User's Guide to the

Affordable & Accessible Housing Registry

for Housing Advocates

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1. Visit AccessHousingLA.org

The Los Angeles Affordable and Accessible Housing Registry (AAHR) can be accessed through the web URL: **AccessHousingLA.org**. This website provides tenants, housing advocates, and property managers the tools to access, apply, and track affordable and accessible housing in the City of Los Angeles. You will be able to create an account catered towards your role as 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

Click on the **I am a Housing Advocate** button and enter all of the required information in each fillable space. You must use your agency email address to register for the account. If your agency is not listed in the drop-down menu, please contact us at LAHD.ACHP@lacity.org.

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.

It will come from: **LAHD.AcHP.DoNotReply@lacity.org** and the subject will be **Sign-up Account Activation**.

3. Add Your Client

Clients (1)

ⓘ *All clients assisted by your agency are displayed here. Please use the search option to find a client.*

Clients Filters ○ Active ○ In-Active | Clear Clients Filters | Add Client

⬇ Download "Clients.XLSX" | ⬇ Download "Clients.pdf"

Click on the **Add Client** button and a dialog box will open allowing you to fill in your client's information.

3. Add Your Client, Continued

Add Client

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

First Name:*   [First Name]

Middle Name: [Middle Name]

Last Name:*   [Last Name]

Birth Month:*   [- Select -]

Birth Date:*   [- Select -]

Please enter a required preferred contact method. An Email Address is preferred but not required. You can also select US Mail or Phone

Email: [Email Address]

Please specify client contact method.   ○ US Mail   ● Phone

Phone Type: [- Select -]

Phone Number: [Phone Number]

Additional Phone Type: [- Select -]

Additional Phone Number: [Phone Number]

[Add] [Cancel]

In this dialog box, you will need to enter your client's First Name, Last Name, Birth Month, and Birth Date as these fields are required to identify your client.

Once your client is added, everyone in your agency will be able to view them on a shared list of clients for your agency. Any member of your agency will be able to help clients manage their pre-application.

4. Edit Client Information

First Name	Last Name	Email	Phone Number	Application Count	Agency Name	Status	Action
⇅Sort	⇅Sort	⇅Sort	⇅Sort	⇅Sort	⇅Sort	⇅Sort	⇅Sort
Phil	Jefferson	email@email.com	777-777-8889	0	Brotherhood Crusade Black United Fund	In-Active	Edit Client / Activate Client
aahr	test	dev.client2@yopmail.com	444-444-4444	1	Brotherhood Crusade Black United Fund	Active	Edit Client / Deactivate Client

You have the ability to edit your client's information by clicking on the **Edit Client** button found in the **Action** column on your client list. Any information you change through the **Edit Client** button will be reflected on all pre-applications already submitted.

5. Activate or Deactivate Client

To activate or deactivate a client, you can click the **Activate Client** or **Deactivate Client** buttons in the **Action** column of the client list. An inactive client is someone who is no longer serviced by your agency and their client information cannot be edited. They will still remain in your general client list because they have been serviced by your agency before. You will want to activate a client if they have been serviced before by another agency but now will be serviced by yours.

You have the option to toggle the client filter if you would like to only see Active or Inactive clients, or clear client filters to see all clients who have been serviced by your agency.

6. Search for Properties
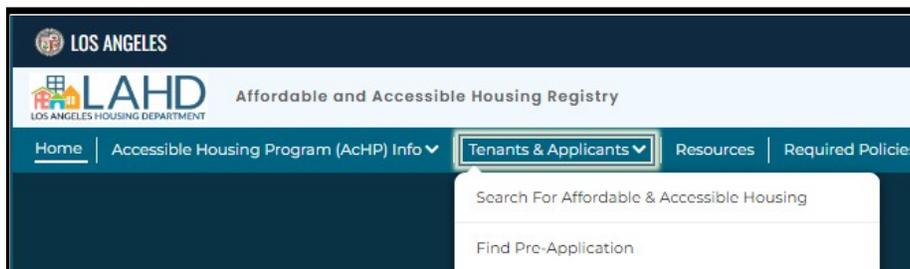
You will be able to search for properties through **Search for Affordable & Accessible Housing** link under the **Tenant & Applicants** tab.
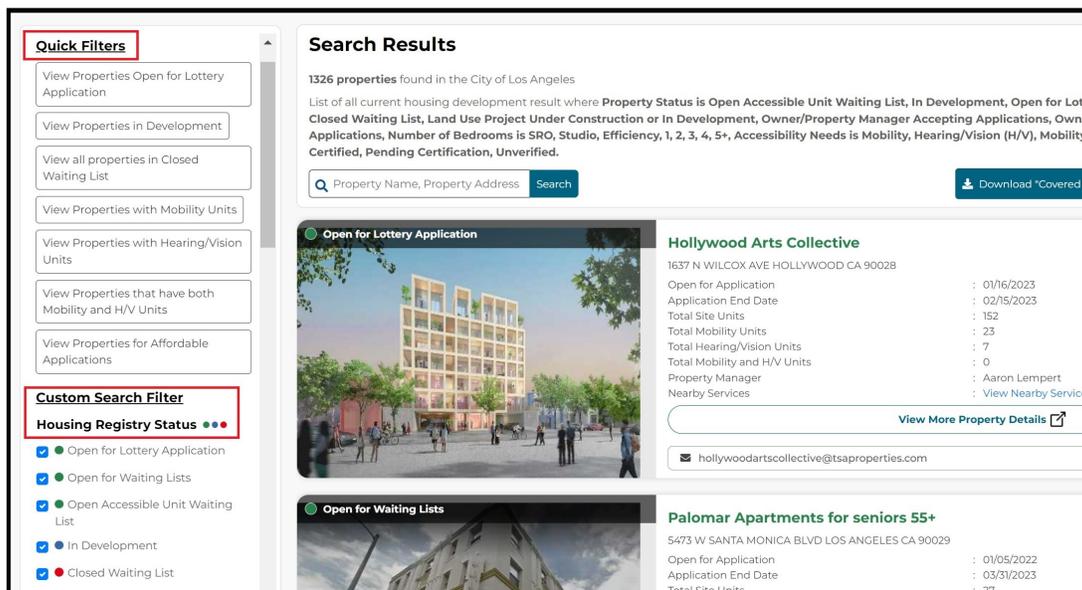
On the search page, you can search by **Housing Registry Status** under the **Custom Search Filter:**

Open for Lottery Application—Properties accepting pre-applications for lease up.

Open for Waiting Lists—Properties accepting pre-applications for the conventional wait list.

Open Accessible Unit Waiting List—Properties accepting pre-applications for the accessible unit.

waiting list **In Development**—Properties in construction (New or Rehabilitation).

Land Use Project Under Construction for In Development—Land use projects under construction in which you apply directly to the property management contact.

Owner/Property Manager Accepting Applications—Properties in which you apply directly to the property management contact.

Owner/Property Manager Not Accepting Applications—Properties not accepting applications

You can also filter your search with the **Quick Filters** buttons on top or by bedrooms, accessibility needs, and Coordinated Entry System (CES) or affordability level through the filters below the **Housing Registry Status**.

6a. Search for CES/Combo Properties

To search for 100% CES or Combo Properties with CES units, you should scroll down the Filters section and mark the boxes for **CES Combo** and **CES Only**. These properties will have units specifically designed to be filled through the Coordinated Entry System, and you will be able to look for accessible CES units as well.

Note: The property also has supportive housing unit(s). If you are experiencing homelessness and want to apply for a supportive housing unit, please contact a Coordinated Entry System (CES) Access Point ⬚ for the Service Planning Area (SPA) listed below:

SPA 6 - South Los Angeles

For more information, please visit Los Angeles Homeless Services Authority (LAHSA) ⬚

The CES and Combo Property Listings will provide the corre-sponding SPA number for the development and information on how to contact a CES Access Point.

7. How to Submit a Pre-Application for Housing

To submit a pre-application to a property, click on the property name and it will lead you to the Property Listing where more information will be available regarding the property.

Properties listed as CES only, are not able to receive direct applications from our website as their units are filled directly from service providers with CES clients.

For the Open for Lottery Application, Open for Waiting Lists, and Open Accessible Unit Waiting List properties, you will be able to click the **Apply** or **Apply to Accessible Unit Waiting List** button.

For more information on supportive housing through the Coordinated Entry System (CES), please visit the LAHSA website at **lahsa.org/get-help?ref=ces**.

8. Manage Pre-Applications for Housing

If you need to edit a Client's pre-application, you will first need to check on the status of the application. You will be able to edit the fields in a pre-application except for the accessibility unit type.

To edit a pre-application, scroll down from the Dashboard to **Applied Properties** and click on the **Pre-Application #** that you want to edit.

When you're on the **Pre-Application Details** page, click on the **Action** button to **edit** the form or **cancel** the pre-application entirely if the application is not necessary anymore.

9. Find a Client's Pre-Application
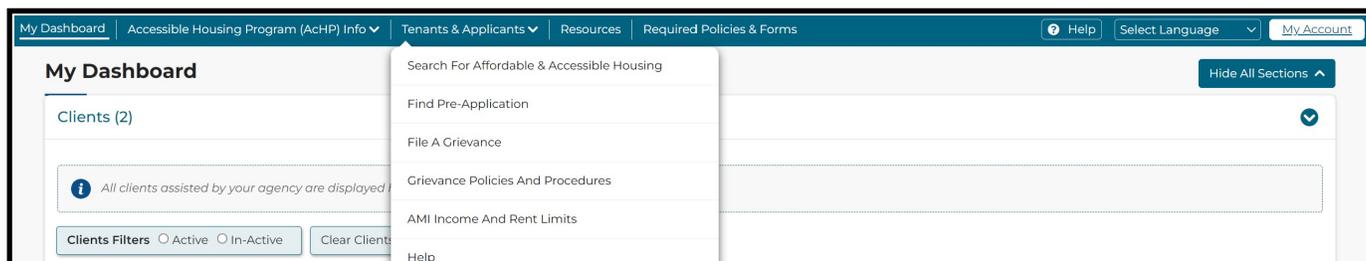
To find a Client's pre-application, go to the **Tenants & Applicants** menu tab and click **Find Pre-Application**. With this method, you can find all of the applications for any client(s) you are assisting, even if they are not registered with your agency.

To find a pre-application for clients serviced by your agency, click on the **Client** submenu in the **Find Pre-Application** page.

For all searches, you will need to input the client's last name and one additional field of information to perform the search.

10. Get Help

To find **AMI Income and Rent Limits**, head over to the **Tenants & Applicants** menu tab.

To find a list of agencies and their contact information, you can utilize the **Resources** menu tab.

Also, our **Help** menu button has a list of frequently asked questions that can assist you as well. For all other inquiries, please contact the Accessible Housing Program at (213) 808-8550 or **lahd.achp@lacity.org**.