

**PROPERTY MANAGEMENT PLAN
INSTRUCTIONS & TEMPLATE**

- A. INSTRUCTIONS TO OWNERS/DEVELOPERS AND PROPERTY MANAGEMENT**
- B. PROPERTY MANAGEMENT PLAN TEMPLATE**



Los Angeles Housing Department, Occupancy Monitoring/Compliance
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A. INSTRUCTIONS TO OWNERS/DEVELOPERS AND PROPERTY MANAGEMENT

1. Registration on the Affordable and Accessible Housing Registry is mandatory.

- a. Go to accesshousingla.org to create an account using your assigned Accessible Housing Program (AHP) file number and link your development(s).
- b. For assistance, click on AHP Compliance Website “Help.”
- c. Under Required Policies and Forms menu button, click on “Property Management Plan” to download and complete the “Property Management Plan (PMP) Packet.”
- d. If you have not yet attended the mandatory “Fair Housing & Compliance Policies and Procedures Related to Individuals with Disabilities: A Workshop for Owners and Property Management Agents” training, immediately enroll in the next training session.
 - I. All new staff must receive training on the policies, Fair Housing laws, and the requirements of the Voluntary Compliance Agreement (VCA) within 30 days of employment or within 30 days of selection as a Property Management Agent.
- e. From the Registry, you can access and download City’s Required Policies, Forms, Documents, and Resource Information.

2. Submission Instructions

- a. Submit the completed PMP via email to your assigned Analyst.

3. Important Timelines/Due Dates

- a. For Existing Covered Housing Developments under the Corrected Settlement Agreement (CSA) and VCA, **an updated PMP must be submitted for review and certified within 60 days of adoption of the City’s Fair Housing Policies Related to Individuals with Disabilities (Policies)** that consist of the following documents: Fair Housing Policies Related to Disability: Guidance and Requirements for Owners and Property Management Agents, Rental Occupancy Policies Related to Disability: Tenant Handbook, and Appendices 1 through 10 (June 2021).
 - I. Within 30 days of submission of the proposed updated PMP, Occupancy Monitoring/Compliance Unit and AHP will conduct their review and either grant certification or require corrective modifications.
 - II. Required corrective modifications must be completed, signed, and resubmitted to LAHD within 30 days. Upon approval of the corrective modifications, final certification will be awarded.
- b. For Future Housing Developments, **a minimum of 120 days prior to the date that property is proposed to be initially marketed for lease-up** a completed and signed PMP is due to LAHD in digital PDF format.

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- I. **Within fourteen (14) days of submission, the Occupancy Monitoring/Compliance Unit and the Accessible Housing Program Unit of LAHD will review and will either certify the proposed PMP or return it for corrective modifications and resubmittal.**
- II. **Required corrective modifications must be completed, signed and resubmitted to LAHD within fourteen (14) days. Upon approval of the corrective modifications, then the proposed PMP will receive preliminary certification and affirmative marketing and outreach can commence as stated therein. Final certification will be awarded once marketing efforts and the lottery are completed and shown to be in accordance with the standards outlined in the Policies.**
- III. **Thirty (30) days prior to tenant applications proposed to be due, submit to Occupancy Monitoring/Compliance Unit and the Accessible Housing Program Unit of LAHD evidence of each outreach/affirmative marketing effort to all on the PMP Mandatory Affirmative Marketing & Outreach Resource List and to those listed on the PMP template Table 5: Planned Outreach and Affirmative Marketing** and also submit the following:
 - a. Update all property information on the Property Listing via the Registry. This includes bedroom size, accessibility features, rent information (for available Housing Units), and other unit and development amenities and features;
 - b. A legible printed screen shot of your property listing(s) on all websites on which you post;
 - c. Legible copies of print advertisements and publication name(s) and date(s) published;
 - d. A legible record showing the e-blast sent to interested parties regarding Accessible Units, which includes all e-mail addresses that the e-blast was sent to; and
 - e. Copies of all flyers mailed and/or posted together with date(s) and lists of mailing/posting.
4. **Failure to submit** documentation verifying completion of the affirmative marketing and outreach as approved in the preliminarily certified PMP **will result in further corrective performance instructions** with a specified due date, and **potential delay in final certification of PMP, and start and close dates for acceptance of tenant applications**. For existing developments, additional outreach and affirmative marketing may be required if existing Accessible Unit Waiting List is insufficient.
5. **At all times**, a complete, updated, and certified copy of your Property Management Plan (PMP) must be maintained and available at the property and property management office.

6. Definitions:

Disability Coordinator: An experienced, senior level individual designated by the Development Owner to be responsible for the coordination of efforts by the development to comply with the requirements of Rental Occupancy Policies.

Existing Housing Development: Housing Developments with five or more units that have (1) received any Federal financial assistance from or through the City since July 11, 1988; (2) been designed, constructed, altered, operated, administered, or financed, in whole or in part, in connection with a program administered in whole or in part by the City since January 26, 1992.

Future Housing Development: Housing Developments for which new construction commences after the Effective Date of August 2, 2019 and will have (1) five or more units and will receive any Federal financial assistance from or through the City, or (2) been designed, constructed, altered, operated, administered, or financed, in whole or in part, in connection with a program administered in whole or in part by the City or its Sub recipient.

Grievance Coordinator: An experienced, senior level individual designated by the Development Owner to be responsible as the point of contact for filing and processing any grievances as per the procedures outlined in the Development's Grievance Policy.



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B. PROPERTY MANAGEMENT PLAN TEMPLATE

Affordable housing projects that receive financing under federal, state, and local programs are strictly regulated to ensure that low-income tenants are residing in the units at the affordable rents. Each project has one (1) or more Regulatory Agreement(s) (an attachment to the project's loan documents) recorded against the property specifying that the owner must perform all management functions for the property. These responsibilities include, but are not limited to: tenant selection, certification of household income, preparation and enforcement of leases and rental agreements, affordable rent calculations, maintenance of waiting lists, marketing vacancies, rent collection, ensuring designated Accessible Units are tenanted in accordance with federal requirements so that individuals with disabilities have access to affordable housing that has the features they need, providing reasonable accommodations, auxiliary aids and services necessary for effective communication, and ensuring accessibility for applicants and tenants with disabilities, as well as facility and grounds maintenance.

The City shall have the right to review and approve the management entity chosen by Owner for the Property and the right to require a change in the management agent at any time during the term of this Regulatory Agreement.

The developer/owner of each project must submit a Property Management Plan (PMP) using this template, which describes how the property will be managed to meet all of the responsibilities in the Regulatory Agreement(s). The Los Angeles Housing Department (LAHD), Occupancy Monitoring/Compliance Unit monitors the development's Regulatory Agreements to ensure compliance with the federal, state, and local program funding requirements and the affordability covenants.

LAHD Accessible Housing Program (AcHP) monitors compliance with the City's accessibility covenants and certifies that all of City-assisted affordable housing developments are constructed, occupied, and operated in accordance with all applicable federal and state accessibility, fair housing, and civil rights requirements and the City's Fair Housing Policies Related to Disability.

This monitoring will continue for the entire "term of affordability" as stated in the Regulatory Agreement and affordability covenant, regardless of the loan term, loan repayment or transfer of property ownership or for the terms of the Settlement Agreement with ILCSC, et. al. (CSA) and Voluntary Compliance Agreement (VCA) between the City and the Department of Housing and Urban Development (HUD), whichever expires last.

LAHD Occupancy Monitoring/Compliance Unit and AcHP, both, must review and preliminarily certify the signed PMP before the property is initially advertised for rent.



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1. Property Owner/Manager Contact Information

Use "N/A" if the category does not apply. Do not use P.O. Boxes for addresses.

Information below is accurate as of: (mm/dd/yyyy)			
Project Information			
Project Name:		Project Street Address:	
APN:	City:	ZIP:	Total Units:
Owner Information			
Owner Name:			
Street Address:			
City, State, Zip code:			
Work Phone:			
Email:			
If the owner is a Legal Entity:		Legal Entity Name:	
Legal Entity's Contact Name:		Entity Contact Phone:	Entity Contact Email:
Property Management Company Information			
Property Management Company:			
Mailing address:			
Company Contact Name:			
Phone:			
Email:			
Property/On-site Manager Name:			
Phone:			
Email:			
Disability Coordinator Name:			
Phone:			
Email:			
Grievance Coordinator Name:			
Phone:			
Email:			



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SCATTER SITE DETAILS (If applicable)

☐ For a scattered site project, list all addresses and the total number of units at each site.

AcHP #	Address	Total Units	Accessible Mobility Units (Unit #)	Accessible Hearing/Vision Units (Unit #)



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2. Project Information

a. Approximate date(s) that the project will:

Existing Housing Developments, leave blank if not applicable.

- Be advertised for rent on (mm/dd/yyyy): _____
- Submit documentation of outreach/marketing to LAHD (mm/dd/yyyy): _____
- Accept applications for lottery from (mm/dd/yyyy): _____ to _____
- Hold Lottery Draw on (mm/dd/yyyy): _____ at _____ (am/pm)
- Be initially occupied (mm/dd/yyyy): _____

b. Project Type (Check all that apply)

☐ Affordable ☐ Senior ☐ Supportive Housing ☐ Other (Specify all that apply): _____

If the units of the development are all or partially specified as Permanent Supportive Housing or other Special Needs Project, identify and provide contact information for the agency (e.g., LAHSA CES, DMH, TAY, VA, HACLA, etc.) responsible for outreach, referral, and/or tenant placement at lease up.

☐ _____

Coordinated Entry System (CES) Matcher/Service Provider

Contact Name: _____

Address: _____

Phone Number: _____

Email: _____

☐ _____

[Name of Agency] and [Name of Service Provider]

Contact Name: _____

Address: _____

Phone Number: _____

Email: _____

c. Affordability Restrictions

Table 1: Affordability Levels of Units by Bedroom Size

The owner is to comply with the most restrictive requirements.

Unit Size (Number of Bedrooms)	0 BR	1 BR	2 BR	3 BR	4 BR	Total
____% AMI						
____% AMI						
____% AMI						
____% AMI						
____% AMI						
Total						

d. Percent of Accessible Units Required by City or Other Funding Sources:

If you are not sure, please contact the Accessible Housing Program at lahd.achp@lacity.org or by phone at 213-808-8550.

The “Required Features of Accessible Units”, which lists the required features of fully accessible Mobility and Hearing/Vision units and common areas and pathways, can be accessed and downloaded from the ACHP Website accesshousingla.org under the “Property Management Plan” tab on the menu bar.

Check the box that applies and complete Tables 2 through 5 below.

- ☐ **50% Mobility Units or 25% Mobility and 4% Hearing Vision** if TCAC Senior Project [TCAC Regulation Section 10325(g)(2)(B)]
- ☐ **10% Mobility Units and 4% Hearing/Vision Units** if the Project received a Tax Credit Award in 2015 or after, OR received its Building Permit from the Los Angeles Department of Building and Safety on or after February 10, 2016.
- ☐ **11% Mobility Units and 4% Hearing/Vision Units** if the Project was in construction as of August 2, 2019 or commenced construction, or engaged in substantial alterations thereafter.
- ☐ **5% Mobility Units and 2% Hearing/Vision Units** if the Project received a Tax Credit Award prior to 2015 and/or received its Building Permit from the Los Angeles prior to February 10, 2016.
- ☐ **Other** (Describe Percentage, Types of Units, and Source of Requirement):

Table 2: Calculation of Fully Accessible Units

(Round Up – i.e., 5% of 21 = 1.05, which is rounded up to 2; and 2% of 21 = 0.42, which is rounded up to 1)

Unit Type	Number of Units
Total Number of Units in Building (Include manager units, market-rate units, and total units of all scattered sites)	
Number of Fully Accessible Mobility Units (Total Units X Percent of Mobility Units Required)	
Number of Fully Accessible Hearing/Vision Units (Total Units X Percent of Hearing/Vision Units Required)	

Table 3: Identification, Affordability, and Program Restrictions on Fully Accessible Mobility Units

Check (✓) each program restriction that applies. Attach additional page(s) as needed.

Unit Number	Number of Bedrooms	Area Median Income (AMI)	CES Unit	HOPWA Unit	Veteran Unit	Family Unit	Senior Unit	Other (Specify)

Table 4: Identification, Affordability, and Program Restrictions on Fully Accessible Hearing/Vision (H/V) Units – Check (✓) each program restriction that applies. Attach additional page(s) as needed.

Unit Number	Number of Bedrooms	Area Median Income (AMI)	CES Unit	HOPWA Unit	Veteran Unit	Family Unit	Senior Unit	Other (Specify)

3. Affirmative Marketing and Outreach

Affirmative marketing strategies must be completed and submitted to both LAHD Occupancy Monitoring Unit and ACHP before tenants can be selected to occupy any restricted units.

Reasonable efforts must be made to affirmatively market and outreach to qualified persons who have a disability-related need for the features of an accessible unit. This includes, but is not limited to, distributing information to all of the organizations that serve Individuals with Disabilities that are on PMP Mandatory Affirmative Marketing and Outreach Resource List (available on accesshousingla.org), staff of the Council District in which the project is located (list available on accesshousingla.org) sending an e-blast to interested parties, and submitting the Property Listing on the Registry.

REQUIRED Affirmative Marketing Actions: Indicate the actions that will be taken to outreach/advertise to those least likely to apply, non-English speaking communities, and Individuals with Disabilities.

For each affirmative marketing activity, you list below, you must keep evidence of outreach efforts:

- a. **Provide a legible printed screenshot of your property listing(s)** for website(s) on which you post as part of the “Planned Outreach and Affirmative Marketing” submission (Table 5), if applicable.

Ensure the following have been completed:

- ☐ “Link Property” on your Dashboard to associate your account and manage the Property Listing including the Property Details and Unit Information on the Registry.
- ☐ All affordable and accessible unit information must be updated via the Property Listing on the Registry prior to distribution of outreach/ marketing materials.

b. Affirmative Marketing and Outreach Materials

REQUIRED Affirmative Marketing and Outreach Materials for new projects or for those planning to open their wait list: Provide proposed marketing flyers for approval prior to planned outreach and affirmative marketing. Refer to “Requirements for Applications, Tenant Recertifications, and Marketing Materials” document, found on accesshousingla.org under the “Required Policies and Forms” tab.

Affirmative marketing materials must:

- ☐ Include Equal Housing Opportunity logo AND Universal Symbol of Accessibility on all outreach and affirmative marketing materials.
- ☐ Include a statement specifying that interested applicants may submit an application for the lottery (for properties undergoing initial lease up) and/or for the wait list on accesshousingla.org.
- ☐ Include the following statements on all outreach and affirmative marketing:
 - . *"This housing is offered without regard to race, color, religion, sex, gender, gender identity and expression, familial status, national origin, citizenship status, immigrant status, primary language, marital status, ancestry, age, sexual orientation, disability, source of income (including receipt of Section 8 and other similar vouchers), genetic information, military or veteran status, arbitrary characteristics, or any other basis currently or subsequently prohibited by law."*
 - . *"Individuals with a disability have the right to ask for and receive reasonable accommodations and to request auxiliary aids."*
- ☐ Include email address to request an application and other information about where an application may be obtained.
- ☐ Include both the start and close dates during which applications will be accepted for participation in the lottery (if undergoing initial lease up) OR language indicating applications for the Accessible Unit Waiting List are available (if existing development conducting affirmative marketing).

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- ☐ Include information regarding all accessible services, activities, and facilities offered on-site and where to find them.
 - ☐ NOT include any discriminatory remarks, such as “independent living” or “need to be able to live independently”, because they appear to exclude individuals who rely on supportive services, assistance, or aides.
- c. **Identify specific outreach** to those least likely to apply, including non-English speakers. Detail methods of outreach in “Target Audience” on the “Planned Outreach and Affirmative Marketing” (Table 5) on the next page.
- d. **The populations least likely to apply are:**

- e. **Individuals with Disabilities**: For outreach to organizations serving Individuals with Disabilities (outside of the PMP Mandatory Affirmative Marketing & Outreach Resource List), fill out Table 5 below: “Target Audience” on the “Planned Affirmative Marketing and Outreach.”
- f. **To comply with Affirmative Marketing requirements, *you must submit the chart below***, and submit documentation that serves as proof of outreach which includes subsequent follow up conducted to the target audience, as identified in your management plan (attach additional pages if necessary.) Do not include organizations listed on the PMP Mandatory Affirmative Marketing Outreach Resource List on Table 5. Planned outreach efforts to those organizations must be detailed on a separate page and submitted with the PMP.
- g. **Permanent Supportive Housing** will be required to complete Table 6, listing client-serving organizations that serve your target applicants to which you will conduct outreach in the event that your units can not be filled by your service provider. Do not include ACHP or LAHSA contacts in this table.

NOTE: DEVELOPMENTS UNDERGOING INITIAL LEASE UP: SUBMITTAL OF PROOF OF AFFIRMATIVE MARKETING EFFORTS IS REQUIRED 30 DAYS PRIOR TO CLOSING OF ACCEPTANCE OF APPLICATIONS

Owners must keep dated records and copies of all advertising flyers and notices related to their affirmative marketing efforts prior to the following events: lease up and reopening of the waiting list.

Table 5: Planned Affirmative Marketing and Outreach

Project Name						
Project Address						
Date of Outreach	Organization Name (spell out acronyms)	Contact Info.	Target Audience ¹	Location of Distribution	Type of Outreach ²	Party Responsible for Distribution

ADDITIONAL MARKETING EFFORTS

	Date Posted	Party Responsible for Posting
Lease Up Banner		
Phone Line		
Other (please specify)		

¹ Applicants least likely to apply, persons with disabilities, and non-English speakers.

² E.g. Distribute flyers to community and/or social services agencies, post on social media or website, publish announcement in newspapers, advertise on radio-script.



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Table 6: Permanent Supportive Housing (PSH) – Additional Client-Serving Organizations

Project Name			
Project Address			
Organization (spell out acronyms)	Contact Info.	Target Audience ¹	Type of Outreach ²

4. Tenant Application

Submit blank copies of the complete application package, including all attachments with this document.

Go to accesshousingla.org at Required Policies & Forms, sub section Required Posters & Documents, to download templates, logos, and “Requirements for Applications, Tenant Recertification, and Marketing Materials.”

The Tenant Application must include the following:

- a. Specify Tenant Selection Criteria
- b. Language asking applicants if they require an accessible unit and the type of unit needed (i.e., mobility, hearing/visual, or both mobility and hearing/visual).
- c. Equal Housing Opportunity Logo on every page
- d. Universal Symbol of Accessibility on every page
- e. Appendix 2 of Policies – Notice of Right to Reasonable Accommodations and Auxiliary Aids Pursuant to Effective Communication Policy
- f. Appendix 8 of Policies – Supplemental and Optional Contact Information for Applicants
- g. If the property has Housing Opportunities for Persons with AIDS (HOPWA) funding, the application also must state:

“Certain units in this building/project are set aside for persons living with HIV/AIDS. If you qualify and are interested in being considered for one of these units (in addition to other units), please check here.”

- h. Cover Pages for both, the Rental Application and Tenant Recertification, which includes:
 - I. Non-Discrimination and Accessibility statements in at least a 12-pt, Sans-Serif type font.
 - II. A statement that the property has Accessible Units and/or units with accessible features and an explanation of how an interested person can inquire about particular features of the Accessible Units. For Existing Housing Developments that do not currently have Accessible Units, a statement that the property does not have Accessible Units at this time, but will provide modifications as a reasonable accommodation. A statement in compliance with the required language that reasonable accommodations and/or auxiliary aids will be provided upon request.
 - III. A TDD phone number, if available. If no TDD number is available, language indicating that users may dial 711 for California Voice Relay Services must be included.

5. Admission Requirements (generally known as Tenant Selection Criteria)

The owner/manager must establish admission or tenant selection policies and criteria so that tenants are selected in a fair and equitable manner. These policies must: (1) be based on objective criteria that prohibit bias; (2) describe methods and process for accepting applications and screening tenants; (3) be clear and easily understood by prospective tenants; (4) comply

with state and federal Fair Housing laws; and (5) comply with City of Los Angeles Fair Housing Policies Related to Disability: Guidance and Requirements for Owners and Property Management Agents and its required forms and procedures.

- a. **Tenant selection criteria prohibit bias including discrimination or favoritism. Such criteria may include: household income, housing history, credit history, occupancy standards (i.e.: renting units with certain bedroom counts with corresponding household sizes, and a person's accessibility needs).**

Describe Development's **Tenant Selection Criteria** (*include HOPWA units, if applicable*).

- b. **For Existing Developments:** Tenant Selection procedures must comply with the guidelines outlined under the Transfer Policy section below in conformance with the VCA's Transfer Policy.

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- c. **For Developments Undergoing Initial Lease Up:** The Owner/Manager must conduct tenant selection using the lottery system, with the inclusion of all confirmed applications for lottery received via City's Housing Registry (accesshousingla.org). The tenant selection process must comply with state and federal Fair Housing laws. Prior to filling Accessible Units, all applications that have not specifically requested a unit with either Mobility or Hearing/Vision accessibility features will be filtered from the aggregate list of applicants in order to ensure assignment of all Accessible Units to persons who require the accessibility features.
 - d. **Development's Admissions Policy** applies to both the initial Tenant Selection Process and to subsequent filling of vacancies through the VCA's Transfer Policy requirements.
 - e. **Tenant Selection through Lottery Process** must comply with all of the provisions of the Voluntary Compliance Agreement (VCA), as outlined below, and take into separate account individuals with disabilities, so as to allow for proper utilization of Accessible Units in accordance with 24 CFR §8.27 and the VCA.
- I. Applications for participation in the lottery must be made available for applicants to obtain in a minimum of two alternative methods, in an accessible format. These methods may include, but are not limited to, making applications available:
- a. To be picked up in a public place - for example, a library or community center;
 - b. To be obtained via U.S. Mail or other delivery carrier;
 - c. To be e-mailed or faxed to applicant;
 - d. Downloadable from either the Developer's or property management website.

In addition to the minimum two alternative methods, applications must also be made available through the Registry at accesshousingla.org.

- II. Submissions of applications for participation in the lottery must be accepted in a **minimum** of two alternative methods. These methods may include, but are not limited to, delivery or submittal:
- a. In person;
 - b. Via U.S. Mail or other delivery carrier;
 - c. Via email or fax;
 - d. Through the Development or Property Management's website.

In addition to the forgoing, applications for participation in the lottery process may be submitted through the LAHD Accessible Housing Registry at accesshousingla.org.

Reasonable accommodations must also be made for individuals with disabilities throughout this process, including for the methods stated for obtaining and submitting applications.

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III. Lottery will be conducted as follows:

- a. All applicants who meet the applicable eligibility requirements shall be included in the lottery pool.
 - i. Income eligibility is determined prior to admittance to the lottery.
 - ii. The Development shall inform applicants of housing program guidelines including income targets, age, and other restrictions.
 - iii. For those applicants that do not meet the preliminary eligibility requirements, a notification must be provided indicating that the applicant is not eligible to participate in the lottery and the basis for the ineligibility per the terms outlined in the Notification Process (IV).
- b. ACHP staff must be notified of the date, time, and place of the lottery draw.
- c. Once lottery numbers have been assigned, the Development is to notify all applicants per the terms outlined in the Notification Process (IV) of their lottery number, and of the date and time when the lottery selection was held.
 - i. Lottery numbers for those applicants who applied through the Registry must be listed online at accesshousingla.org.
- d. For Accessible Units, mobility and/or hearing/vision units, the first preference for those units must always go to households with a member that needs the features of the unit.

IV. **Notification Process** – the Development must promptly notify all applicants in writing and/or pursuant to applicant's preferred mode of communication as stated in any request for reasonable accommodations, auxiliary aids, and/or services to ensure effective communication at each step of the application and tenant selection process.

This should include, but is not limited to, the following steps: receipt of and action taken in response to request for reasonable accommodations, auxiliary aids, or services; receipt of application; application number; pre-qualification results; application acceptance or rejection with an explanation of the grounds for rejection; date of tenant selection/lottery; lottery number; position on Conventional Unit Waiting List and/or Accessible Unit Waiting List; the right to appeal and procedure to follow.

Describe the method in which the Development will conduct its lottery – i.e., in a public forum, using a lottery program or software.

Describe also any additional information to the mandated procedures outlined above regarding the Tenant Selection process.

- f. **Transfer Policy** establishes a timeline and outreach strategy to quickly fill vacant units after the initial tenant selection has occurred. When an Accessible Housing Unit becomes available, the Development shall offer the unit in the following order of priority:
- I. Current tenants with disabilities in the same Housing Development who need the accessibility features of the units (Accessible Unit Transfer List);
 - II. Tenants with disabilities in a Housing Development under common control;
 - III. Eligible qualified applicants with disabilities on the Housing Development's wait list who require the accessible features;
 - IV. Current tenants of a Covered Housing Development who need the accessible features of the Housing Unit and are registered with the Registry;
 - V. Qualified applicants who need the accessible features of the Housing Unit and have registered with the Registry; and
 - VI. If there is no eligible current tenant or applicant in need of the accessible features, then the Development shall conduct targeted outreach and marketing to attempt to identify an individual in need of the accessible features. If none of those steps are successful, then, after receiving ACHP approval, Owners may offer the unit may be offered to an applicant without disabilities provided that such applicant signs the required Lease Addendum. ACHP will request a copy of logs and dated records of all steps taken to attempt to rent the Accessible Unit to a person who needs the accessible unit features. **This option is not applicable for Developments undergoing initial tenant selection.**

Describe any additional information to the mandated procedures outlined above regarding the procedures used by the property to quickly fill all vacant units, including Accessible Units, HOPWA and/or LAHSA's CES or other program restricted Units.

6. Waiting Lists

Applicants are to be listed in order by assigned lottery number, followed by applicants received after the initial tenant selection listed in order by date of application. Waiting lists are to be used in conjunction with the guidelines of the Transfer Policy outlined above when filling vacant Accessible Units.

Each project must maintain three (3) wait lists:

- a. **Conventional Unit Waiting List (CUWL)** for all Applicants, including those who have requested an Accessible Unit and HOPWA unit (as applicable) and for those applicants that need accessible features, they must be offered a Conventional Unit when Accessible Units are not available with the option to request reasonable accommodations, which can include physical changes to the unit, while still remaining eligible on the Accessible Unit Transfer List.
- b. **Accessible Unit (AU) Transfer List** for existing tenants that includes:
 - I. Any tenant in the building, including tenants of CES units, who has requested an accessible unit; and
 - II. Any tenant in a "Common Control"³ building who has requested an accessible unit.

The AU Transfer List must identify the type of AU requested (mobility, hearing/vision, or both).
- c. **Accessible Unit (AU) Waiting List for Applicants**, who have specifically requested an Accessible Mobility Unit, Accessible Hearing/Vision Unit, or requested an Accessible Unit with both Mobility and Hearing/Vision features. The AU Waiting List must identify the type of AU requested. The AU Waiting List must be compiled of all applicants listed on the Conventional Unit Waiting List that have requested an Accessible Unit, followed by applicants received through Affirmative Marketing and Outreach.
- d. **(Optional) - Accessible Unit (AU) Transfer List under Common Control** for tenants of another Covered Housing Development associated with the Development via Common Control, or having the same owner/managing general partner, requesting and in need of the features of an Accessible Unit.

³ "Common Control" means housing developments with the same owner or managing general partner; or housing developments operated by the same property management companies when the property management agents have full authority (e.g., leasing, policies/procedures, evictions, marketing units), regardless of the property ownership.

Describe any additional information regarding the Conventional Unit Waiting List and transfer list processes, how the waitlists and transfer lists are maintained, and how tenants are selected from the waitlist to fill vacant Conventional Units.

FOR HOPWA PROJECTS: units must be occupied by income-qualified tenants who have submitted a diagnosis of HIV/AIDS. The waiting lists must note if a HOPWA unit was requested. Describe how priority is given to qualified tenants when one of these units becomes available.

7. Grievance Policy and Procedures

Attach the following to the completed PMP: a copy of the Development's grievance and appeal policy, standardized procedures, and forms available and provided to applicants and tenants in accordance with the Policies.

8. Property Management Plan (PMP) CHECKLIST

In addition to the items listed below, all Covered Housing Developments must adopt and implement the entirety of the Policies. The City's Fair Housing Policies Related to Disabilities consist of the following documents: Fair Housing Policies Related to Disability: Guidance and Requirements for Owners and Property Management Agents; Rental Occupancy Policies Related to Disability: Tenant Handbook; and Appendices 1 through 10 (rev. June 2021). Have you included the following?

- ☐ Information for the designated Disability Coordinator
- ☐ Information for the designated Grievance Coordinator
- ☐ Information regarding your property's Accessible Units
- ☐ A copy of your tenant application package and all corresponding attachments
- ☐ Waiting List and Transfer List Process
- ☐ Proposed Affirmative Marketing & Outreach Materials (if needed)
- ☐ Your property's Grievance Policy, Procedure, and Form(s)
- ☐ Fair Housing & Compliance Policies and Procedures Workshop registration confirmation or training certificate for Property Owners, Property Managers, Regional Managers, Disability Coordinators, and Grievance Coordinators
- ☐ Signed Receipt of Acknowledgment of the Voluntary Compliance Agreement (VCA)
- ☐ **CES or CES Combo Developments ONLY** must complete the LAHSA CES - AcHP Hybrid System PMP Agreement. Certification of the PMP is contingent on your acknowledgment.

AGREEMENT

LAHSA CES - AcHP Hybrid System Property Management Agreement

To fulfill the requirements of the Court Monitor's Further Supplemental Decision in the case of The Independent Living Center of Southern California v. The City of Los Angeles, The City of Los Angeles Housing Department (LAHD) Accessible Housing Program (AcHP) and the Los Angeles Homeless Services Authority (LAHSA) have agreed to implement a "Hybrid System" wherein LAHD's Affordable and Accessible Housing Registry ("Registry") will complement LAHSA's Coordinated Entry System (CES), and similar outreach efforts to provide supportive housing opportunities to persons with disabilities experiencing homelessness. The Hybrid System is intended to be utilized by every Covered Housing Development that contains supportive housing units subject to CES.

For all Covered Housing Developments under the Corrected Settlement Agreement (CSA) that contain 100% CES units or a combination of CES and non-CES units:

1. The Hybrid System will give CES the first opportunity to identify applicants for fully accessible CES-designated units in Covered Housing Developments. Per the CES Referral System, when a unit becomes available a CES Matcher within a Service Planning Area (SPA) will provide eligible applicant(s) from the Resource Management System to the Owner/Property Manager.
2. The responsibility of the Development's Owner/Property Manager/Service Provider will be:
 - a. To contact the eligible applicants provided by the CES Matcher, and set up an interview for applicants to view the available CES unit(s).
 - b. Discuss the applicants' interest in the available CES units or in reasonable modifications within other units.
 - c. Ensure that applicants have all the documents needed to confirm eligibility.
 - d. Assist in completing the rental subsidy application process.
 - e. Assist in completing the lease, related paperwork, and inspection processes.

3. In the event the CES Matcher is unable to identify an eligible applicant within three (3) business days, the CES matcher will broaden the search for an eligible applicant using the following order of priority:
 - a. The search will be extended to the area's neighboring SPAs for an additional three (3) business days.
 - b. If an eligible CES applicant in need of a fully accessible unit cannot be found within three (3) business days, the search will be extended throughout Los Angeles County for an additional three (3) business days.
4. If the steps above are unsuccessful, the Owner/Property Manager will:
 - a. Reach out to LAHSA's CES Matching Coordinator to escalate through steps 4.b. to 4.d. As of August 20, 2022 the list is available here: <https://www.lahsa.org/documents?id=2941-countywide-ces-matcher-list.pdf>
 - b. Reach out to the organizations identified in the PMP to seek referrals of applicants who need the accessible features of vacant AUs.
 - c. Utilize the Affordable & Accessible Housing Registry to identify potential applicants for CES units from among those who have identified themselves as homeless or at risk of homelessness and in need of the accessibility features, and refer them to LAHSA's CES Access Points.
 - d. Document the completion of the steps above and provide the documentation to AcHP.
5. The options for eligible applicants are as follows:
 - a. If a CES-eligible applicant is matched to a unit but declines it for any reason including the unit not meeting their accessibility needs that applicant will remain in the CES pool and will be matched to the next available resource for which they are eligible and prioritized.
 - b. If an applicant is matched to a unit that does not meet their accessibility needs and the applicant accepts the unit, LAHSA will maintain the applicant's eligibility to transfer in the event a more suitable unit becomes available. The Owner/Property Manager will list the applicant on the property's Accessible Unit Transfer List.

6. AcHP outreach to Owners and Property Managers will be as follows:
- a. AcHP will provide information and training materials to the Owner/Property Manager on how to assist applicants in navigating the Registry, and how to direct applicants to Homeless Service Providers in the correct SPA for CES intake.
 - b. AcHP will communicate with Owner/Property Managers via email and/or other written communication, such as posting information on the AcHP website, as needed.

I have carefully read this LAHSA CES – AcHP Hybrid System Property Management Agreement and fully understand its contents. I am aware of my obligations under the Hybrid System and will fully comply and implement all of its requirements.

Property Name	AcHP#
Job Title/Organization	
Name (Print)	
Signature	Date:



Los Angeles Housing Department
PROPERTY MANAGEMENT PLAN PACKET

9. Acknowledgment and Certification

The Property agrees to implement the policies outlined above in conjunction with all requirements mandated by the U.S. Department of Housing and Urban Development (HUD) and the Los Angeles Housing Department (LAHD).

All Developments must maintain a current and certified Property Management Plan on-site per the Policies.

As the preparer of this Property Management Plan, I certify that:

1. The information and documentation submitted herein is true and complete to the best of my knowledge; information added by the property complies and is consistent with the provisions within the City of Los Angeles Fair Housing Policies Related to individuals with Disabilities (Policies), which supersedes any additional language that conflicts with said Policies;
2. This property adopts and implements the City of Los Angeles Fair Housing Policies Related to Disabilities for Property Owners and Property Management Agents and its required forms and procedures;
3. I will forward proof of Affirmative Marketing and Outreach efforts (Section 3) for this property with supporting documentation **30 days prior to tenant applications are due for final PMP certification**;
4. I understand that a misrepresentation of the facts, as stated in this document, constitute a default of loan agreement under which the units are restricted; and
5. I am aware that **Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government.**

Name of Owner/Legal Entity: _____

Name of Authorized Signatory Person: _____

Title of Signatory Person: _____

Signature of Authorized Signatory¹: _____

Date: _____



Los Angeles Housing Department
PROPERTY MANAGEMENT PLAN PACKET

ACCESSIBLE HOUSING PROGRAM'S (AcHP) PMP CERTIFICATION

The Accessible Housing Program (AcHP) has reviewed and preliminarily certified this Property Management Plan pending receipt of documentation of Affirmative Marketing and Outreach Efforts to Persons with Disabilities. AcHP is required to certify the property's compliance with City's Fair Housing Policies Related to Disabilities, and the property's compliance with the accessibility requirements as designated by Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. §794; Title II of the Americans with Disabilities Act (ADA), 42 U.S.C. §12131, et seq.; Fair Housing Act, 42 U.S.C. § 3601, et seq.; implementing regulations and design standards for each of the preceding statutes; and California Government Code Section 11135 (Section 11135).

**AcHP PMP
Preliminary
Certification:**

Date:

**Date of Receipt of
Affirmative Marketing
Documentation:**

**AcHP PMP
Certification:**

Date:



Los Angeles Housing Department
PROPERTY MANAGEMENT PLAN PACKET

OCCUPANCY MONITORING UNIT'S PMP CERTIFICATION

LAHD'S Occupancy Monitoring Unit has reviewed and certified this Property Management Plan as part of its efforts to monitor affordable housing units in the City for compliance with affordability covenants and restrictions, property management, and household income-eligibility pursuant to federal, state and local requirements.

**Occupancy
Monitoring Unit
Preliminary PMP
Certification:**

Date:

**Date of Receipt of
Affirmative Marketing
Documentation:**

**Occupancy
Monitoring Unit
Certification:**

Date:
