



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

Los Angeles Housing and Community Investment Department, Accessible Housing Program

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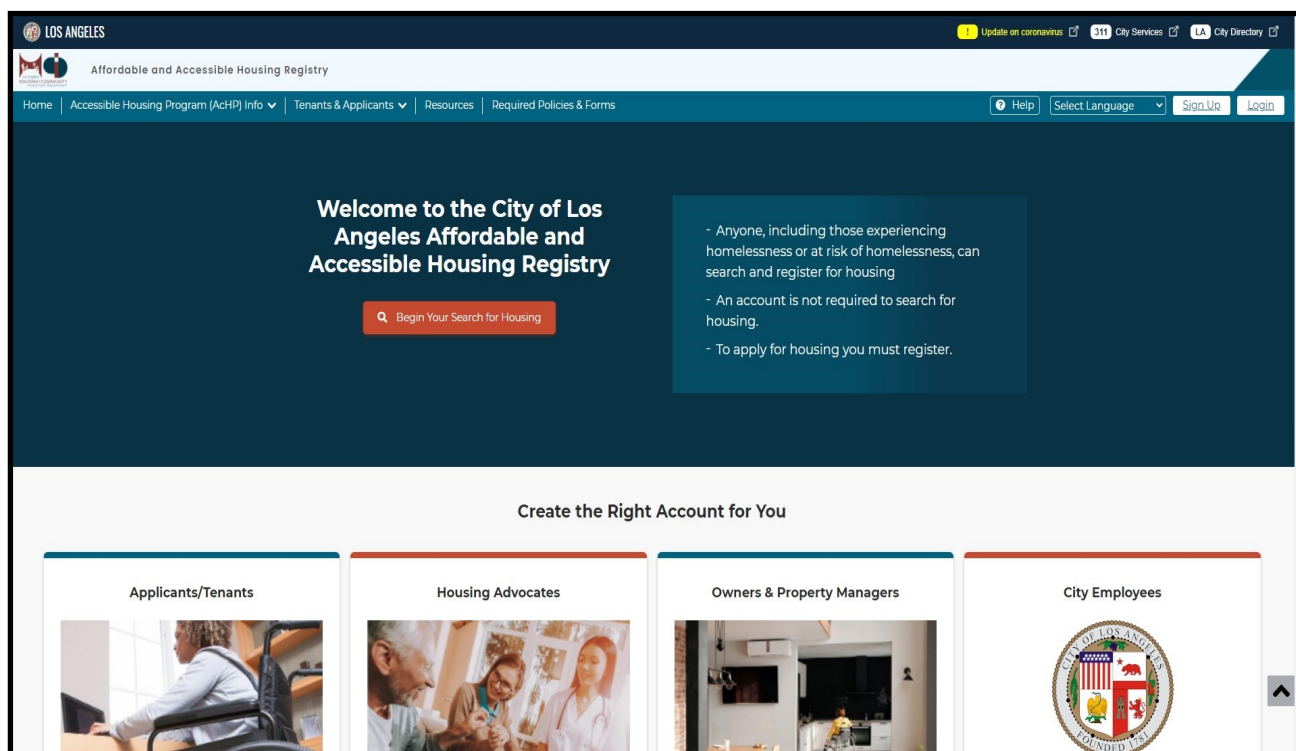


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1. Visit AccessHousingLA.org




The Los Angeles Affordable and Accessible Housing Registry (AAHR) can be accessed through the web URL: 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 hcidla.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 HCIDLA.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: HCIDLA.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.

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

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

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 entries

Clients Search: Search

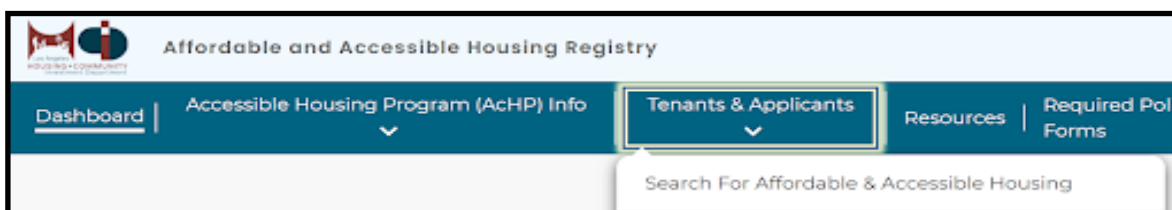
| Clients | | | | | | | |
|------------|-----------|-------------------------|--------------|-------------------|---------------------------------------|-----------|--|
| First Name | Last Name | Email | Phone Number | Application Count | Agency Name | Status | Action |
| ⇅ Sort | ⇅ Sort | ⇅ Sort | ⇅ Sort | ⇅ Sort | ⇅ Sort | ⇅ Sort | ⇅ Sort |
| Phil | Jefferson | email@email.com | 777-777-8889 | 0 | Brotherhood Crusade Black United Fund | In-Active | <div style="text-align: right;"> Edit Client Activate Client </div> |
| aahr | test | dev.client2@yopmail.com | 444-444-4444 | 1 | Brotherhood Crusade Black United Fund | Active | <div style="text-align: right;"> Edit Client Deactivate Client </div> |

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.

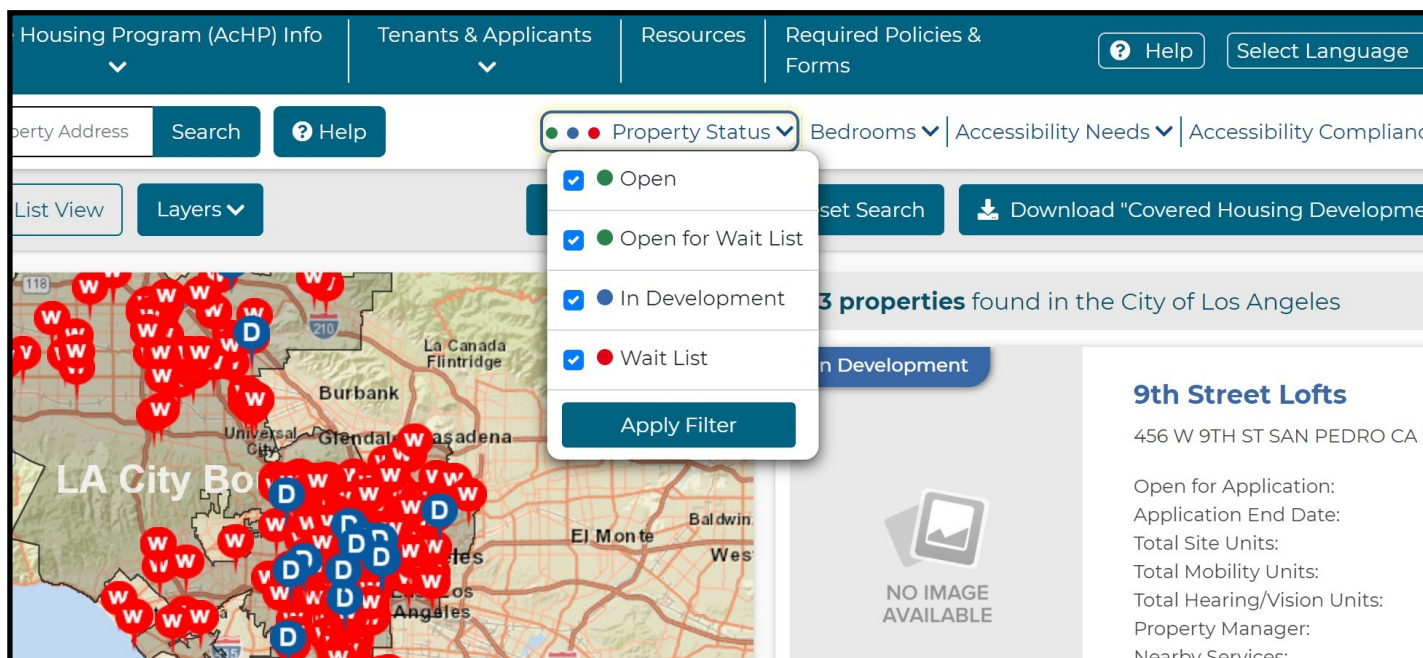
You have the option to toggle the client filter if you would like to only see Active or Inactive clients, or clear client filters to see all clients who have been serviced by your agency.



6. Search for Properties



You will be able to search for properties through the [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-application for the Accessible Unit Wait List.

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



6a. 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.

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 Property Listing will also provide this note that specifies the SPA number for the development as well as how someone who is experiencing homelessness could connect to a Coordinated Entry System Access Point.



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.

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 6

Properties listed as 100% CES are not able to receive direct applications from our website as their units are filled directly from service providers with CES clients. For regular and CES/Combo properties, you will be able to click the **Apply** or **Apply to AU Waitlist** button to bring up a dialog box to select your client. If your client's name does not show up in the drop-down box, go to the **Dashboard** and **Activate** your client (refer to #5 of the guide for Activating Clients).

After selecting your client, you will follow the steps to provide more information about your client, such as their accessibility needs, bed/bath preferences, and family size.



8. Manage Pre-Applications for Housing

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

Applied Properties (2)

List of Applied Application for Properties

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

Showing all entries

Applied Property Search: Search

| Application # | Client Name | Property Name | Property Address | Property Status | Application Status | Submitted Date | Accessibility Need | Bedroom | Bathroom | Property Management contact Name |
|----------------|-------------|---|------------------------------------|-----------------|--------------------|----------------|--------------------|---------|----------|----------------------------------|
| HS20110-00001 | John Doe | Cielito Lindo Phase II | 2425 E 1st ST Los Angeles CA 90033 | Open | Applied | 11/01/2020 | Mobility | Studio | 1.5 | Property Manager Dev |
| HS200715-00006 | John Doe | Missouri & Bundy Housing from ProjectSite (ProjectName) | 1850 W MISSOURI AVE CA 90025 | In Development | WaitList | 07/15/2020 | Mobility | Studio | 1.5 | Tyler Monroe Monroe |

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.



8. Manage Pre-Applications for Housing, Continued

Applied Properties [2]

List of Applied Application for Properties

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

Showing all entries

Applied Property Search: Search

| Application # | Client Name | Property Name | Property Address | Property Status | Application Status | Submitted Date | Accessibility Need | Bedroom | Bathroom | Property Management contact Name |
|----------------|-------------|--|------------------------------------|-----------------|--------------------|----------------|--------------------|---------|----------|----------------------------------|
| HR201110-00001 | John Doe | Cielito Lindo Phase II | 2423 E 1st ST Los Angeles CA 90033 | Open | Applied | 11/09/2020 | Mobility | Studio | 1.5 | Property Manager Dev |
| HR200775-00006 | John Doe | Missouri & Bundy Housing from Project Site (Property Name) | 1950 W MISSOURI AVE CA 90025 | In Development | Wait List | 07/15/2020 | Mobility | Studio | 1.5 | Tyler Monroe Monroe |

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

Application Details - Application Status: Applied

Action(s) | Collapse All | Print

- Edit
- Cancel

Application & Property Information

Property Name: Cielito Lindo Phase II **Application Number:** HR201110-00001

Property Address: 2423 E 1st ST Los Angeles CA 90033 **Application Status:** Applied

Property Status: Open

When you're on the pre-application 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

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

Find Application

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

Provide last name and one other piece of information.

[Application](#) | [Client](#)

- Search For Affordable & Accessible Housing
- Find Application**
- File A Grievance
- Grievance Policies And Procedures

To find a Client's application, go to the **Tenants & Applicants** menu tab and click **Find 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.

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

Find Application

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

[Application](#) | [Client](#)

Provide last name and one other piece of information.

Last Name:*

Application Number:

Birth Month:

Email:

Birth Date:

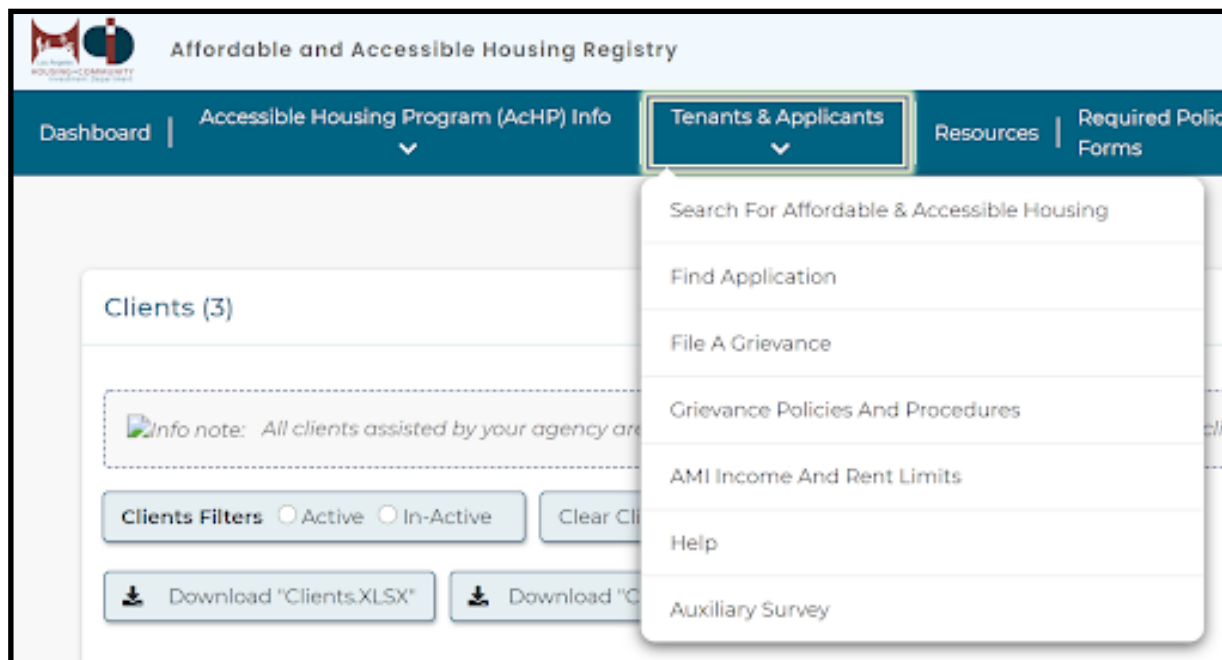
Phone Number:

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

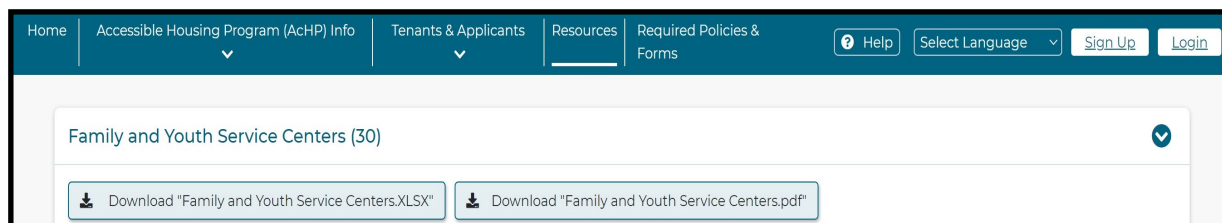
For all searches, you will need to input the client's last name and one additional field of information to perform the search.



10. Get Help



To find AMI Income and Rent Limits, click on the **Tenants & Applicants** menu tab.



To find a list of agencies and their contact information, click on the **Resources** menu tab.

Click on the **Help** menu button for answers to Frequently Asked Questions (FAQ) that can assist you as well. For all other inquiries, please contact the Accessible Housing Program at (213) 808-8550 or [HCID-LA.ACHP@lacity.org](mailto:LA.ACHP@lacity.org).