



User's Guide to the Affordable & Accessible Housing Registry for Owners and Property Managers

Los Angeles Housing Department, Accessible Housing Program

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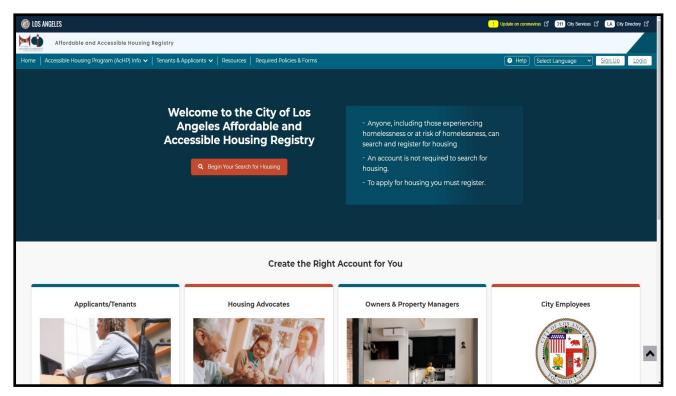
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1. Visit AccessHousingLA.org

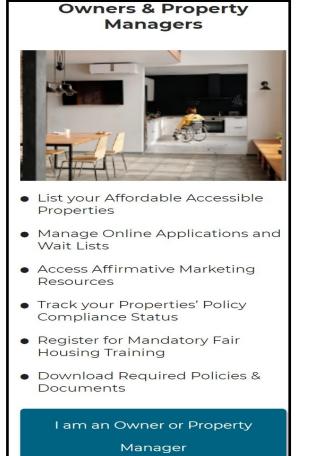


The Los Angeles Affordable and Accessible Housing Registry (AAHR) can be accessed through the web url: <u>AccessHousingLA.org</u>. This website provides tenants, housing advocates, and property managers the tools to access, apply, and track the Covered Housing Developments in the City of Los Angeles.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





2. Create the Right Account for You



Sign Up for Owne	r or Property Manager Account									
All fields marked with an asteri	All fields marked with an asterisk (*) are required.									
First Name:*	First Name									
Middle Name:	Middle Name									
Last Name:*	Last Name									
Company:	Company									
Title:	Title									
Email:*	Email Address									
Confirm Email:*	Confirm Email									
Password:*	Password Password must be between 6 and 20 characters.									
Confirm Password:*	Confirm password									
P.O. Box?*	○ Yes O No									

To begin creating your applicant account, click on the I am an Owner or Property Manager button, and enter all of the required information in each fillable space. Next, check your email inbox or spam/junk folder for the account activation email, and follow the instructions in that email to activate your account. The email will be sent from: LAHD.AcHP.DoNotReply@lacity.org and the subject line will read: Sign-up Account Activation.





3. Link/Unlink Your Property

					······
Properties Linked with your account	Request To Delete My Account	Self Declared Applicants	Manage Group Members	+ Link Property	+ Add New PMP

To get started, click +Link Property.

Link Property		
Please enter the AcHP File N link your properties to your a	Number or Registration Number lis account.	sted on your letter from LAHD to
<u>AcHP File Number</u>	Registration Number	
All fields marked with an aster	risk (*) are required.	
Enter AcHP File Number : *		Please refer to this example to locate
E	xample : X0123-01	your file number.
If you need help finding your A contact us. Phone : (213) 808-8550 Email : lahd.achp@lacity.org	ACHP file number or if the property in	formation is incorrect. please
Close Add		

Next, enter your AcHP File Number in the entry field then click Add. There is no limit on how many properties can be linked to an account.





3. Link/Unlink Your Property Continued

Relation with Property	Default Mailing Contact
Owner () You are the owner or designated contact for the owner of this property.	7628 Lankershim BLVD North Hollywood CA 91605
Property Manager () You are the property manager of this property/location.	7628 Lankershim BLVD North Hollywood CA 91605
On-Site Manager () You are the on-site manager of this property/location.	
□ Managing General Partner () You are the managing partner of the organization that owns this property in which there is more than one responsible owner.	
Disability Coordinator () You are the designated contact for ensuring properties adhere to accessibility regulations and compliance.	
□ Leasing Agent () You are the designated contact for Tenant Selection process.	
Grievance Coordinator () You are the designated contact for a grievance filed for the property.	
Regional or Compliance Manager (1) You supervise the property manager of this property.	
Close Submit	

Next, you will be asked to specify which relationship you have to the linked property. Check all boxes that apply, then click **Submit**.

Please note the following:

- The Owner and Managing General Partner can be 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 Partner roles may be held by the same individual.
- The Regional Manager cannot also be the Property Manager.
- The Accessibility Coordinator and Grievance Coordinator must be at the level of senior staff. These two roles may also be held by the same individual.

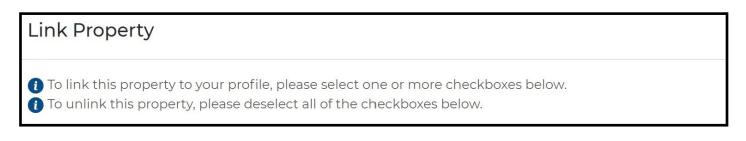




3. Link/Unlink Your Property Continued

My Prope	erties (1)							C
Ł Down	nload "My Properti	ies.XLSX" 🛃 Do	wnload "My Properti	es.pdf"				
Showing all								
						My P	roperty Search:	Search
My Prope	rties							
AcHP File#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Pre- Application(s) Received	Action
\$	¢	ţ.	\$	\$	\$	¢	\$	\$
F0235-01	Rayen Apartments	15320 W RAYEN ST NORTH HILLS CA 91343	Regional or Compliance Manager	Open Accessible Unit Waiting List	Published	Pending Certification	79	Property Actions 🗸
								Manage Documents
								View/Edit Listing
								Pre-Application List

The property will now appear on your dashboard. To unlink the property to your account or to change your role, click on **Property Actions** and select **Link/Unlink.**



Changing your role in the property: As referenced in page 6, once you press **Link/Unlink**, you will now have the option of changing your role by checking/unchecking the appropriate boxes, then click **Submit**.

To unlink with the property completely: Make sure that all of the boxes are unchecked, then click Unlink.





4. Update Your Property Listing

y Prope	rties (1)							C
L Downl	oad "My Properti	es.XLSX"	vnload "My Propertie	es.pdf"				
owing all								
						My P	roperty Search:	Search
/ly Proper	ties							
cHP ile#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Pre- Application(s) Received	Action
\$	ţ.	\$	ţ.	\$	\$	¢	ţ.	Ì
0235-01	Rayen Apartments	15320 W RAYEN ST NORTH HILLS CA 91343	Regional or Compliance Manager	Open Accessible Unit Waiting List	Published	Pending Certification	79	Property Actions 🗸
								Manage Documents
								View/Edit Listing
								Pre-Application List
								Property Analyst

To update your Property Listing, go to the **My Properties** section on your dashboard, then click on the **Property Actions** drop down menu and select **View/Edit Listing**.

The Property Listing page is where you will be able to input/edit the important details of your property, such as the contact information, unit information, and upload any necessary property documents and images.





5. Upload Other Property Documents

Downl	oad "My Properti	es.XLSX" 🛃 Dov	wnload "My Properti	es.pdf"				
wing all						My P	roperty Search:	Search
y Proper	ties							
:HP le#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Pre- Application(s) Received	Action
\$	¢	\$	\$	\$	\$	\$	\$	\$
235-01	<u>Rayen</u> Apartments	15320 W RAYEN ST NORTH HILLS	Regional or Compliance	Open Accessible Unit	Published	Pending Certification	79	Property Actions 🗸
	ď	CA 91343	Manager	Waiting List				Link/Unlink
								Manage Documents
								View/Edit Listing
								Pre-Application List
								Property Analyst

To submit other property documents not related to the Property Listing page, such as the Utilization Survey of Occupancy, Conventional Waitlist, and other non-module requirements, you may utilize the Manage Documents section for your property, which is located on your dashboard.

							Upload Prop	perty Documents
Showing 1 to 10 out of 31 entries.								
L Download "Property Docume	ents.XLSX"	L Download "Propert	y Documents.p	odf"				
					Prope	erty Documents Search:		Search
Property Documents								
Name	Received Date	Category	Description	File Size	Status	Received From		
\$	\$	\$	\$	\$	\$	\$		
z_test (30).txt	01/05/2021	Outreach/Affirmative Marketing Documents		1 Bytes	Submitted		Delete	Download

Click **Upload Property Documents**, select the document category from the drop down menu, add a file description, and drag the corresponding file to the upload box and click **Upload**.







6. Access Your Application List

y Prope	rties (1)							•
L Down	load "My Properti	es.XLSX"	wnload "My Properti	es.pdf"				
owing all								
						My P	roperty Search:	Search
1y Propei	ties							
cHP ile#	Property Name	Property Address	Relationship To Property	Housing Registry Status	Listing Status	Policy Certification Status	Pre- Application(s) Received	Action
\$	¢	\$	\$	\$	\$	¢	\$	\$
235-01	<u>Rayen</u> <u>Apartments</u>	15320 W RAYEN ST NORTH HILLS	Regional or Compliance	Open Accessible Unit	Published	Pending Certification	79	Property Actions 🗸
	ď	CA 91343	Manager	Waiting List				Link/Unlink
								Manage Documents
								View/Edit Listing
								Pre-Application List

You will be able to access the pre-applications that were submitted through the Registry for the Property on your dashboard, under the **Pre-Application List** in the **Property Actions** drop down menu.

Export Pr	re-Application Lis	st	Import Pre-App	blication	dit Position i					
Ł Download	I "Pre-Application	n List.XLSX"								
Ł Download	l "Pre-Application	h List.pdf"								
howing 1 to 10	out of 79 entries.		_							1
hange numbe	r of entries to dis	play 10	~]				Pre-Application	List Search:		Search
Pre-Application	on List									
Pre- Application #	Pre- Application Type	First Name	Last Name	Pre- Application Status	Reason for Decline	Accessibility Need	Bedrooms	Lottery Position	Conventional Unit Waiting List Position	Submitted Date
7	¢	1	L I	ţ	Ţ.	ţ t	l t	ţ.	t	ţ.
HR190903-	System			Wait List		Mobility	1			09/03/2019
00005										09:03:00 an

You can click on the blue arrow under **Submitted Date** to chronologically sort the applications received first. This is very important in the lottery and wait list position process. Click **Edit Position in Lottery and Waiting Lists** to input the position numbers. Click **Save Position(s) in Lottery and Waitlist Lists** to save and exit. Please enter "Closed" instead of a position number for the **Conventional Wait List Position**, if it is closed.





7. Register for Training

Upcoming Sessions
Check date, time and available seats before you register for training.
Please do not register for Invitation Only training sessions without the email invitation from AcHP.
Click on a course name to get more details
Course Name: Fair Housing & Accessibility Workshop for Property Owners and Managers of City-Assisted Affordable Housing
Date:
3/31/2021 12:00:00 AM
Location:
HCID
Capacity 100 Seat Availability 99
Last Day to Enroll: 3/31/2021
Notes :
Manage Registrations

The Fair Housing & Accessibility Workshop for Property Owners and Managers of City-Assisted Affordable Housing is an annual requirement for the Owners, Property Managers, Accessibility Coordinators, Grievance Coordinators, and Regional or Compliance Managers.

To register for an upcoming training, utilize the **Upcoming Sessions** section under your dashboard, where you will be able to view all upcoming training sessions. You will also be able to **Manage Registrations** and **Confirm** registrations.





8. Submit Your Quarterly Report (QR)

Quarterly Reports (Q	2R) (1)		⊘
Please use this mo allowed when the Subm	dule to submit new Quarterly Reports or to make corrections t ission Window is closed.	to the current Quarterly Report. Please be aware th	nat submissions will not be
L Download "Quarterly	y Reports (QR).XLSX" 🕒 Quarterly Reports (QR) 🗗		
		Quarterly Reports (QR) Search:	Search
Quarterly Reports			
Property Name	Property Address ↓	Housing Registry Status	Action
Rayen Apartments	15320 W RAYEN ST NORTH HILLS CA 91343	Open Accessible Unit Waiting List	Edit QR Export

Quarterly Reports are now easily accessible and can be completed online. To begin your online Quarterly Report submission, scroll down on your dashboard to the **Quarterly Reports** section. Click on **Edit QR** next to the property name, where you will be able to enter your wait list, log, and request information. This module is set up similar to that of the Property Listing, and will walk you through each section of the Quarterly Report.

Quarterly Report Submission Deadlines:

- Q1: January 1—March 31 is due April 1st-10th
- Q2: April 1—June 30 is due July 1st-10th
- Q3: July 1—September 30 is due October 1st-10th
- Q4: October 1—December 31 is due January 1st-10th

You can also see all Previously Submitted Quarterly Reports in the section underneath Quarterly Reports (QR)

Previously Submitted	Quarterly Reports (View	w Only) (10)			•
Please use this module keeping. Please note: Any lease note	le to view all Quarterly Repor report submitted by "System"	ts (QR) that have been pr means that a quarterly r	reviously submitted to AcHP; to report was generated by the sy	hese QRs are not-editable and are /stem but was never submitted by r report or to make corrections.	shown here for record
L Download "Previously	Submitted Quarterly Reports	(View Only).XLSX"	Previously Submitted Quarte	rly Reports (View Only) 더	
Showing all			Previously Submitted	Quarterly Reports (View Only) Search:	Search
Previously Submitted Quar	terly Reports				
Property Name	Quarter	Submitted by	Submitted Date	Status	Action
Rayen Apartments	2021 Q4 Report	system	05/26/2022	QR - Not Compliant	
Rayen Apartments	2021 Q3 Report 🗹		10/21/2021	QR Compliant	Export
Rayen Apartments	2021 Q2 Report		07/08/2021	QR Compliant	Export





9. Submit Your Property Management Plan (PMP)

Properties Linked with your account	Request To Delete My	Self Declared	Manage Group	+ Link	+ Add New
	Account	Applicants	Members	Property	PMP
My Properties (1)					۵

The **Property Management Plans (PMP)** is now easily accessible and can be completed online.

New Properties:	To begin, click	+Add New	PMP on	your dashboard.
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Add New PMP
You can only submit PMP for properties that are linked to your account. Be sure to link properties to your account before you submit PMP.
All fields marked with an asterisk (*) are required. Select Property Address: *
Select One ~
Select Construction Type: *
Select One ~
Select Coordinated Entry System (CES) for homeless applicants Type: *
Select
Cancel Add Details

Once the dialog box opens, select the applicable property address from the drop-down menu, select the applicable type of construction and Coordinated Entry Systems type for homeless applicants, and click Add **Details**. This will open the **Property Management Plan Module** with its own instructions and sections to complete.





10. Find Required Policies and Forms

Required Policies & Forms				
Policies and Forms 🗗	Required Posters and Documents 🗗			
Property Owners and Managers' Guide Book	HUD Poster and State Fair Housing Poster			
• Tenant Handbook	Self-Certification of Adoption and Compliance			
• Appendices 1 - 10	Acknowledgment of Receipt of Tenant Handbook and Appendices			
Voluntary Compliance Agreement	Requirements for Applications, Tenant Recertifications, and Marketing Materials			
Corrected Settlement Agreement				
Effective Communication Policy				
Effective Communication Resource List				
Grievance Policies and Procedures 🗹	Property Management Plan (PMP) 🗗			
Grievance Instructions and Forms	Overview and PMP Requirements			
Grievance Policies and Procedures	Instructions and Template			
Grievance Appeal Form	PMP Certification Forms			
Sample - Grievance Policy and Form	PMP Mandatory Affirmative Marketing Outreach Resource List			

All required policies and forms are available on our website <u>AccessHousingLA.org</u>. You can access this page by clicking Required Policies and Forms on our menu bar.

If you need additional assistance, our **Help** menu button has a list of frequently asked questions that may assist you. For all other inquiries, please contact your assigned AcHP Analyst or the AcHP main line at **(213)** 808-8550 or LAHD.ACHP@lacity.org.