a lottery and/or waiting list position number.

- 3) **Application Status:** You may decline pre-applications that do not meet your Tenant Selection Criteria by clicking the Pre-Application # hyperlink, looking for the Action button, and declining. You must enter a valid reason for the decline. You may also change the status of a pre-application to "Pending" if you are in the process of reviewing the applicant. You can place an individual in your Accessible Unit Waiting List by assigning them an AUWL position number within the Quarterly Report Module. All applications should be reviewed in accordance with the property's tenant selection process. Application review should be completed within a reasonable time.

Action	Status	Meaning
None	Submitted	Pre-application was submitted but no action has been taken
Pending	Pending	Property Management Staff is reviewing application
Decline	Declined	Pre-application declined by Property Management staff
Assign Accessible Unit Waiting List Position Number via the Quarterly Report Module	Waitlist	Pre-application reviewed and processed. Applicant has been added to waiting list.

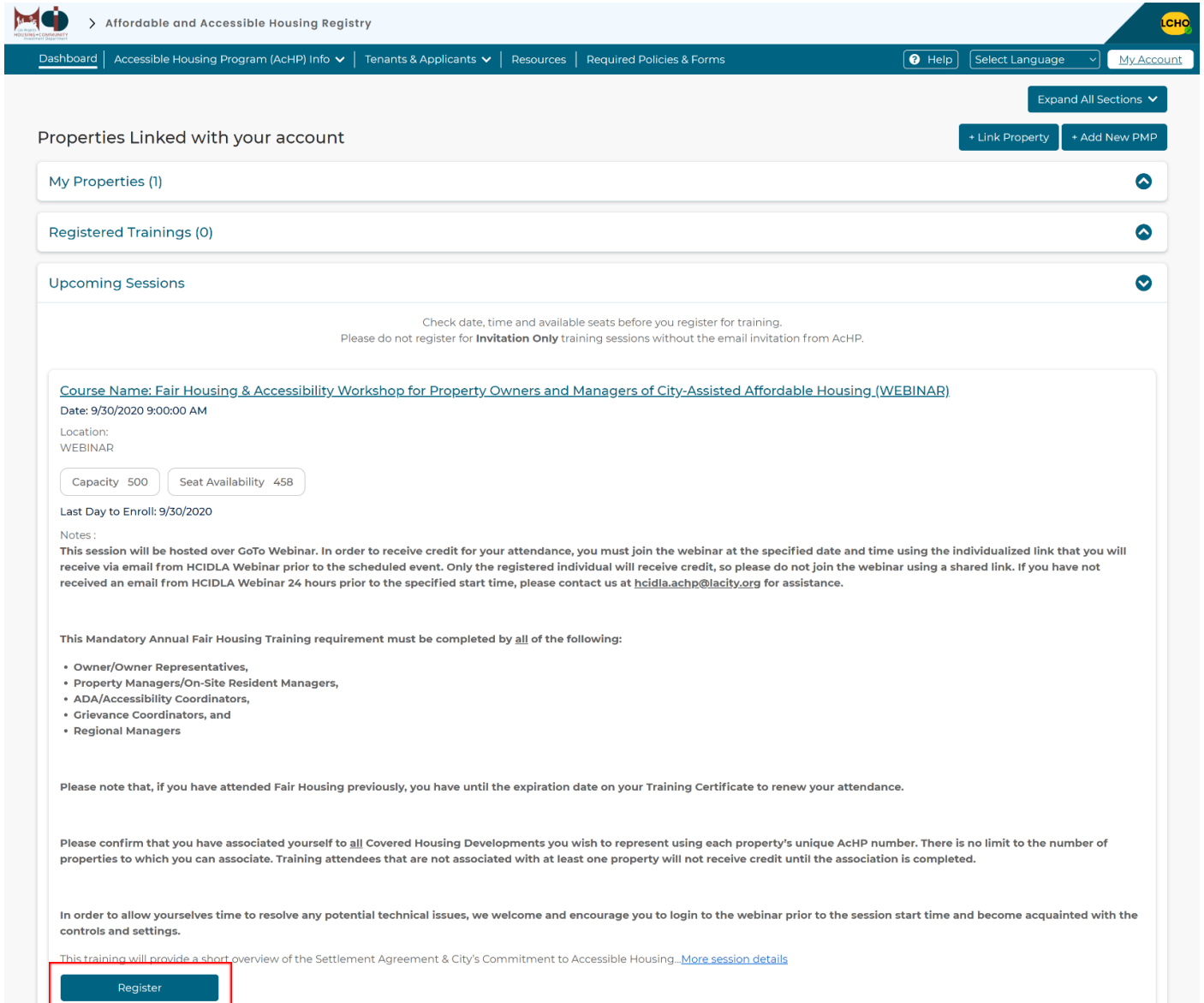




## 7. Register for Training

AcHP has a number of trainings that are made available to property management staff. Follow the steps below to register for available training.

- a) Review training sessions listed under “Upcoming Sessions”.
- b) Check the date and time of the training and click “Register”.



The screenshot shows the user interface of the Affordable and Accessible Housing Registry. The top navigation bar includes 'Dashboard', 'Accessible Housing Program (AcHP) Info', 'Tenants & Applicants', 'Resources', and 'Required Policies & Forms'. There are also links for 'Help', 'Select Language', and 'My Account'. The main content area is titled 'Properties Linked with your account' and includes sections for 'My Properties (1)', 'Registered Trainings (0)', and 'Upcoming Sessions'. The 'Upcoming Sessions' section contains a list of training sessions. One session is highlighted with a red box around the 'Register' button. The session details include the course name, date, location, capacity, and seat availability. The 'Register' button is a blue button with the text 'Register' in white.

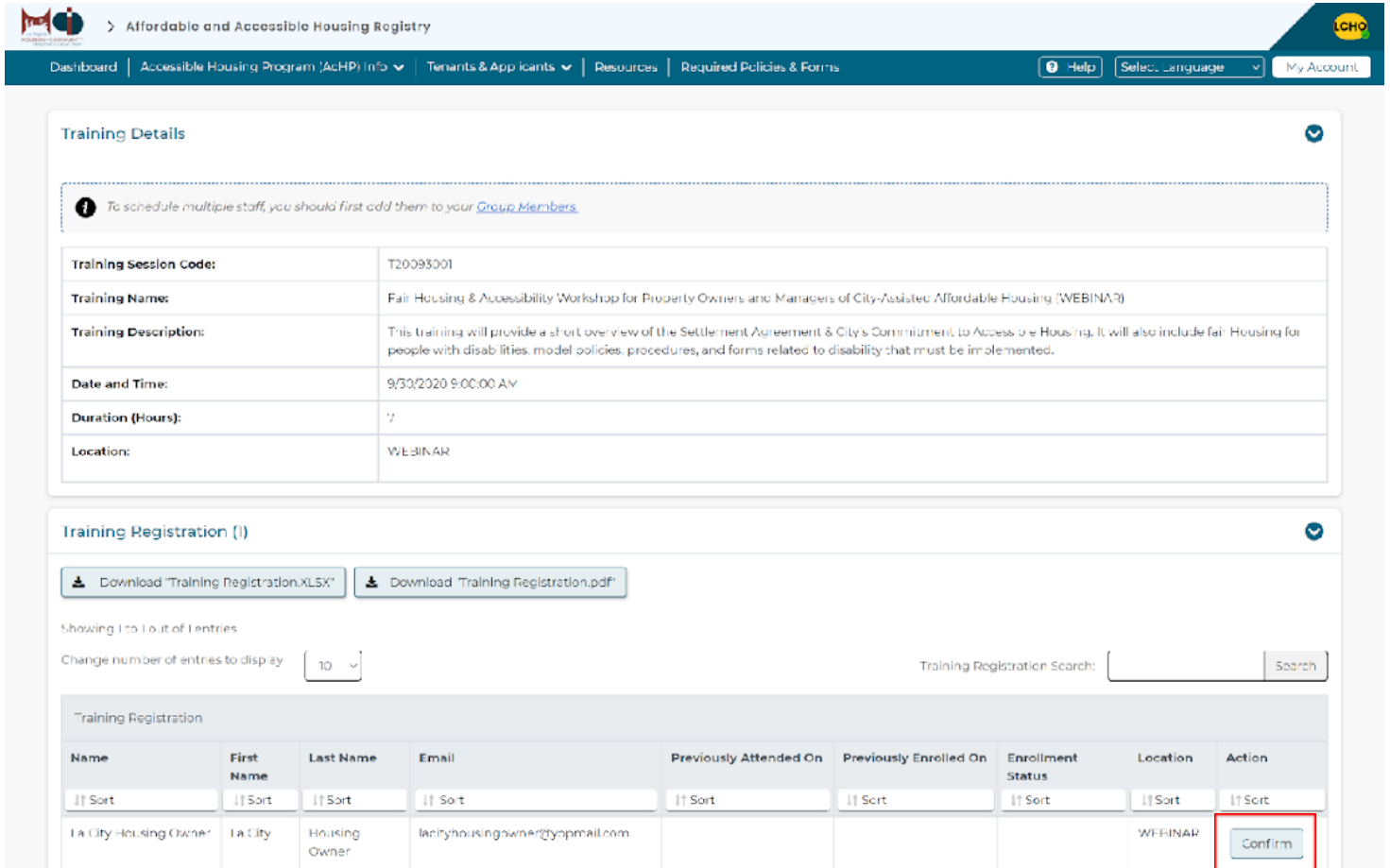
- c) Click “Confirm” on the following screen to complete the training registration. After confirming registration you will receive a separate email in the days leading up to the

Los Angeles Housing Department, Accessible Housing Program  
 221 North Figueroa St., Suite 1400, Los Angeles, CA 90012, (213) 808 - 8550  
[www.AccessHousingLA.org](http://www.AccessHousingLA.org), Email: [LAHD.ACHP@lacity.org](mailto:LAHD.ACHP@lacity.org)



training that will contain the necessary information and link to join the Zoom webinar.

**NOTE:** If the training required you to manually register yourself on Zoom, a link should have been made available to you in the description of the training, before clicking confirm.



The screenshot shows the 'Training Details' page for a webinar. It includes a navigation bar at the top with links for Dashboard, Accessible Housing Program (AHP) Info, Tenants & Applicants, Resources, and Required Policies & Forms. The main content area is titled 'Training Details' and contains a table with the following information:

Training Session Code:	T20093001
Training Name:	Fair Housing & Accessibility Workshop for Property Owners and Managers of City-Assisted Affordable Housing (WEBINAR)
Training Description:	This training will provide a short overview of the Settlement Agreement & City's Commitment to Accessible Housing. It will also include fair Housing for people with disabilities, model policies, procedures, and forms related to disability that must be implemented.
Date and Time:	9/30/2020 9:00:00 AM
Duration (Hours):	1
Location:	WEBINAR

Below the training details is a 'Training Registration' section. It features two download buttons: 'Download Training Registration.XLSX' and 'Download Training Registration.pdf'. Below these buttons, it shows 'Showing 1 to 1 out of 1 entries' and a search bar. A table lists the registration details for one user:

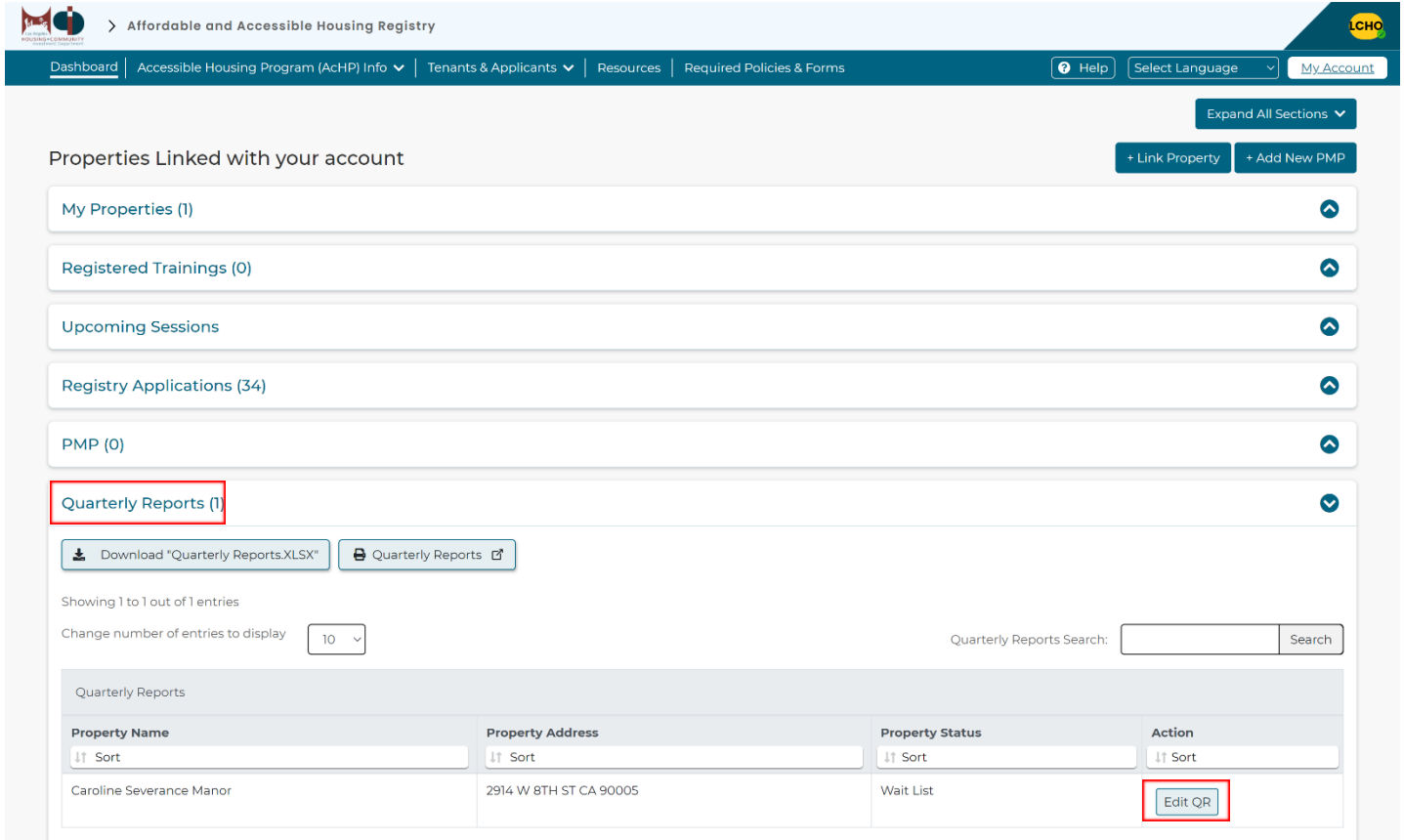
Name	First Name	Last Name	Email	Previously Attended On	Previously Enrolled On	Enrollment Status	Location	Action
LA City Housing Owner	LA City	Housing Owner	lacityhousingowner@yahoo.com				WEBINAR	Confirm

**Important:** The Fair Housing & Compliance Policies and Procedures Workshop is mandatory and attendance is required annually for Owner or Owner Representative, Senior Property Manager, Property Manager or On-site Manager, Disability Coordinator, Grievance Coordinator, and Regional or Compliance Manager. Training attendees must associate themselves with the property they represent otherwise they will not be able to register for or attend the training.



## 8. Quarterly Report Submission

Quarterly Reports are now completed online, directly through the Registry. The “Quarterly Reports” section is where you can edit/update your reports versus the “Previously Submitted Quarterly Reports (View Only)” section where you can view those reports already submitted. Under the “Quarterly Reports” section, click “Edit QR”. Instructions on how to complete the Quarterly Report will be issued separately, contact your assigned analyst for further guidance.



The screenshot shows the user interface of the Affordable and Accessible Housing Registry. The top navigation bar includes 'Dashboard', 'Accessible Housing Program (AChP) Info', 'Tenants & Applicants', 'Resources', and 'Required Policies & Forms'. A search bar and 'My Account' link are also present. The main content area is titled 'Properties Linked with your account' and lists several categories: 'My Properties (1)', 'Registered Trainings (0)', 'Upcoming Sessions', 'Registry Applications (34)', 'PMP (0)', and 'Quarterly Reports (1)'. The 'Quarterly Reports (1)' section is expanded, showing a table with one entry. The 'Action' column for this entry contains an 'Edit QR' button, which is highlighted with a red box. Other buttons like 'Download "Quarterly Reports.XLSX"' and 'Quarterly Reports' are also visible.

Property Name	Property Address	Property Status	Action
Caroline Severance Manor	2914 W 8TH ST CA 90005	Wait List	<a href="#">Edit QR</a>

## Owner/Property Management Agent-User's Guide for the Affordable and Accessible Housing Registry



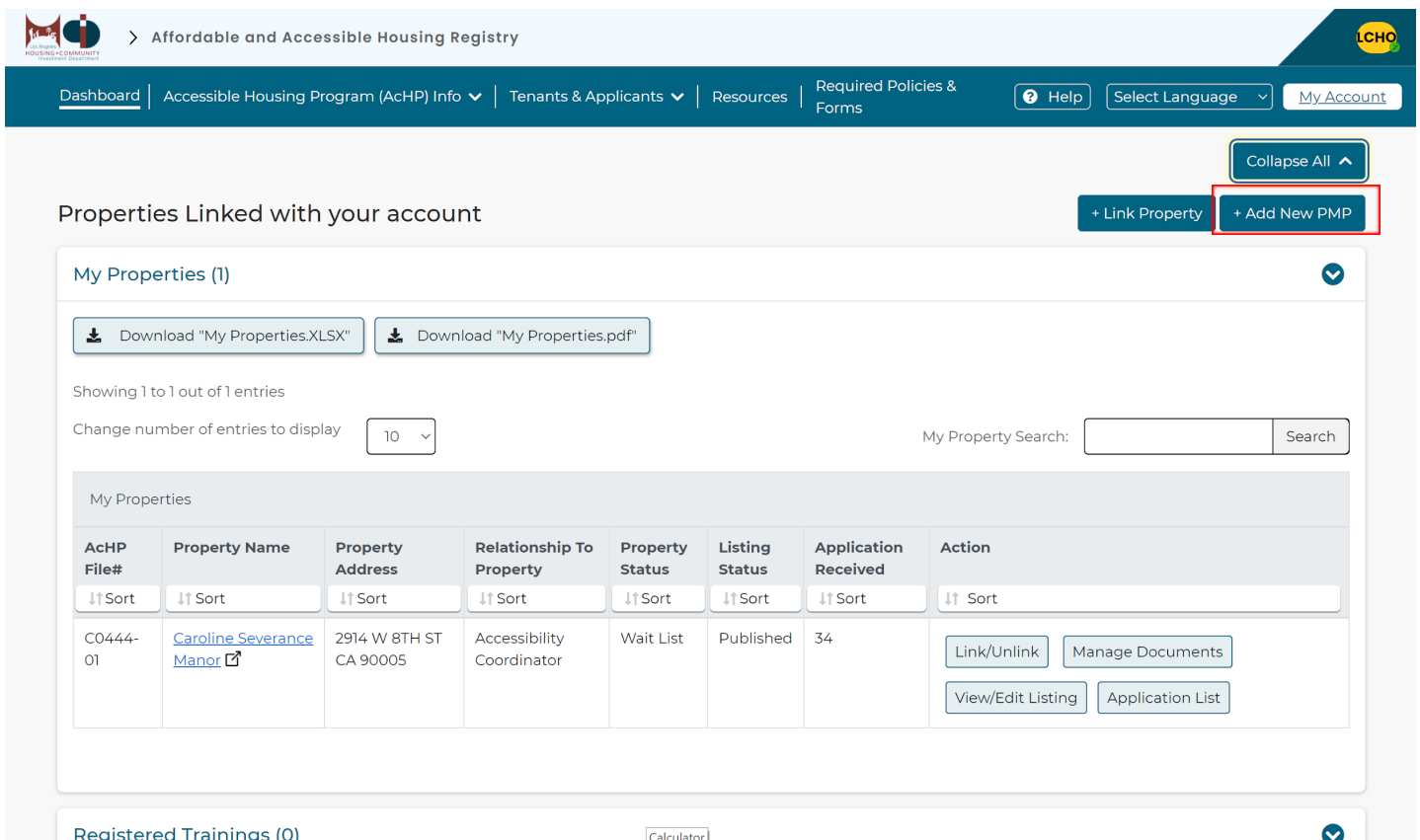
a) Quarterly Report Submission Deadlines:

Reporting Period	QR Submission Period
Q1 Jan 1 - Mar 31	Apr 1 - 10
Q2 Apr 1 - Jun 30	Jul 1 - 10
Q3 Jul 1 - Sept 30	Oct 1 - 10
Q4 Oct 1 - Dec 31	Jan 1 - 10

Continued on next page

## 9. Property Management Plan (PMP) Submission

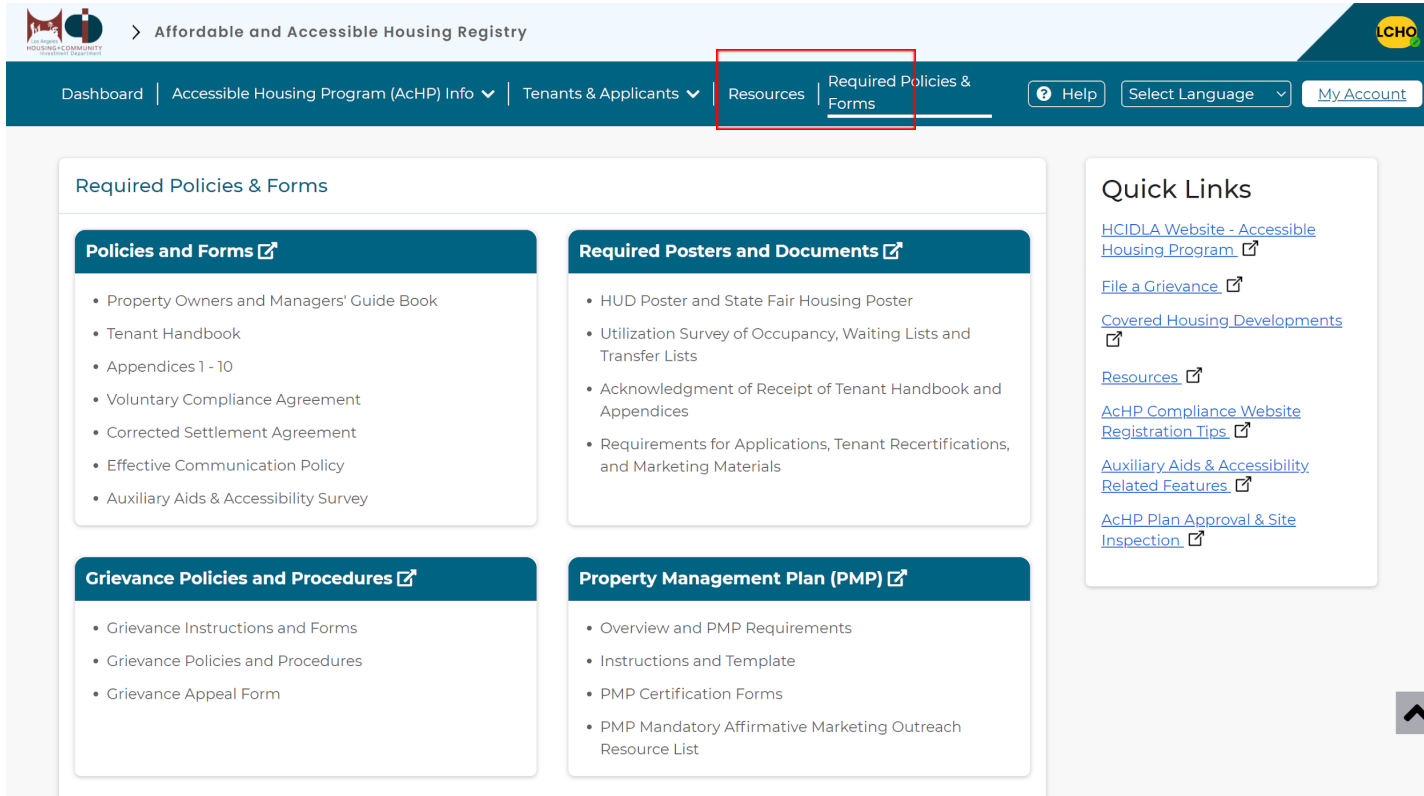
Before submitting a PMP, property management staff should discuss the submission method with the assigned AcHP Analyst to determine the best method of submission for the property. If the Analyst determines the Property is to submit a PDF version of the PMP, staff must download and complete the PMP Packet from the "[Required Policies and Forms](#)" section of the Registry and submit a copy to the assigned Analyst. To submit a PMP via the Registry, click "+ Add New PMP" on your dashboard. Instructions on how to complete the PMP via the Registry will be issued separately.



The screenshot shows the user interface of the Affordable and Accessible Housing Registry. The top navigation bar includes 'Dashboard', 'Accessible Housing Program (AcHP) Info', 'Tenants & Applicants', 'Resources', and 'Required Policies & Forms'. There are also utility buttons for 'Help', 'Select Language', and 'My Account'. The main content area is titled 'Properties Linked with your account' and features a '+ Link Property' button and a '+ Add New PMP' button (highlighted with a red box). Below this is a section for 'My Properties (1)' with download options for XLSX and PDF files. A search bar and a dropdown for the number of entries to display (set to 10) are also present. A table lists the property details for 'Caroline Severance Manor'.

AcHP File#	Property Name	Property Address	Relationship To Property	Property Status	Listing Status	Application Received	Action
C0444-01	<a href="#">Caroline Severance Manor</a>	2914 W 8TH ST CA 90005	Accessibility Coordinator	Wait List	Published	34	<a href="#">Link/Unlink</a> <a href="#">Manage Documents</a> <a href="#">View/Edit Listing</a> <a href="#">Application List</a>

## 10. Required Policies & Forms (AccessHousingLA.org)



The screenshot shows the website's navigation menu with 'Required Policies & Forms' highlighted. The main content area is titled 'Required Policies & Forms' and contains four sub-sections:

- Policies and Forms**
  - Property Owners and Managers' Guide Book
  - Tenant Handbook
  - Appendices 1 - 10
  - Voluntary Compliance Agreement
  - Corrected Settlement Agreement
  - Effective Communication Policy
  - Auxiliary Aids & Accessibility Survey
- Required Posters and Documents**
  - HUD Poster and State Fair Housing Poster
  - Utilization Survey of Occupancy, Waiting Lists and Transfer Lists
  - Acknowledgment of Receipt of Tenant Handbook and Appendices
  - Requirements for Applications, Tenant Recertifications, and Marketing Materials
- Grievance Policies and Procedures**
  - Grievance Instructions and Forms
  - Grievance Policies and Procedures
  - Grievance Appeal Form
- Property Management Plan (PMP)**
  - Overview and PMP Requirements
  - Instructions and Template
  - PMP Certification Forms
  - PMP Mandatory Affirmative Marketing Outreach Resource List

The 'Quick Links' sidebar on the right includes links to: HCIDLA Website - Accessible Housing Program, File a Grievance, Covered Housing Developments, Resources, AcHP Compliance Website Registration Tips, Auxiliary Aids & Accessibility Related Features, and AcHP Plan Approval & Site Inspection.

All required policies and forms are available on our website under the “Required Policies & Forms” tab. There are four sub-sections.

### A. Policies and Forms

- 1) Fair Housing Policy Related to Disability: Guidance and Requirements for Property Owners and Managers
- 2) Tenant Handbook: Rental Occupancy Policies Related to Disability
- 3) Appendix 1 – Definitions
- 4) Appendix 2 – Notice of Right to Reasonable Accommodations and Auxiliary Aids Pursuant to Effective Communication Policy
  - Appendix 2 is required to be posted in every rental office or common area accessible to tenants and applicants.
  - Appendix 2 is required to be added to Rental Application Package



- 5) Appendix 3 – Optional Request Form for Reasonable Accommodations and/or for Auxiliary Aids Pursuant to Effective Communication Policy
- 6) Appendix 4 – Additional Information for a Request for Reasonable Accommodations
- 7) Appendix 5 – Approval or Denial of a Reasonable Accommodation Request, including Reasonable Modification and Effective Communication Requests
- 8) Appendix 6 – Lease Addendum – Tenant's Agreement to Vacate Accessible Unit
- 9) Appendix 7 – Request for Priority for a Unit with Accessibility Features
- 10) Appendix 8 – Supplemental and Optional Contact Information for Applicants
  - Appendix 8 is required to be added to Rental Application Package
- 11) Appendix 9 – Property Management Contact information
- 12) Appendix 10 – Housing Resources for Tenants with Disabilities
- 13) Voluntary Compliance Agreement
  - Effective August 2, 2019, the City entered into a Voluntary Compliance Agreement with the U.S. Department of Housing and Urban Development.
- 14) Corrected Settlement Agreement
  - Effective September 5, 2016, the City entered into a settlement agreement with the plaintiffs, *Independent Living Center of Southern California, et al.*

### **B. Required Posters and Documents**

- 1) Area Median Income (AMI) Income and Rent Limits
- 2) Required Documents for Compliance with Policies and Procedures
  - All listed documents are required for policy compliance.
- 3) Rental Application Cover Page – Template
  - Rental Application Cover Page is required to be added to the Rental Application Package.
- 4) Annual Recertification Cover Page – Template
- 5) HUD Fair Housing Poster
  - This poster is required to be posted in every rental office or common area accessible to tenants and applicants.
- 6) DFEH Fair Housing Poster – English & Spanish

## Owner/Property Management Agent-User's Guide for the Affordable and Accessible Housing Registry



- Both English and Spanish versions of DFEH Fair Housing Posters are required to be posted in every rental office or common area accessible to tenants and applicants.
- 7) Utilization Survey of Occupancy, Waiting List and Transfer list
  - All Covered Housing Developments are required to submit the Utilization Survey of Occupancy to ACHP.
  - Do not send the individual Occupancy Surveys to ACHP. These are used to aid you in filling out the Utilization Survey of Occupancy excel sheet. However, please retain the Occupancy Surveys in the event of an audit.
- 8) Tenant Acknowledgment of Receipt of Rental Occupancy Policies: Tenant Handbook and Appendices 1-10
  - Household signatures are required annually for the Tenant Acknowledgement of Receipt
  - The Revised Policies consist of two parts: (1) Tenant Handbook and (2) Appendices 1 – 10.
  - All Covered Housing Developments are required to distribute the complete Revised Policies to each household during lease-up and redistribute them on the anniversary of their tenancy if requested. Be sure to include any Manager's Units as they are considered tenants of the property.
- 9) Requirements for Pre-Applications, Tenant Recertification, and Marketing Materials
- 10) Equal Housing Opportunity Logo
  - Equal Housing Opportunity Logo is required on all written documents such as application package, tenant recertification, and marketing materials.
- 11) Universal Symbol of Accessibility
  - Universal Symbol of Accessibility is required on all written documents such as application package, tenant recertification, and marketing materials.

### C. LAHD Grievance Policies and Procedures

- 12) Grievance Instructions and Form
- 13) Grievance Policies and Procedures
- 14) Grievance Appeal Instructions and Forms

Los Angeles Housing Department, Accessible Housing Program  
221 North Figueroa St., Suite 1400, Los Angeles, CA 90012, (213) 808 - 8550

[www.AccessHousingLA.org](http://www.AccessHousingLA.org), Email: [LAHD.ACHP@lacity.org](mailto:LAHD.ACHP@lacity.org)





**D. Property Management Plan (PMP)**

- 15) Required Features of Accessible Units
- 16) Property Management Plan (PMP) Information Packet

**If you require further assistance, please contact ACHP.**