



# User's Guide to the Affordable & Accessible Housing Registry for Owners and Property Managers





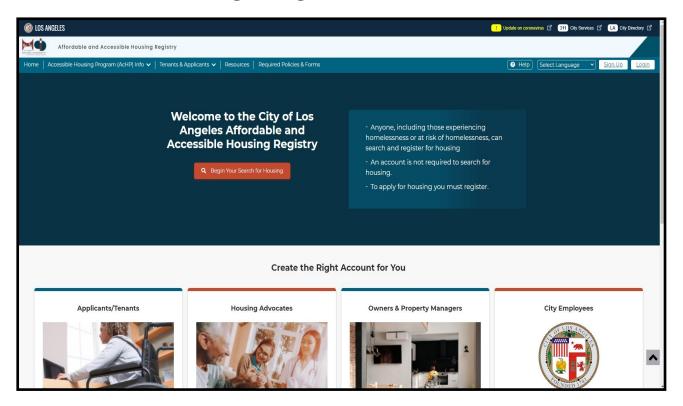
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## 1. Visit AccessHousingLA.org



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



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 <b>○</b> 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.





# 3. Link/Unlink Your Property

		Collapse All 🔨
Properties Linked with your account	+ Link Property	+ Add New PMP

To get started, click +Link Property.

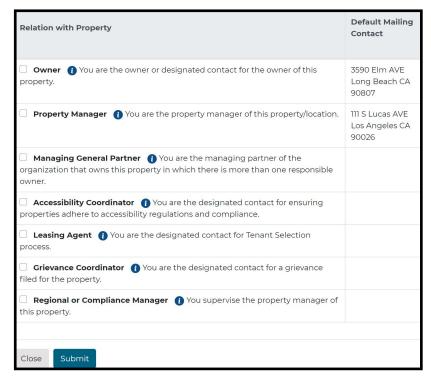
Link Property			
Please enter the AcHP File Number or HIMS Number listed on your letter from HCIDLA to link your properties to your account.			
AcHP File Number HIMS Number			
All fields marked with an asterisk (*) are required.  Enter AcHP File Number : *  Please refer to this example to locate your 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: hcidla.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



Next, you will be asked to specify which relationship you have to the linked property. Check all boxes that apply, then click **Submit**.

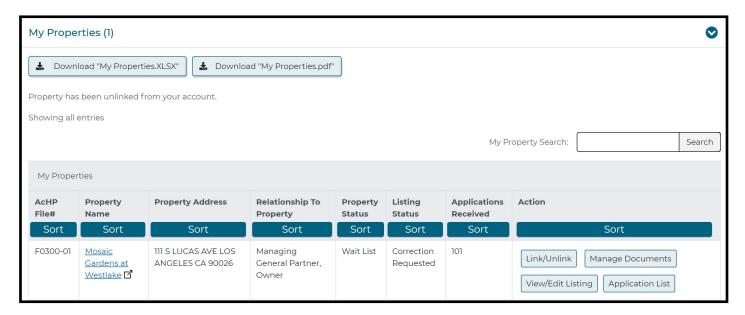
#### Please note the following:

- The Accessibility Coordinator and Grievance Coordinator can be the same individual.
- The Owner and Managing General Partner can be 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.
- 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.

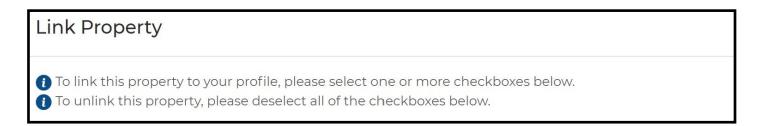




## 3. Link/Unlink Your Property Continued



The property will now appear on your dashboard. To unlink the property to your account or to change your role, click on Link/Unlink.



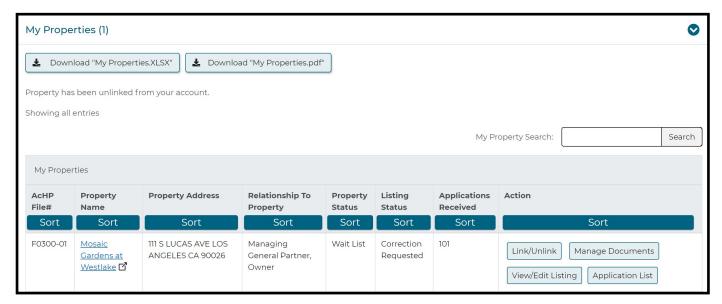
**Changing your role in the property**: As referenced in page 6, once you press **Link/Unlink**, you will now have the option of changing your role by checking/unchecking the appropriate boxes, then click **Submit**.

**To unlink with the property completely**: Make sure that all of the boxes are unchecked, then click **Submit**.





## 4. Update Your Property Listing



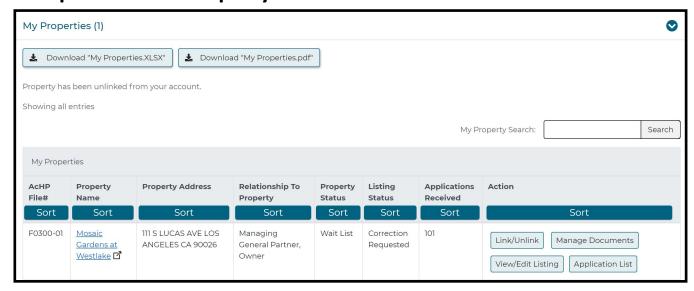
To update your Property Listing, go to the **My Properties** section on your dashboard, then click **View/ Edit Listing**.

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.

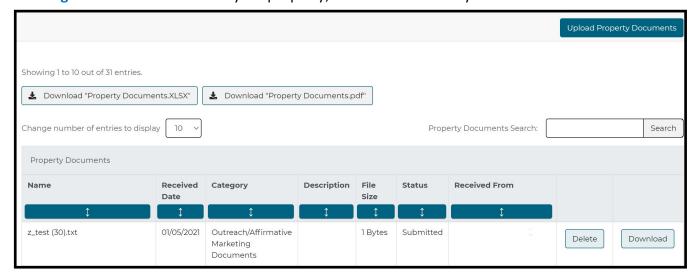




#### 5. Upload Other Property Documents



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.

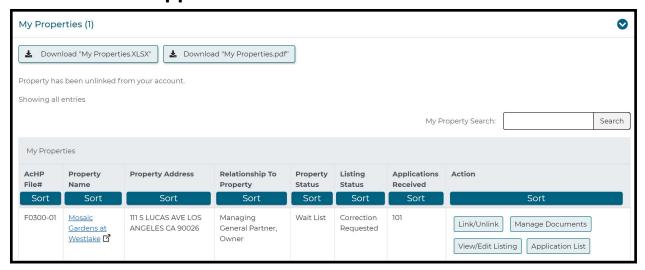


Click **Upload Property Documents**, select the document category from the drop-down menu, add a file description, and drag the corresponding file to the upload box and click **Upload**.

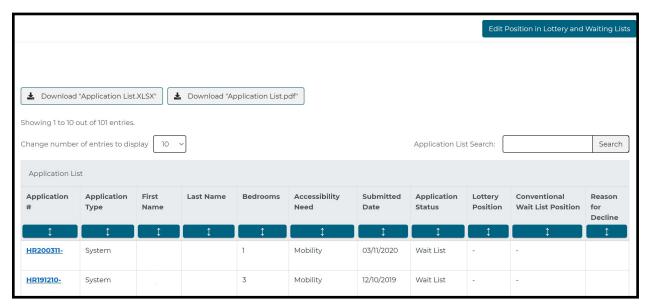




#### 6. Access Your Application List



You will be able to access the pre-applications that were submitted through the Registry for the Property on your dashboard, under **Application List**.

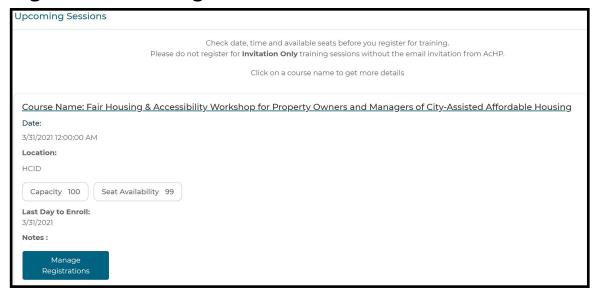


You can click on the blue arrow under **Submitted Date** to chronologically sort the applications received first. This is very important in the lottery and wait list position process. Click **Edit Position in Lottery and Waiting Lists** to input the position numbers. Click **Save Position(s) in Lottery 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



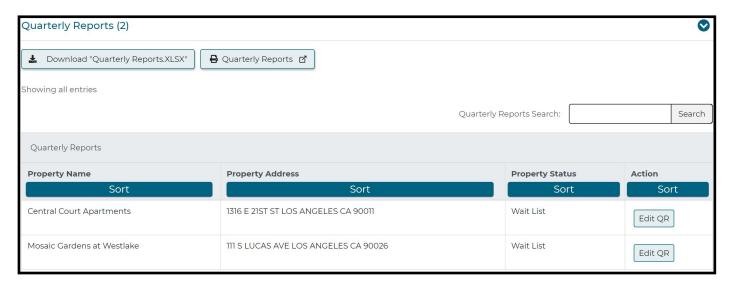
The Fair Housing & Accessibility Workshop for Property Owners and Managers of City-Assisted Affordable Housing is an annual requirement for the Owners, Property Managers, Accessibility Coordinators, Grievance Coordinators, and Regional or Compliance Managers.

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** are now easily accessible and can be completed online. To begin your online Quarterly Report submission, scroll down on your Property's 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

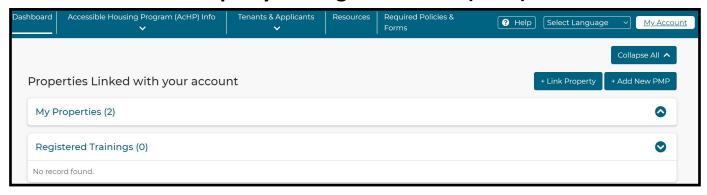
Q3: July 1—September 30 is due October 1st-10th

Q4: October 1—December 31 is due January 1st-10th



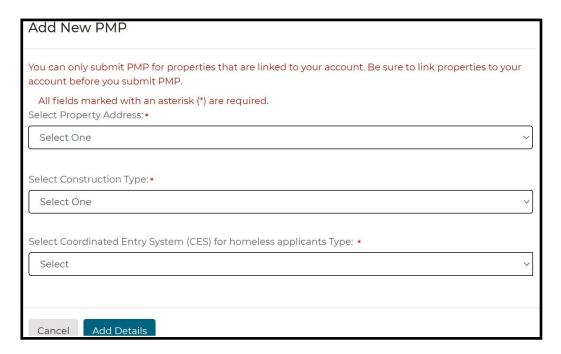


## 9. Submit Your Property Management Plan (PMP)



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 🗹 Required Posters and Documents 🗹 • Property Owners and Managers' Guide Book • HUD Poster and State Fair Housing Poster • Utilization Survey of Occupancy, Waiting Lists and • Tenant Handbook Transfer Lists • Appendices 1 - 10 • Acknowledgment of Receipt of Tenant Handbook and • Voluntary Compliance Agreement **Appendices** • Corrected Settlement Agreement · Requirements for Applications, Tenant Recertifications, • Effective Communication Policy and Marketing Materials · Auxiliary Aids & Accessibility Survey Grievance Policies and Procedures 2 Property Management Plan (PMP) • Grievance Instructions and Forms • Overview and PMP Requirements • Grievance Policies and Procedures • Instructions and Template • Grievance Appeal Form • PMP Certification Forms • PMP Mandatory Affirmative Marketing Outreach Resource List

All required policies and forms are available on our website <u>AccessHousingLA.org</u>. 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**.