User's Guide to the

Affordable & Accessible Housing Registry

for Owners and Property Managers

REV. 2/1/23

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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 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

Owners & Property Managers

- List your Affordable Accessible Properties
- Manage Online Applications and Wait Lists
- Access Affirmative Marketing Resources
- Track your Properties' Policy Compliance Status
- Register for Mandatory Fair Housing Training
- Download Required Policies & Documents

I am an Owner or Property Manager

Sign Up for Owner or Property Manager Account

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 ⬤ 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.

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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 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 : * [   ]   Please refer to this example to locate your file number.

Example : X0123-01

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

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** ⓘ 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.

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3. Link/Unlink Your Property Continued

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

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

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.

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

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.

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 (QR) (1) ⏷

ℹ️ *Please use this module to submit new Quarterly Reports or to make corrections to the current Quarterly Report. Please be aware that submissions will not be allowed when the Submission Window is closed.*

⬇️ Download "Quarterly Reports (QR).XLSX" 🖨️ Quarterly Reports (QR) ⤢

Showing all

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 Only) (10) ⏷

ℹ️ *Please use this module to view all Quarterly Reports (QR) that have been previously submitted to AcHP; these QRs are not-editable and are shown here for record keeping. Please note: Any report submitted by "System" means that a quarterly report was generated by the system but was never submitted by Property; thus the status for that quarter is "QR - Not Compliant". Please go to the "Quarterly Reports (QR)" module to submit your report or to make corrections.*

⬇️ Download "Previously Submitted Quarterly Reports (View Only).XLSX" 🖨️ Previously Submitted Quarterly Reports (View Only) ⤢

Showing all

Previously Submitted Quarterly Reports (View Only) Search: [　　　　] [Search]

Previously Submitted Quarterly 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)

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.

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 ⬁

- Property Owners and Managers' Guide Book
- Tenant Handbook
- Appendices 1 - 10
- Voluntary Compliance Agreement
- Corrected Settlement Agreement
- Effective Communication Policy
- Effective Communication Resource List

Required Posters and Documents ⬁

- HUD Poster and State Fair Housing Poster
- Self-Certification of Adoption and Compliance
- 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
- Sample - Grievance Policy and Form

Property Management Plan (PMP) ⬁

- Overview and PMP Requirements
- Instructions and Template
- PMP Certification Forms
- PMP Mandatory Affirmative Marketing Outreach Resource List

All required policies and forms are available on our website **AccessHousingLA.org**. 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**.