



**User's Guide to the
Affordable & Accessible Housing Registry
for Housing Advocates**

Los Angeles Housing Department, Accessible Housing Program

221 North Figueroa St., Suite 1400, Los Angeles, CA 90012, (213) 808 - 8550
www.LAHD.lacity.org, www.AccessHousingLA.org, Email: LAHD.ACHP@lacity.org



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1. Visit AccessHousingLA.org

 A screenshot of the AccessHousingLA.org website. The page has a dark blue header with the LAHD logo and navigation links. The main content area is white with a dark blue background for the top section. It features a "Welcome to the City of Los Angeles Affordable and Accessible Housing Registry" message, a search button, and a list of key points. Below this is a "Create the Right Account for You" section with four columns: Applicants/Tenants, Housing Advocates, Owners & Property Managers, and City Employees. Each column has a list of actions and a corresponding button.

Welcome to the City of Los Angeles Affordable and Accessible Housing Registry

- Anyone, including those experiencing homelessness or at risk of homelessness, can search and register for housing
- An account is not required to search for housing.
- To apply for housing you must register.

Create the Right Account for You

Applicants/Tenants	Housing Advocates	Owners & Property Managers	City Employees
<ul style="list-style-type: none"> Search for Affordable Accessible Properties Start your Pre-Application Online for New Properties Track your Pre-Application Status Apply for Waitlisted Properties Information & Resources 	<ul style="list-style-type: none"> Search for Affordable Accessible Properties Apply here for new and waitlisted properties for your clients. Manage your Clients' Accounts Track your Clients' Pre-Application Status Information & Resources Register with your work email address 	<ul style="list-style-type: none"> List your Affordable Accessible Properties Manage Online Pre-Applications and Wait Lists Access Affirmative Marketing Resources Track your Properties' Policy Compliance Status Register for Mandatory Fair Housing Training Download Required Policies & Documents 	<ul style="list-style-type: none"> View Affordable Accessible Properties' Details Access Information & Resources Register for Accessibility Trainings Register with your work email address
I am an Applicant	I am a Housing Advocate	I am an Owner or Property Manager	I am a City Employee

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

Housing Advocates



- Search for Affordable Accessible Properties
- Apply here for new and waitlisted properties for your clients.
- Manage your Clients' Accounts
- Track your Clients' Application Status
- Information & Resources
- Register with your work email address

I am a Housing Advocate

Sign Up for Housing Advocate Account

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

First Name*

Middle Name

Last Name*

Agency*
Contact hcida.achp@lacity.org if your agency is not listed

Title

Email*

Confirm Email*

Password*
Password must be between 6 and 20 characters.

Confirm Password*

P.O. Box? Yes No

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

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.

<p>First Name:* <input style="width: 90%;" type="text" value="First Name"/></p> <p>Middle Name: <input style="width: 90%;" type="text" value="Middle Name"/></p> <p>Last Name:* <input style="width: 90%;" type="text" value="Last Name"/></p> <p>Birth Month:* <input style="width: 90%;" type="text" value="- Select -"/></p> <p>Birth Date:* <input style="width: 90%;" type="text" value="- Select -"/></p>	<p>Please enter a required preferred contact method. An Email Address is preferred but not required. You can also select US Mail or Phone</p> <p>Email: <input style="width: 90%;" type="text" value="Email Address"/></p> <p>Please specify client contact method. <input type="radio"/> US Mail <input checked="" type="radio"/> Phone</p> <p>Phone Type: <input style="width: 90%;" type="text" value="- Select -"/></p> <p>Phone Number: <input style="width: 90%;" type="text" value="Phone Number"/></p> <p>Additional Phone Type: <input style="width: 90%;" type="text" value="- Select -"/></p> <p>Additional Phone Number: <input style="width: 90%;" type="text" value="Phone Number"/></p>
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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

Clients							
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	<input type="button" value="Edit Client"/> <input type="button" value="Activate Client"/>
aahr	test	dev.client2@yopmail.com	444-444-4444	1	Brotherhood Crusade Black United Fund	Active	<input type="button" value="Edit Client"/> <input type="button" value="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

My Dashboard Hide All Sections ^

Clients (2) ✓

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"

Showing all Clients Search: Search

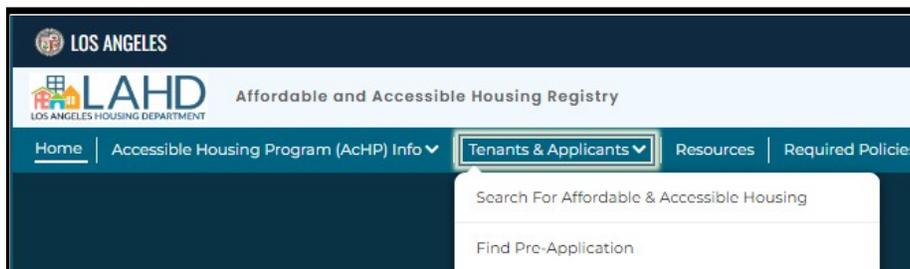
Clients							
First Name	Last Name	Email	Phone Number	Pre-Application Count	Agency Name	Status	Action
HAA	Client-B		235-343-4222	0	211 LA	In-Active	Edit Client Activate Client
HAA	Clienta		213-123-2131	1	211 LA	Active	Edit Client Deactivate Client

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.

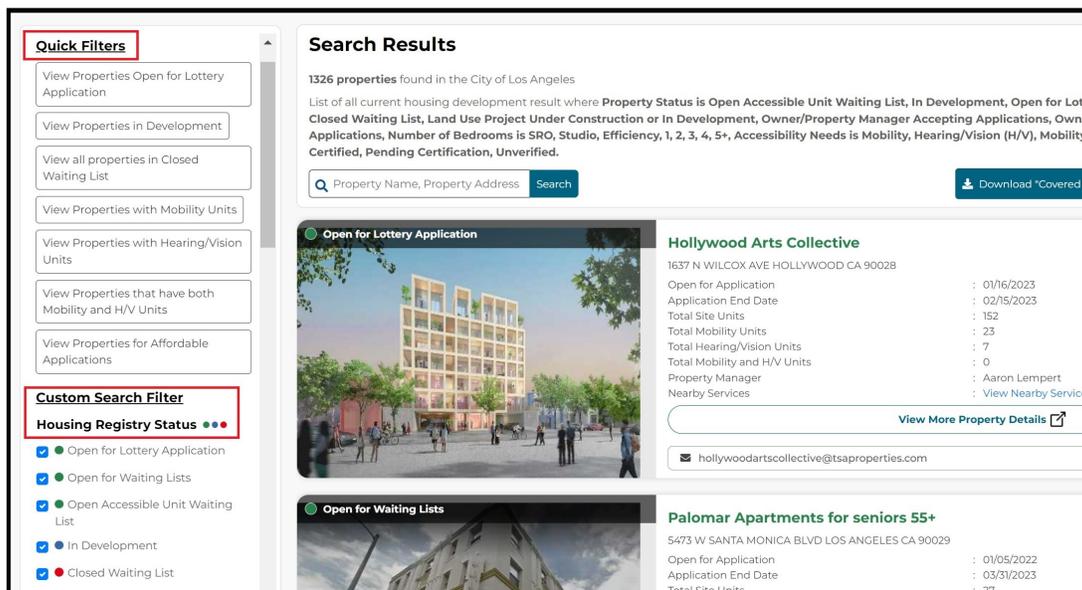
You have the option to toggle the client filter if you would like to only see Active or Inactive clients, or clear client filters to see all clients who have been serviced by your agency.



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

All

More Search Options

Affordability Level (up to)

- Select -

[Income and Rent Limits \(AMI\) Info](#)

Rental Subsidy

CES Combo

CES Only

Neighborhood:

- Select -

Zip Code:

Council District:

- Select -

Clear Submit Search

● Open for Lottery Application

Vintage at Woodman Apartments

7700 N WOODMAN AVE Panorama City CA 91402

Open for Application	: 12/01/2022
Application End Date	: 01/17/2023
Total Site Units	:
Total Mobility Units	: 26
Total Hearing/Vision Units	: 10
Total Mobility and H/V Units	: 1
Property Manager	: Chris Flores Fuentes
Nearby Services	: View Nearby Services

[View More Property Details](#)

vintagewoodman@usapropfund.com

● Open for Waiting Lists

Palomar Apartments for seniors 55+

5473 W SANTA MONICA BLVD LOS ANGELES CA 90029

Open for Application	: 01/05/2022
Application End Date	: 03/31/2023
Total Site Units	: 27
Total Mobility Units	: 1
Total Hearing/Vision Units	: 3
Total Mobility and H/V Units	: 0
Property Manager	: Rinna Gonzales
Nearby Services	: View Nearby Services

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 corresponding SPA number for the development and information on how to contact a CES Access Point.

6



7. How to Submit a Pre-Application for Housing

Open

Avenida Terrace AKA Avenida Terrace
↗

245 S AVENUE 54 LOS ANGELES CA 90042

Open for Application:
Application End Date:
Total Site Units: 8
Total Mobility Units: 0
Total Hearing/Vision Units: 0
Property Manager: Ulises Valle
Nearby Services: [View Nearby Services](#) ↗

✉ Ulises.Valle@EAHhousing.org
📞 (213) 383-3525

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.

Are you Interested?

By selecting the option below, you can:
Ask to be placed on the **Accessible Unit Wait List** for this property. This information will help property managers/leasing staff conduct a preliminary review of your qualifications.

This property's Conventional Unit Waiting List is closed at this time.
If you want to get notified when the property starts to accept pre-applications, please enable "Notify me when Conventional Unit Waiting Lists are open" option in your Account.

This is NOT a Rental Application.

Apply to Accessible Unit Waiting List

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

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

Applied Properties (1)

List of Applied Application for Properties

Download "Applied Properties.XLSX" | Download "Applied Properties.pdf"

Showing all

Applied Property Search: Search

Pre-Application #	Client Name	Property Name	Property Address	Housing Registry Status	Application Status	Submitted Date	Accessibility Need	Bedroom	Bathroom	Property Management contact Name	Property Management contact Email	Property Management contact Phone
HR230112-00001	HAA Clienta	Adda and Paul Safran Senior Housing	151 S OCEAN FRONT WALK VENICE CA 90291	Open Accessible Unit Waiting List	Wait List	01/12/2023	Hearing/Vision (H/V)	1	1	PM change	opm.dev.01022023@yopmail.com	056-542-7453

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.

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

Pre-Application Details - Pre-Application Status: Wait List

Pre-Application & Property Information

Property Name: Adda and Paul Safran Senior Housing	Pre-Application Number: HR230112-00001
Property Address: 151 S OCEAN FRONT WALK VENICE CA 90291	Pre-Application Status: Wait List
Housing Registry Status: Open Accessible Unit Waiting List	
Rental Special Notes:	

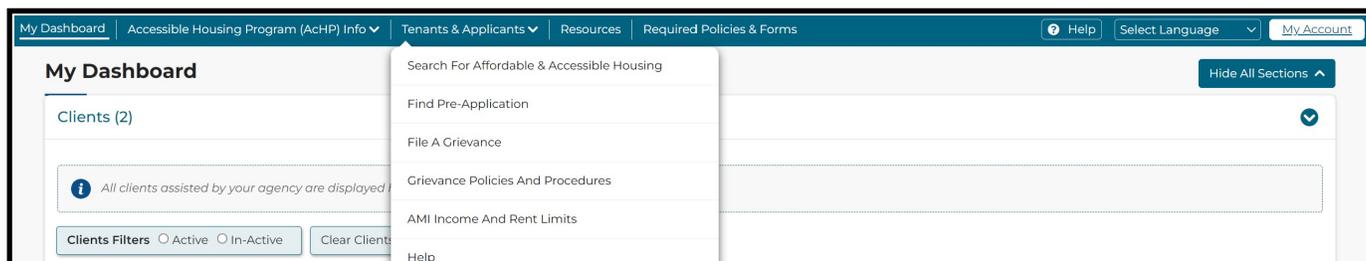
Action(s) | Collapse All

Edit | Cancel

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.

Find Pre-Application

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

Provide last name and one other piece of information.

Pre-Application Client

First Name:

Birth Month:

Last Name:*

Birth Date:

Email:

Phone Number:

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

The screenshot shows the LAHD Affordable and Accessible Housing Registry website. The navigation menu includes 'My Information', 'Accessible Housing Program (AHP) Info', 'Tenants & Applicants', 'Resources', and 'Required Policies & Forms'. The 'Tenants & Applicants' dropdown menu is open, listing options: 'Search For Affordable & Accessible Housing', 'Find Pre-Application', 'File A Grievance', 'Grievance Policies And Procedures', 'AMI Income And Rent Limits' (highlighted with a red box), and 'Help'. The main content area shows 'My Information' with account details for Jane Doe, including her email address and a notification checkbox.

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

The screenshot shows the LAHD website with the 'Resources' menu tab selected. Below the navigation bar, there is a search bar containing 'Family and Youth Service Centers (30)'. Below the search bar, there are two download buttons: 'Download "Family and Youth Service Centers.XLSX"' and 'Download "Family and Youth Service Centers.pdf"'. The 'Help' button is also visible in the navigation bar.

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.