



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

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Los Angeles Housing and Community Investment Department, Accessible Housing Program

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www.HCIDLA.lacity.org, www.AccessHousingLA.org, Email: [HCIDLA.ACHP@lacity.org](mailto:HCIDLA.ACHP@lacity.org)

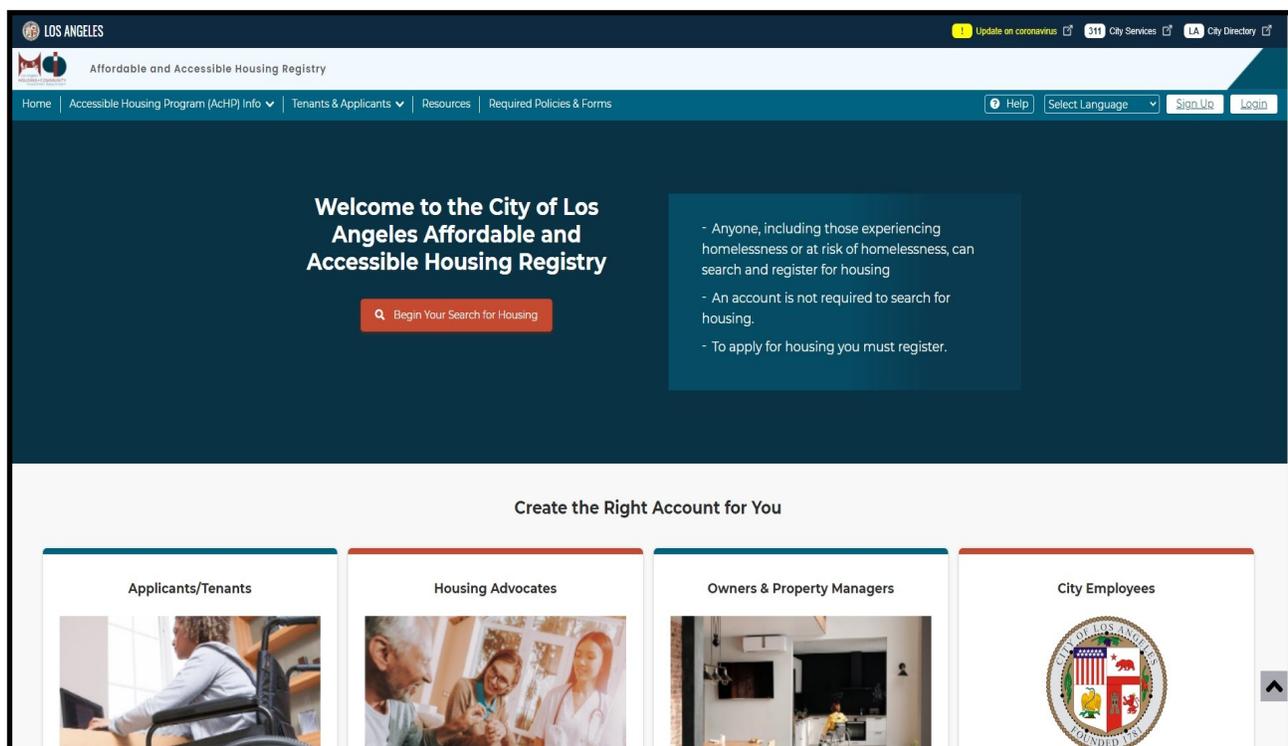


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## 1. Visit AccessHousingLA.org



The Los Angeles Affordable and Accessible Housing Registry (AAHR) can be accessed through the web URL: [AccessHousingLA.org](https://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

**Applicants/Tenants**



- Search for Affordable Accessible Properties
- Start your Application Online for New Properties
- Track your Application Status
- Apply for Waitlisted Properties
- Information & Resources

I am an Applicant

### Sign Up for Applicant Account

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

First Name:\*

Middle Name:

Last Name:\*

Email:\*

Confirm Email:\*

Password:\*   
Password must be between 6 and 20 characters.

Confirm Password:\*

Additional Contact Method:\*  None  US Mail  Phone

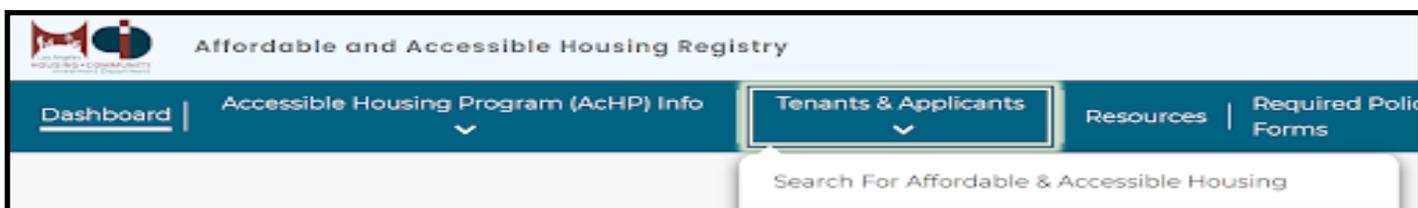
Email Notification:  Notify me when new listings are added

Click on the **I am an Applicant** 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:

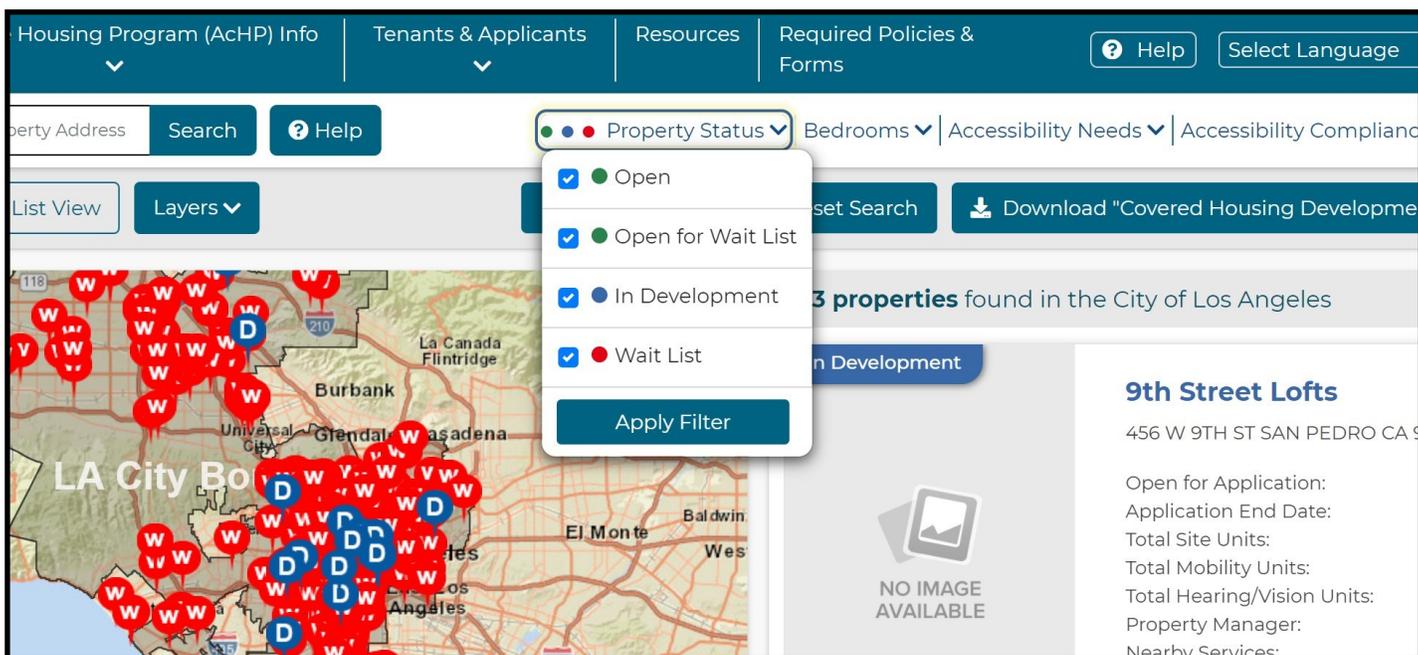
**[HCIDLA.AcHP.DoNotReply@lacity.org](mailto:HCIDLA.AcHP.DoNotReply@lacity.org)** and the subject line will read: **Sign-up Account Activation.**



### 3. 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 [Property Status](#):

**Open**—Properties accepting pre-applications for lease up.

**Open for Wait List**—Properties accepting pre-applications for the conventional wait list.

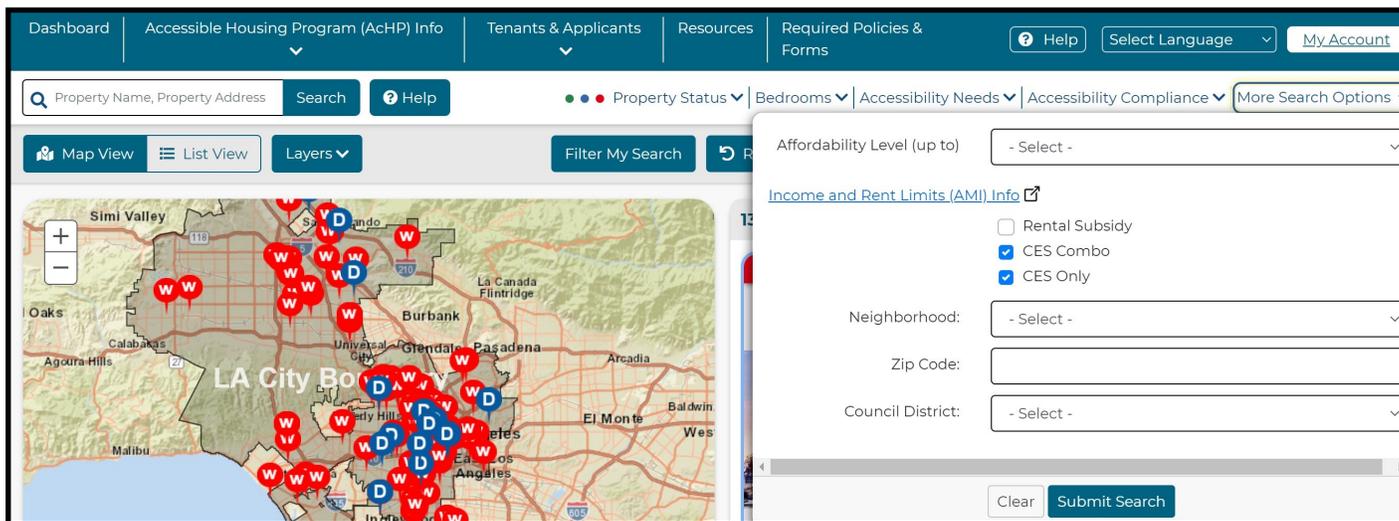
**In Development**—Properties in construction (New or Rehabilitation).

**Wait List**—Properties accepting pre-applications for the Accessible Unit Wait List.

You can also filter your search by bedrooms, accessibility needs, and Coordinated Entry System (CES) or affordability level through the filters found next to [Property Status](#).



### 3a. Search for CES/Combo Properties



To search for 100% CES or Combo Properties with CES units, you should click **More Search Options** 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.

#### 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 Wait List is closed at this time.**

If you want to get notified when the property starts to accept applications, please enable "Notify me when Conventional Wait Lists are open" option in your Account.

**This is NOT a Rental Application.**

[Apply to AU Waitlist](#)

**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 4

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.



## 4. 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 Wait List is closed at this time.**

If you want to get notified when the property starts to accept applications, please enable "Notify me when Conventional Wait Lists are open" option in your Account.

**This is NOT a Rental Application.**

Apply to AU Waitlist

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, Waitlist, and Open for Waitlist properties, you will be able to click the **Apply** or **Apply to AU Waitlist** 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](http://lahsa.org/get-help?ref=ces).



## 4. How to Submit a Pre-Application for Housing Continued

Please enter all of the required information throughout the pre-application process.

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

### Application

YOUR INFO   
  YOUR HOUSEHOLD   
  ADDITIONAL CONTACT   
  SUMMARY

Almost done!  
Please verify the details below before submitting the application.  
You can click 'Previous' button to make corrections.

Property Information	
Property Name: The Pointe on Vermont	Property Address: 7600 S VERMONT AVE CA 90044

Your Information	
Name: John Doe	Email: <a href="mailto:dev.applicant1@yopmail.com">dev.applicant1@yopmail.com</a>

Additional Contact Method: None

Household	
Accessibility Need: Mobility	Any of your household members over the age of 55? Yes
Family Size: 2	Any of your household members over the age of 62? No
Annual Family Household Income (U.S. Dollars): 32000.00	Are you a Veteran? No
Number of Bedrooms: 1	Do you have a Section 8 Voucher? No
Number of Bathrooms: 1	Do you require Reasonable Accommodations? If so, please specify

Additional Contact	
Additional Contact Name: Jane Doe	Additional Contact Email: <a href="mailto:jane.doe@yopmail.com">jane.doe@yopmail.com</a>

Once you have finished adding your information to the pre-application, click **Submit**, and it will take you to review your application.



## 4. How to Submit a Pre-Application for Housing Continued

A screenshot of a web application form titled "Application". At the top, there is a navigation bar with links for "Dashboard", "Accessible Housing Program (AHP) Info", "Tenants & Applicants", "Resources", and "Required Policies & Forms". There are also buttons for "Help", "Select Language", and "My Account". Below the navigation bar is a progress bar with four steps: "YOUR INFO", "YOUR HOUSEHOLD", "ADDITIONAL CONTACT", and "SUMMARY". The "YOUR INFO" step is currently active. The form contains several sections: "Property Information" with fields for "Property Name" (The Pointe on Vermont) and "Property Address" (7600 S VERMONT AVE CA 90044); "Your Basic Information" with fields for "Name" (John Doe) and "Email" (dev.applicant1@yopmail.com); "Additional Contact Method" with a dropdown menu showing "None"; and a checkbox labeled "Do you want to use the previous application?" which is checked. A red arrow points to this checkbox. A "Next" button is located at the bottom right of the form.

When you are applying to another property, you are able to use the information you provided in a previous application by clicking on the **Do you want to use the previous application?** checkbox at the bottom of your application.



## 5. Review and Edit an Application

The screenshot shows a dashboard with a navigation bar at the top containing: Dashboard, Accessible Housing Program (AHP) Info, Tenants & Applicants, Resources, Required Policies & Forms, Help, Select Language, and My Account. Below the navigation bar is a 'Collapse All' button and a 'Your Search For Accessible & Affordable Housing' button.

The main content area is divided into several sections:

- Property Status Summary:** Displays summary status for properties available in the Registry. It includes a table with the following data:
 

Open for Application :	6
In Development :	19
Wait List :	292
- Email Subscriptions:** To edit your email subscriptions visit "My Account". It lists three subscription statuses:
  - Subscribed - Notify me when new listings are added
  - Subscribed - Notify me when properties are open for Application
  - Subscribed - Notify me when conventional wait lists are open
- Applied Properties (1):** List of all properties applied to. You will be able to view your lottery position number, conventional wait list position number, and any comments if available. If you have any questions about your application please contact the respective property manager. Below this text are two download buttons: "Download 'Applied Property.XLSX'" and "Download 'Applied Property.pdf'".

Below the 'Applied Properties' section, there is a search bar labeled "Applied Property Search:" and a "Showing all entries" indicator.

The table below shows the data for the applied properties:

Application #	Property Name	Property Address	Property Status	Application Status	Submitted Date	Accessibility Need	Bedroom	Bathroom	Lottery Position	Conventional Wait List Position	Comments
<a href="#">HR201229-00001</a>	<a href="#">Lankershim Arms / 561</a>	7628 Lankershim Blvd, North Hollywood, CA 91605	Open	Applied	12/29/2020	Mobility	1	1			

On your Dashboard, you will see all of the previously submitted applications under the **Applied Properties** section. You will also be able to view your lottery position, conventional waitlist position, and any comments that are available.

Clicking on the **Application #** will take you to review the details of your application, and this is where you can also make edits to your application.



## 5. Review and Edit an Application Continued

The screenshot shows a web application interface for reviewing an application. The top navigation bar includes "Dashboard", "Accessible Housing Program (AHP) Info", "Tenants & Applicants", "Resources", and "Required Policies & Forms". There are also links for "Help", "Select Language", and "My Account".

The main content area is titled "Application Details - Application Status: Applied". It contains several sections:

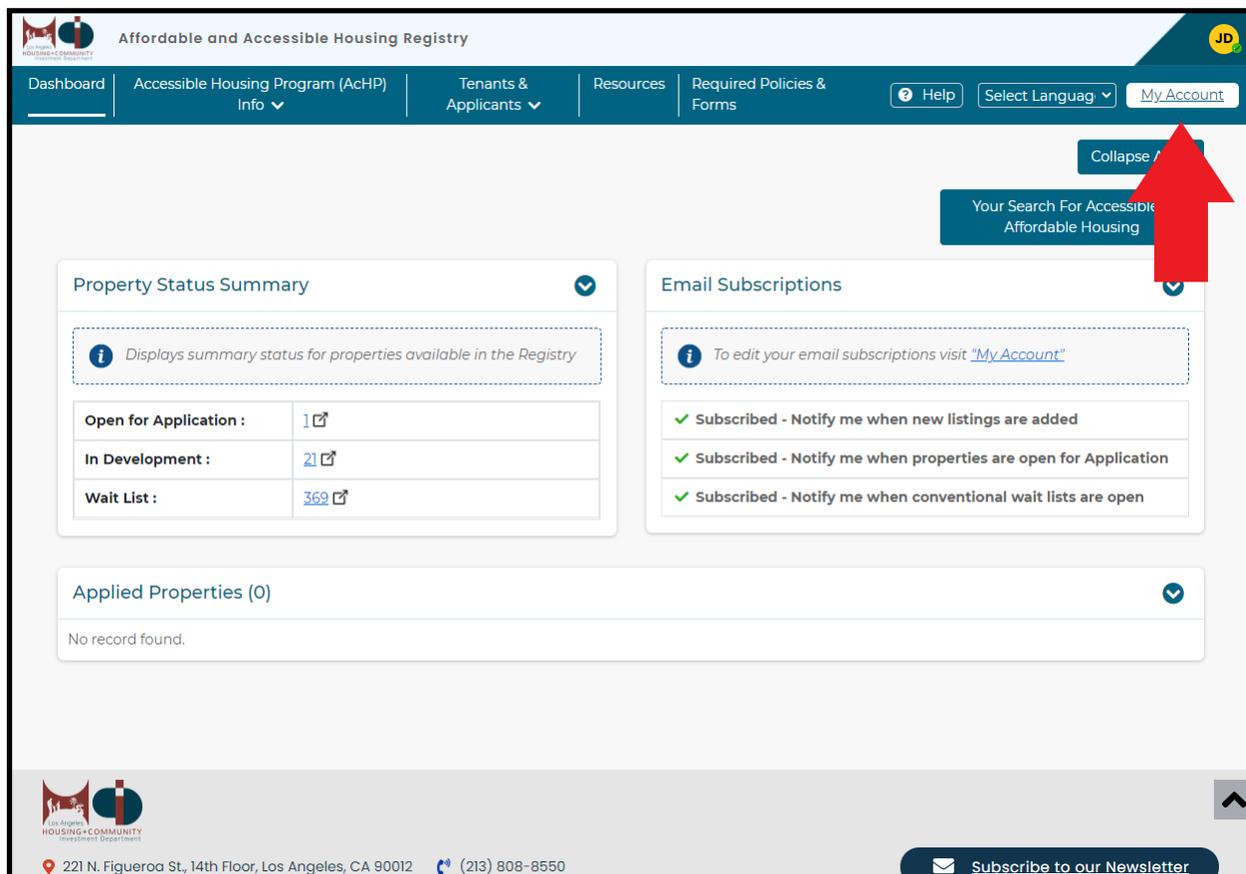
- Application & Property Information:** Property Name: Lankershim Arms (56), Application Number: HR201229-00001, Property Address: 7628 Lankershim Blvd, North Hollywood, CA 91605, Application Status: Applied, Property Status: Open.
- Your Information:** First Name: John, Email: [dev applicant1@yopmail.com](mailto:dev applicant1@yopmail.com), Middle Name: , Additional Contact Method: None, Last Name: Doe.
- Household:** Accessibility Need: Mobility, Family Size: 2, Annual Family Household Income (U.S. Dollars): \$32000.00, Number of Bedrooms: 1, Number of Bathrooms: 1, Any of your household members over the age of 55? Yes, Any of your household members over the age of 62? No, Are you a Veteran? No, Do you have a Section 8 Voucher? No, Do you require Reasonable Accommodations? If so, please specify.
- Additional Contact:** Additional Contact Name: Jane Doe, Additional Contact Email: [jane.doe@yopmail.com](mailto:jane.doe@yopmail.com).
- Position Numbers:** Lottery Position: , Conventional Wait List Position: .

Red arrows in the image point to the "Action(s)" button in the top right and the "Application & Property Information" section on the left.

If you would like to make any changes to your application, click the **Action** button, and it will provide you the option of **editing your application** or **canceling your application** entirely.



## 6. Change your Account Settings

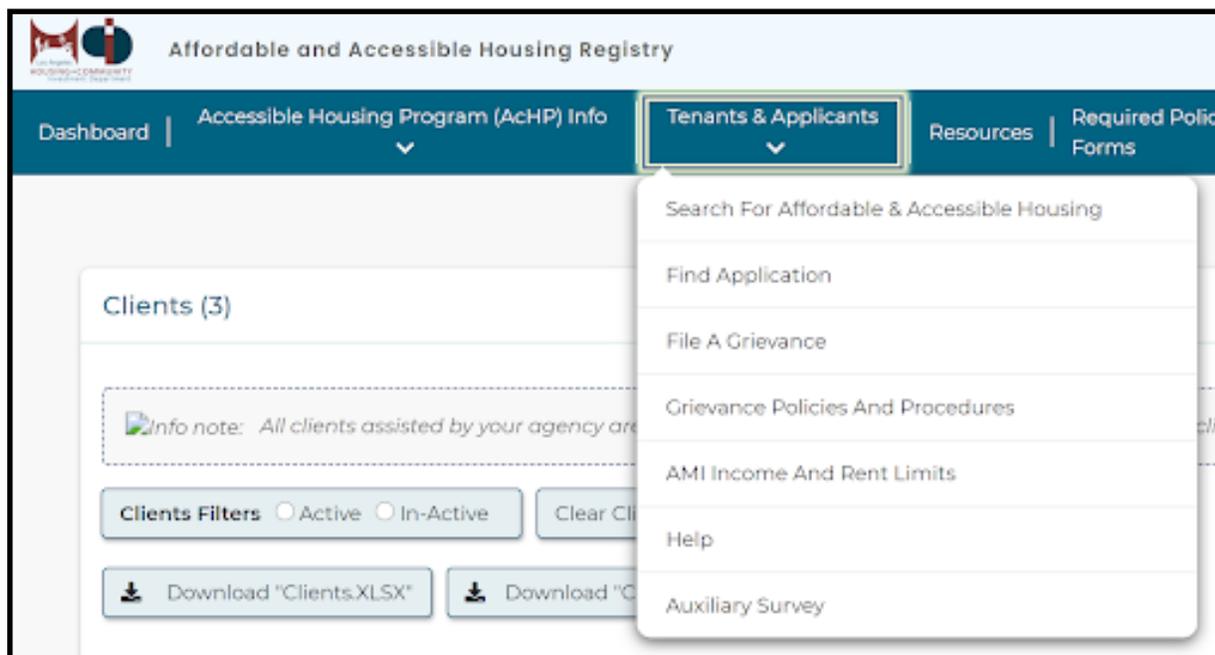


To edit your account settings, click [My Account](#) on your dashboard.

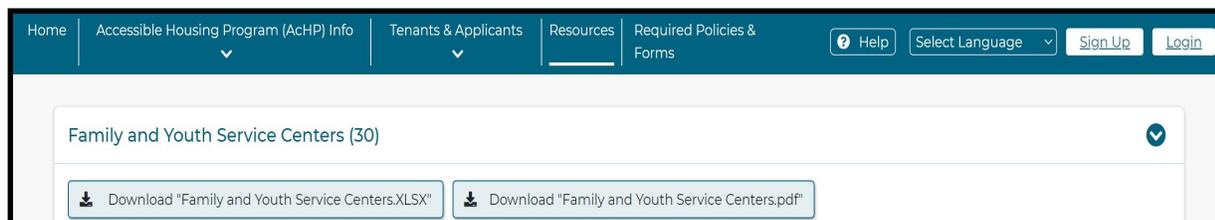
From here, you will be able to change your email subscriptions, password, and add additional contact methods such as US Mail or Phone.



## 7. 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 [HCIDLA.ACHP@lacity.org](mailto:HCIDLA.ACHP@lacity.org).