Owner/Property Management Agent-User's Guide for the Affordable and Accessible Housing Registry

1. Visit accesshousingla.org (Registry)

The Los Angeles Affordable and Accessible Housing Registry (Registry can be accessed through the website url: accesshousingla.org. This website provides applicants, 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 an applicant or 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 a property.

2. Register
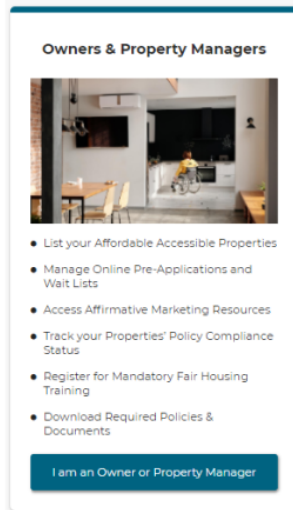
Sign Up for Owner or Property Manager Account

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
House Number:*	House Number
House Fraction Number:	(Fraction)
Street Direction:	- Select -
Street Name:*	Street Name
Street Type:	- Select -
Unit Number:	Unit Number
City:*	City
State:*	- Select -
Zip Code:*	Zip Code
Phone Type:*	- Select -
Phone Number:*	Phone Number
Phone Extension:	Phone Extension
Additional Phone Type:	- Select -

Owners & Property Managers

- 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

I am an Owner or Property Manager

Check E-mail

a) Register by clicking "I am an Owner or Property Manager". If you already have an account, you can skip to Section 3.

b) After clicking on "I am an Owner or Property Manager", please enter all of the required information in each space.

c) Next, check your email inbox or email spam/junk folder for the account activation email, and activate your account.

3. Link your property(ies)
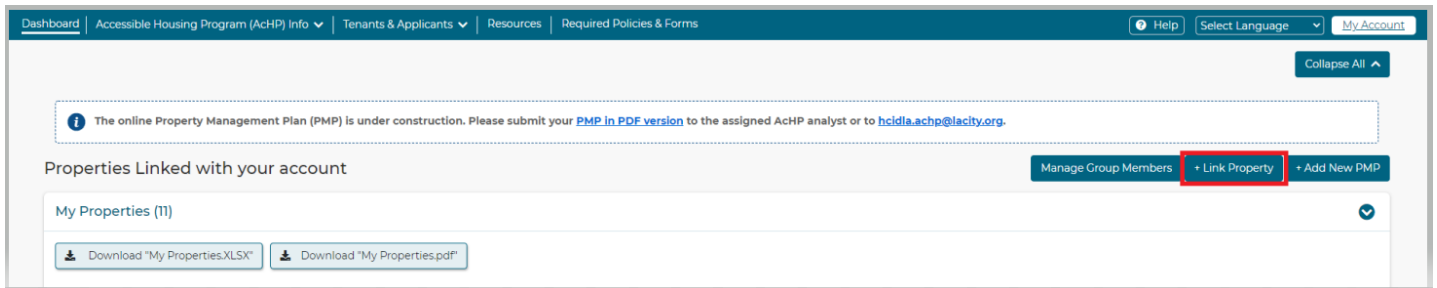
a) Click "+ Link Property".

b) Enter your AcHP File Number in the search box and click "Add". You may find the AcHP File Number in correspondence with your assigned Analyst or you can reach out to LAHD.ACHP@lacity.org to request it.

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

Specify your relationship with 3023 S WESTERN AVE LOS ANGELES CA 90018 :	
Relation with Property	**Default Mailing Contact**
☐ **Owner** ⓘ You are the owner or designated contact for the owner of this property.	1600 Broadway Denver CO 80202
☐ **Property Manager** ⓘ You are the property manager of this property/location.	3023 South Western Ave. Los Angeles California 90015
☐ **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.	
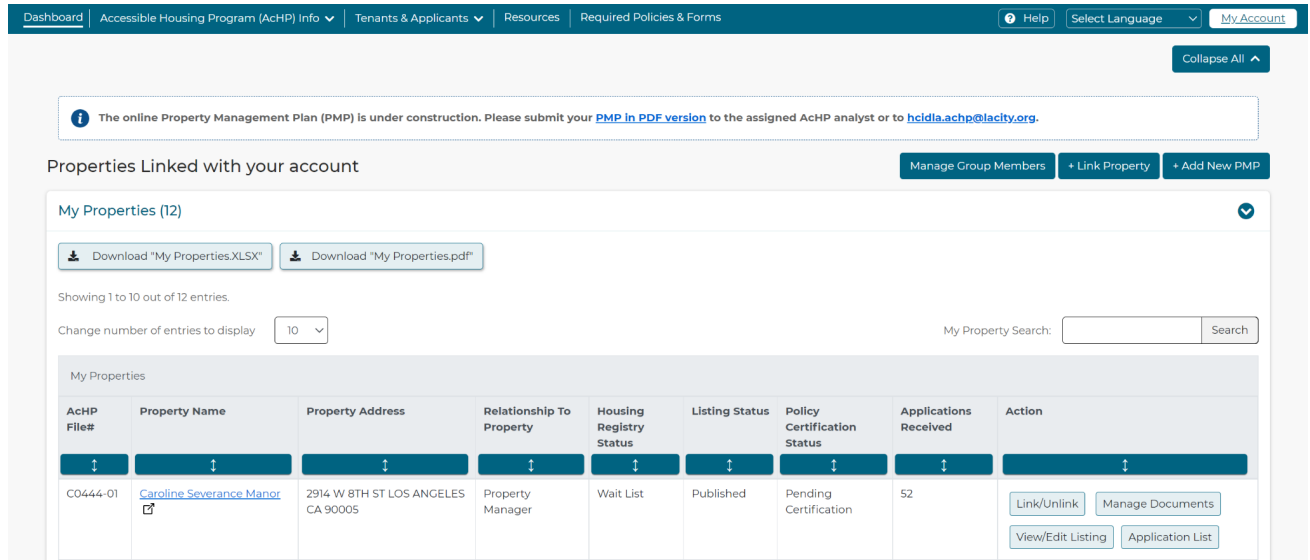
Close   Submit

Please note the following:

● The Disability 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 General Partner roles may be held by the same individual.

● The Regional Manager may not be the same as the Property Manager.

● Senior Property Manager Role: This role will be coming to the registry soon. A Senior Property Manager would be a senior staff member that is responsible for supervising Property Managers.

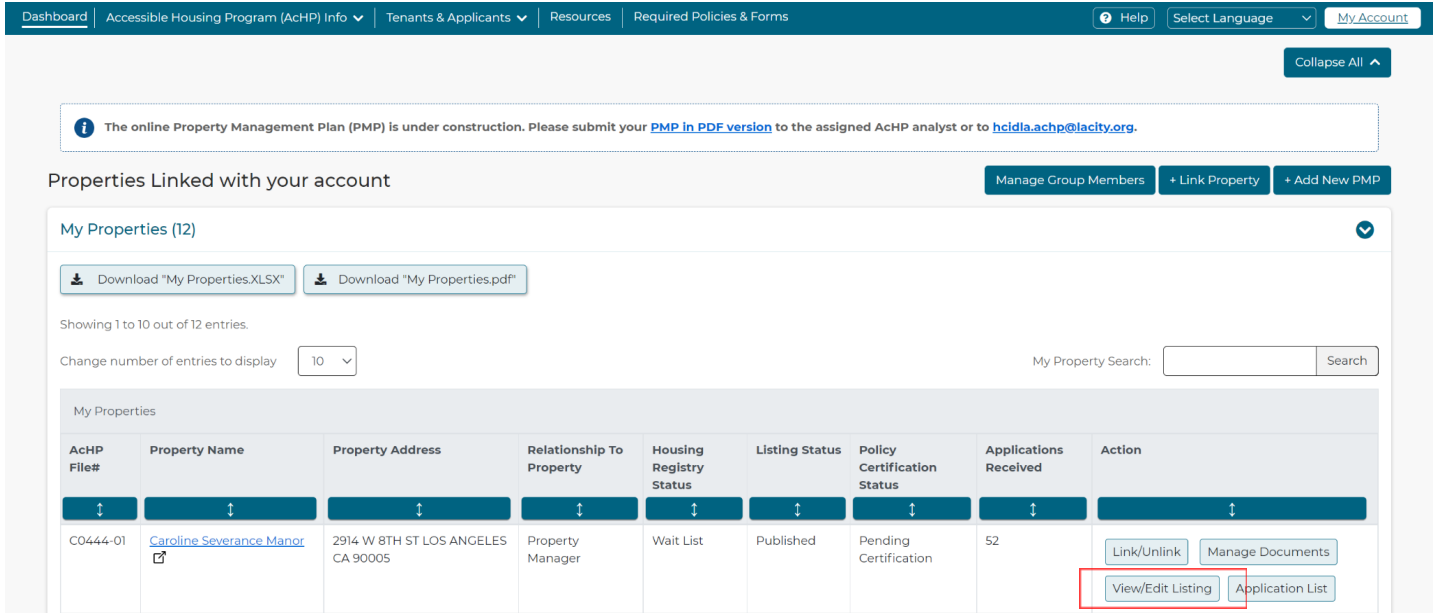d) The linked property(ies) will appear on your dashboard.

Tip: You can click on "Collapse All" in the upper right-hand corner to collapse all sections on your dashboard, making it easier to navigate.

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4. Update Property Details via the Property Listing

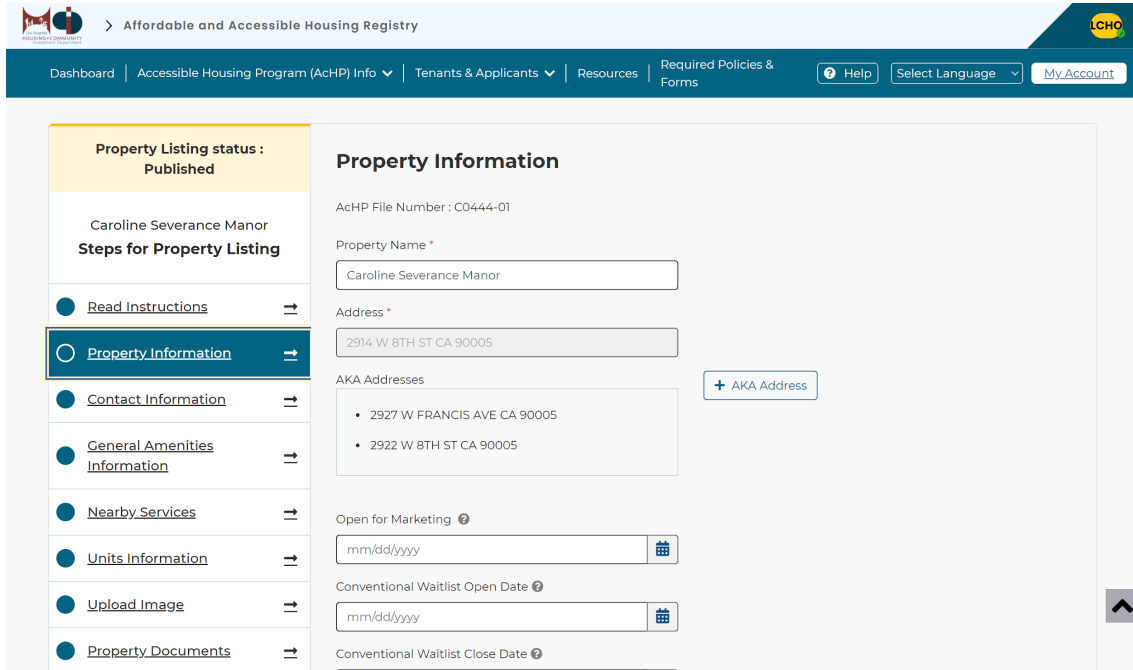On the dashboard, under the Action column, click "View/Edit Listing" to review and edit Property Details.
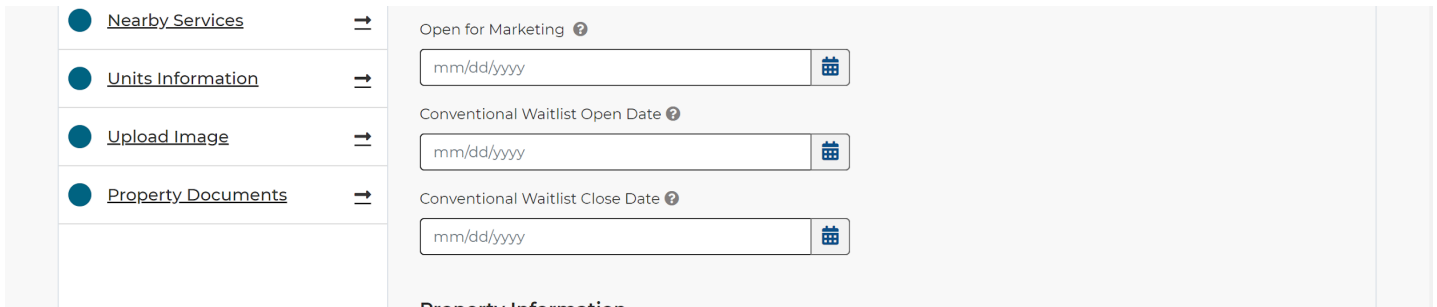

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A. Review Property Information

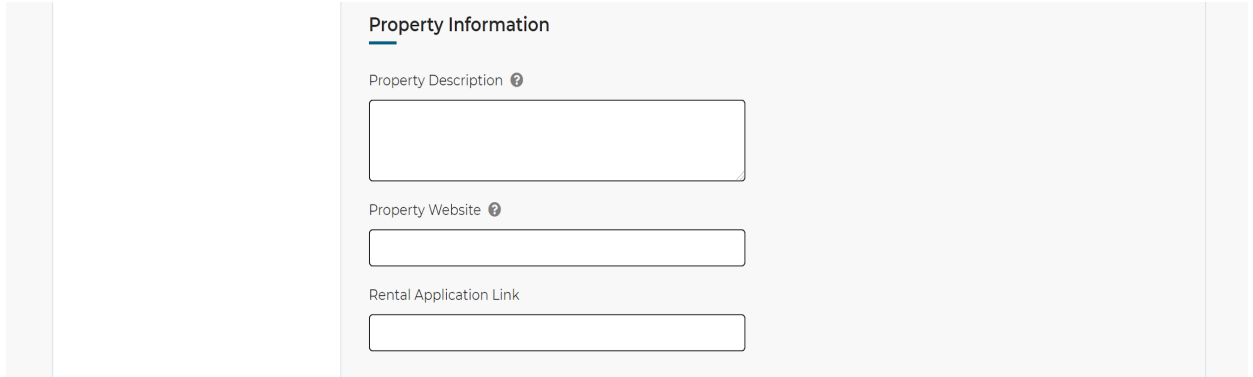Review the information listed in the "Property Information" section.

1) For a property in the development, verify Open for Marketing Date, Open for Application Date, and Application End Date. For existing development, instead of open/end application date, you will see Conventional Unit Waiting List Open Date and Conventional Unit Waiting List Close Date. These dates are from the approved Property Management Plan. Do not leave open-ended. If unsure of the date, please leave blank.
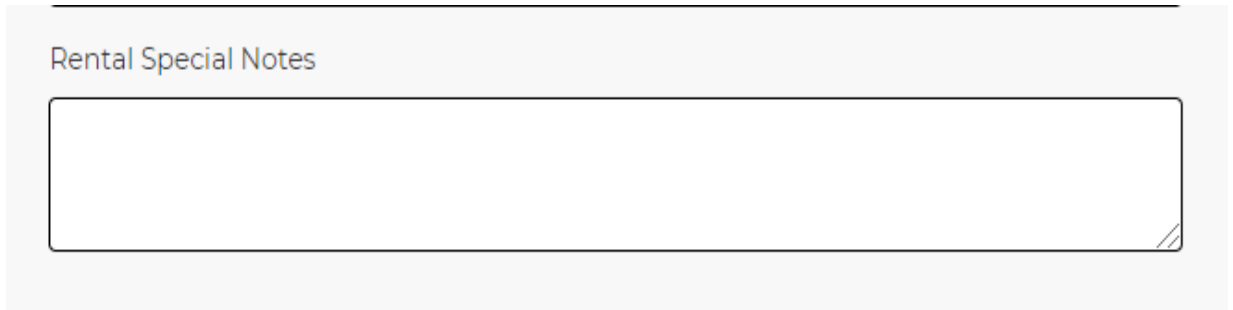
2) Provide a property description and, if available, a property website link.

Property Information

Property Description ❓

Property Website ❓

Rental Application Link

3) Rental Notes Section - Information included in this text box will appear in any system-generated notifications that are sent to potential applicants who are registered on the AcHP Registry. Should your property have special rental conditions, please include them here.

Rental Special Notes

B. Contact Information

Make sure all contact information is current and accurate.

1) Associated Accounts

There must be an associated contact for the following property roles: Owner or Owner Representative, Senior Property Manager, Property Manager or On-site Manager, Disability Coordinator, Grievance Coordinator, and Regional or Compliance Manager.

You must set an associated account as a primary "Owner" role and primary "Property Manager" role. Simply click on the "Set Primary Role" button to the right of the associated account and a pop-up will appear. Within the pop-up window, check off whichever designated role this account will be associated with. Setting a primary role would allow for those designated roles to be the main point of contact for the property.

2) Contact Information

a. Click "Add New Contact" to add a new contact person. You may enter the contact in "Detailed" or "Simple" format (the main difference is the way the mailing address is entered).

Contact Information

Contact Information

Add New Contact ⌄   ▼ **Filter Contact List**
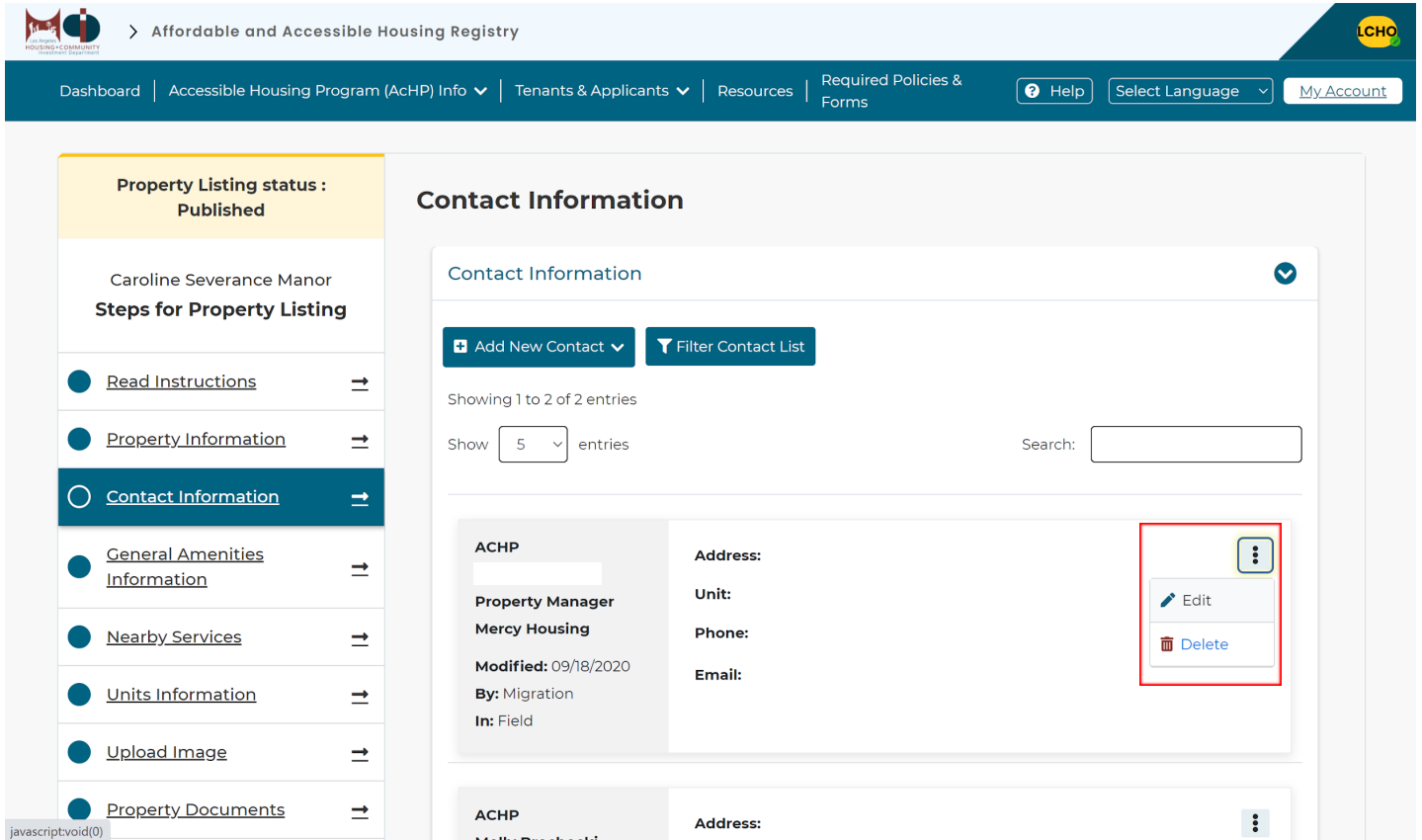
Detailed

Simple

Search:

ACHP

Property Manager
Mercy Housing

Modified: 09/18/2020
By: Migration
In: Field

Address:

Unit:

Phone:

Email:

ACHP

Address:

Continued on next page

3) Click the three vertical dots " ⋮ " to edit or delete an existing contact.
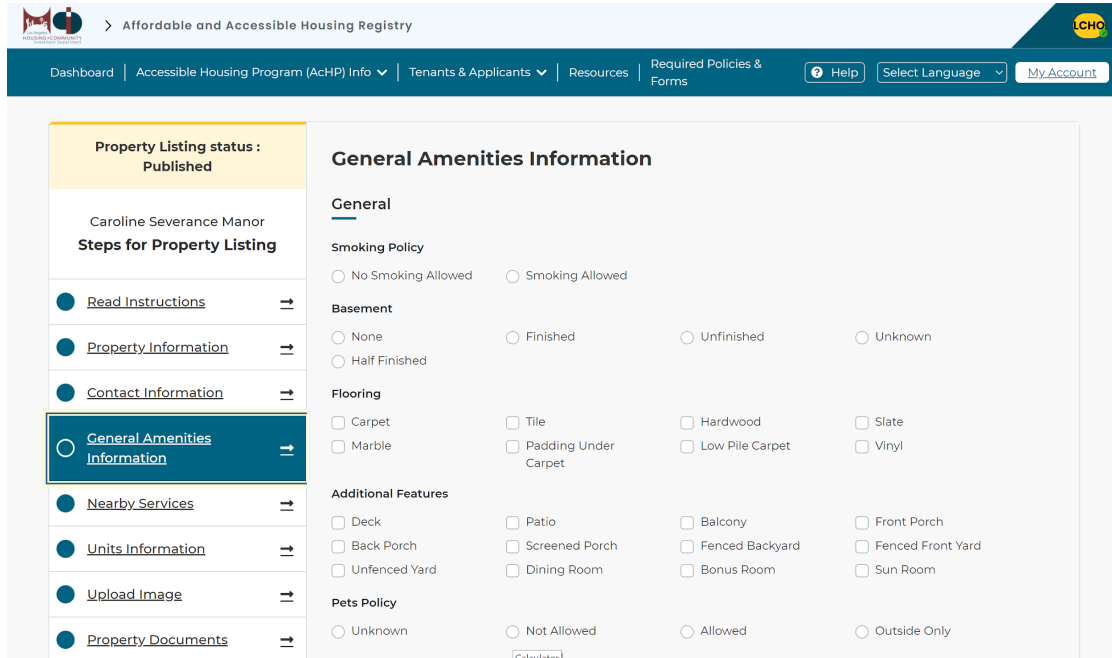

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C. General Amenities Information
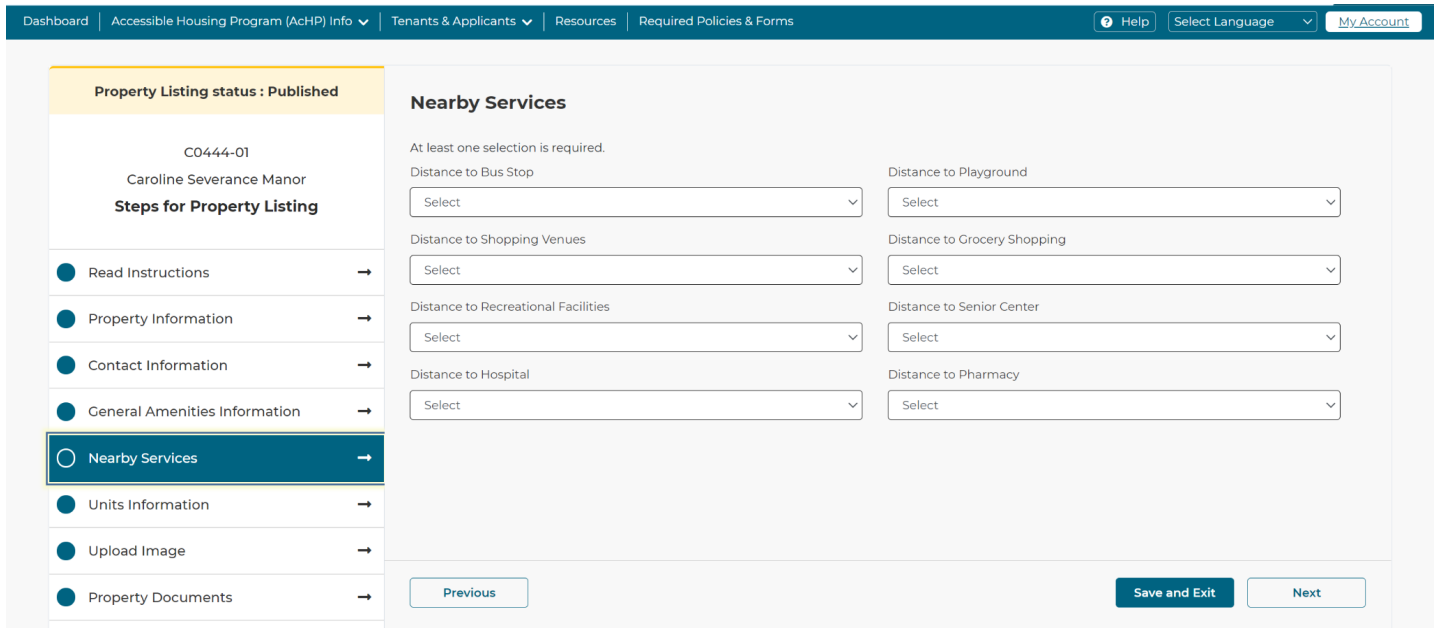
Enter all applicable information about the general amenities at your property.

D. Nearby Services

Enter information about services near your property.

E. Units Information
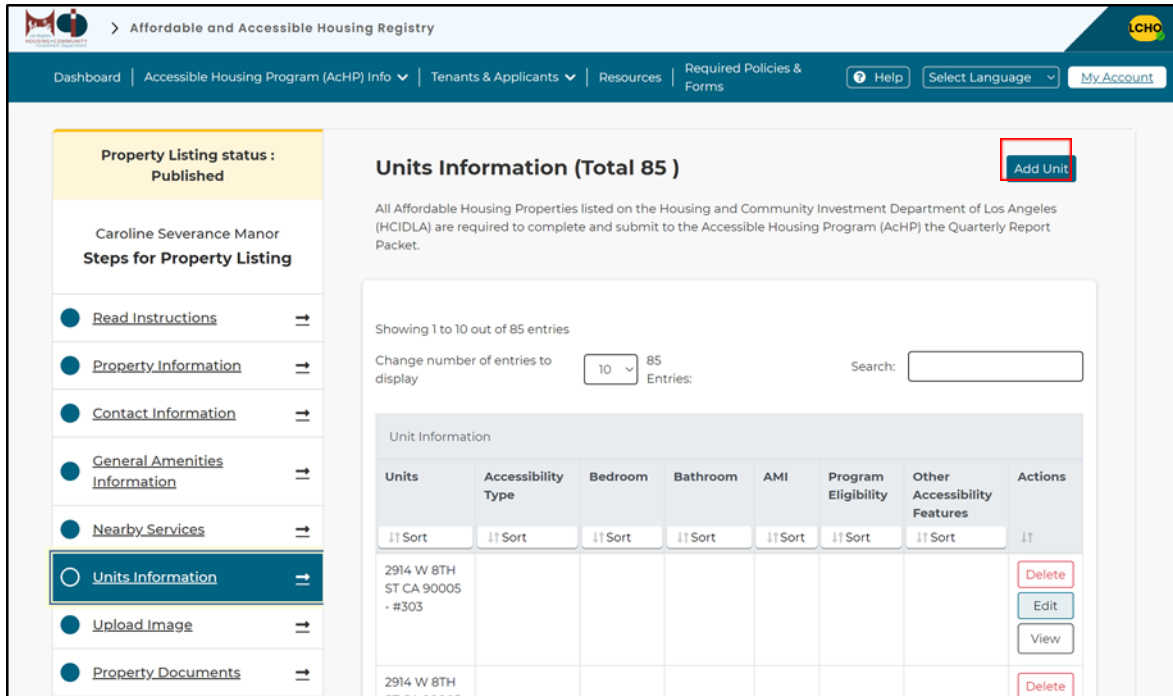
List all affordable units including accessible units – Mobility and Hearing/Vision units. Complete program eligibility and AMI percentage if applicable. **Please review the units already listed to avoid duplicating units**.
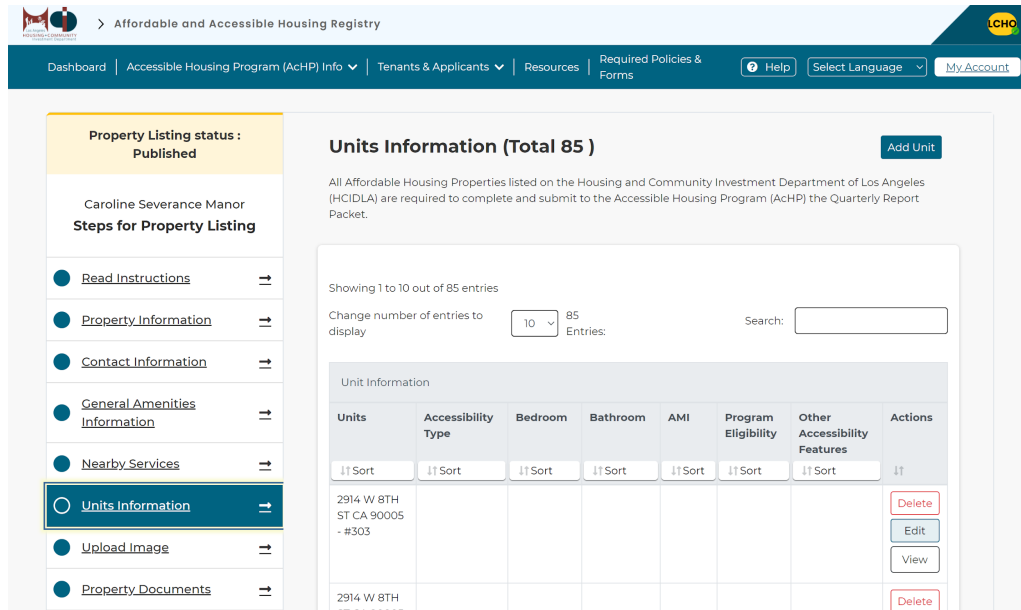
1) Click "Edit" or "Delete" to make changes to units that are already listed.
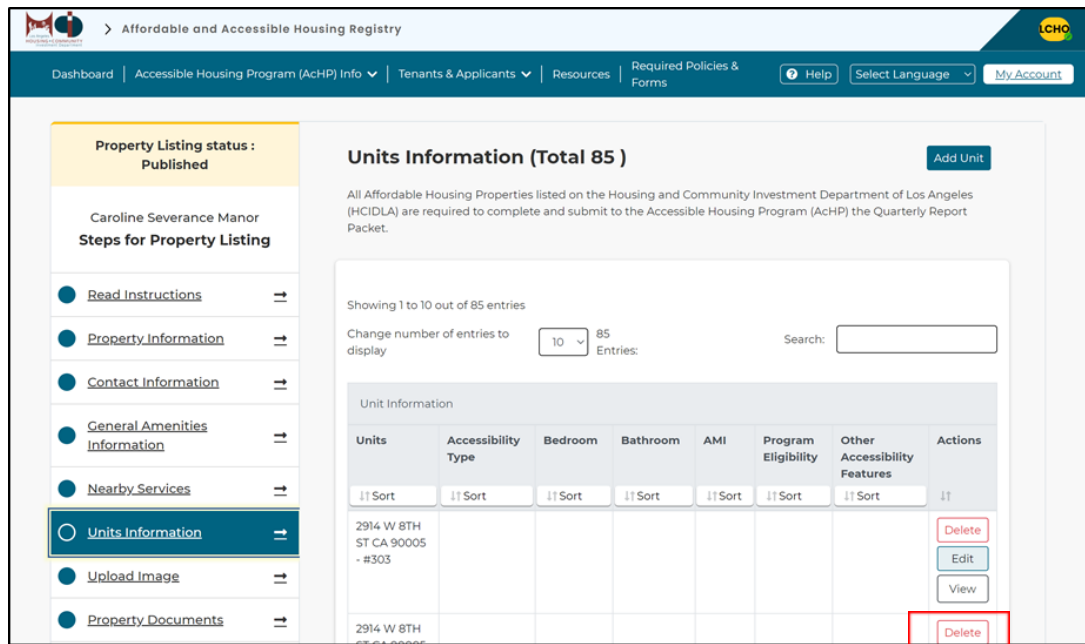
2) Click "Add Unit" to add unlisted units. Complete the pop-up window with all applicable information. You can also copy information to multiple units. Make sure to complete occupancy information for each unit. All unit information will be reviewed by the Los Angeles Housing Department (LAHD) for accuracy.

Continued on next page.

Add Unit Information

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

House Number

2914

House Fraction Number

Street Name

8TH

Street Direction

W

Street Type

ST

* Unit Number

City

LOS ANGELES

Zip Code

90005

Unit sq ft

sq ft =

* Total Bedrooms

Select

Total Bathrooms

Select

* Is the Unit Occupied?

○ Yes   ○ No

* Unit Occupied by Person with Disability?

○ Yes   ○ No

Add Unit Information

Tenant Referred Unit

○ Yes   ○ No

* Is this unit accessible?

○ Yes   ○ No

Other Accessibility Features

☐ Street Level
☐ No Entry Stairs
☐ No Stairs Within the Unit
☐ Entry Level Bedroom
☐ Entry Level Bathroom
☐ Entry Level Kitchen
☐ Grab Bars in Bathroom
☐ Enhanced Sensory Features

Program Eligibility (check all that apply)

☐ N/A
☐ Section 8
☐ HOPWA
☐ MHSA
☐ VASH
☐ Other
☐ Seniors over 55
☐ Seniors over 62
☐ HOME
☐ City Bond
☐ Family
☐ Tax Credit
☐ Permanent Supportive Housing

* Fixed or Floating Unit

Select

Rent

$

Deposit

$

Copy the above information (except the address) to multiple units

2914 W 8TH ST 90005- # 405
2914 W 8TH ST 90005- # 406
2914 W 8TH ST 90005- # 501
2914 W 8TH ST 90005- # 502
2914 W 8TH ST 90005- # 503

Cancel   Save

Tip: You may copy all of a unit's information (except the address) to multiple units.

F. Upload Property Images

1) Upload property images (e.g., front view, common area view, bedroom, bathroom, laundry room, etc). **All images must be taken in landscape form (horizontal not vertical); at least 3 images are required.** Include an image description under "File Description". Only images approved by AcHP will be displayed for public view on the Housing Registry. You will be able to change view order by clicking "Updated Order Number" and view what the public will see by clicking on "Public Preview."

G. Property Documents

Upload the AcHP *__approved__* Affirmative Marketing Flyer here, if applicable.
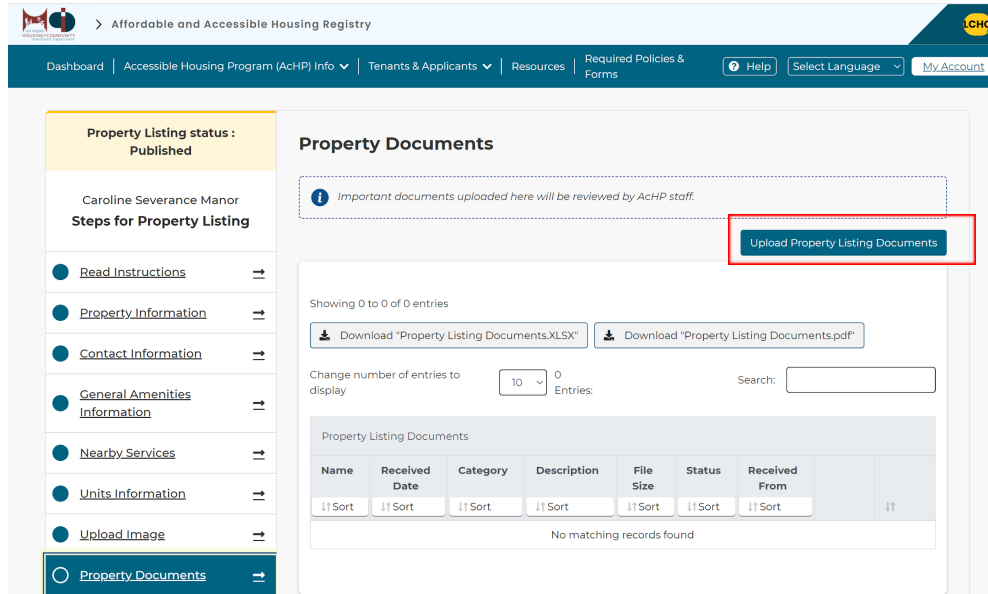
1) Click "Upload Property Listing Documents" to upload.
2) Select the document category from the drop-down menu. Add a File description and comments if needed.
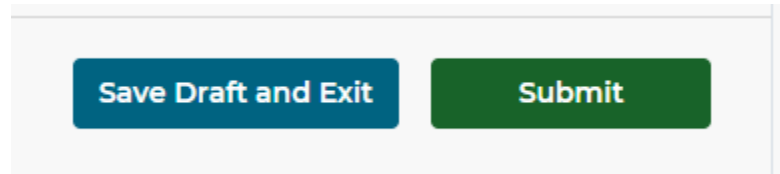3) Click on the "Drop files to upload" box, and select the appropriate file/documents to upload.
4) Press the "Upload" button.
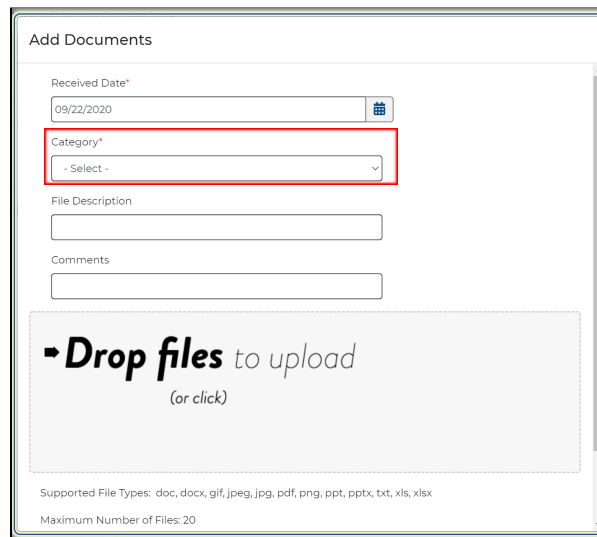
H. Property Listing: Submission, Review, Corrections, & Approval

1) At any time, you can click "Save and Exit" to save and stop editing the property listing. Click "Next" to continue editing the property listing.

2) When you are done editing the property listing, you must click "Submit" on the last section, "Property Documents," of the property details module. "Save and Exit" DOES NOT send to LAHD; only "Submit" does.
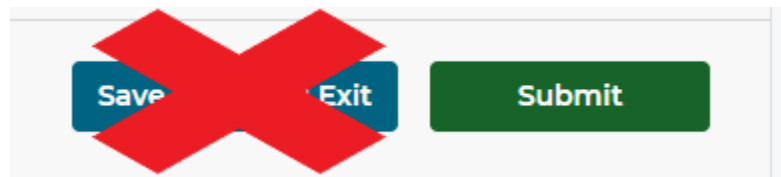
3) Once your property listing has been submitted, LAHD staff will begin their two-level review of all the information within the listing.

4) If any errors are found within the listing, staff will request corrections and the listing is returned to you via the listing module. The property is to input and revise all requested corrections into the Property Listing as listed in the red comment box on the top, right-hand side of the screen. The left side is "flagged" red to draw your attention to each section that has corrections requested. Only the sections that are "flagged" red may be edited.

5) Once the property completes its corrections they must resubmit the listing for review and approval. Be sure to click "Submit" in order to do so.

6) Once approved, all edits/updates made to the property listing will be reflected across the registry.

5. Manage Property Document Submissions

Click on "Manage Documents" to upload property documents such as the Utilization Survey of Occupancy, Self-Certification of Adoption and Compliance, etc.

1) Click "Upload Property Documents" to upload.

2) In the window that appears, select the document category from the drop-down menu. Add a File description and comments if needed.
3) Click on the "Drop files to upload" box, and select the appropriate file/documents to upload.

6. Application List

Click "Pre-Application List" to view all pre-applications received for the lottery or the waiting list.

1) Click on "Edit Position in Lottery and Waiting Lists" to input the lottery and/or conventional unit waiting list position number for each pre-applicant. Only add a waiting list position number if you have already reviewed the pre-application and property application according to your Tenant Selection Criteria and have found the applicant to be qualified.

2) Each pre-application will have a pre-application number, applicant's name, unit size, and type, and submitted date and time.

   Tip: Click on the up/down arrow under the "Submitted Date" column to reorder the applicants from earliest to latest to properly input a lottery and/or waiting list position number.

3) **Application Status**: You may decline pre-applications that do not meet your Tenant Selection Criteria by clicking the Pre-Application # hyperlink, looking for the Action button, and declining. You must enter a valid reason for the decline. You may also change the status of a pre-application to "Pending" if you are in the process of reviewing the applicant. You can place an individual in your Accessible Unit Waiting List by assigning them an AUWL position number within the Quarterly Report Module. All applications should be reviewed in accordance with the property's tenant selection process. Application review should be completed within a reasonable time.

Action	Status	Meaning
None	Submitted	Pre-application was submitted but no action has been taken
Pending	Pending	Property Management Staff is reviewing application
Decline	Declined	Pre-application declined by Property Management staff
Assign Accessible Unit Waiting List Position Number via the Quarterly Report Module	Waitlist	Pre-application reviewed and processed. Applicant has been added to waiting list.
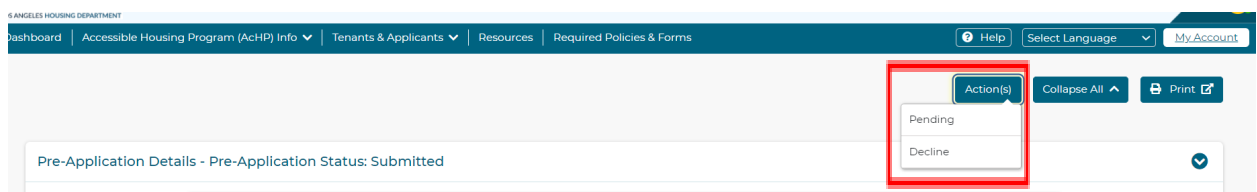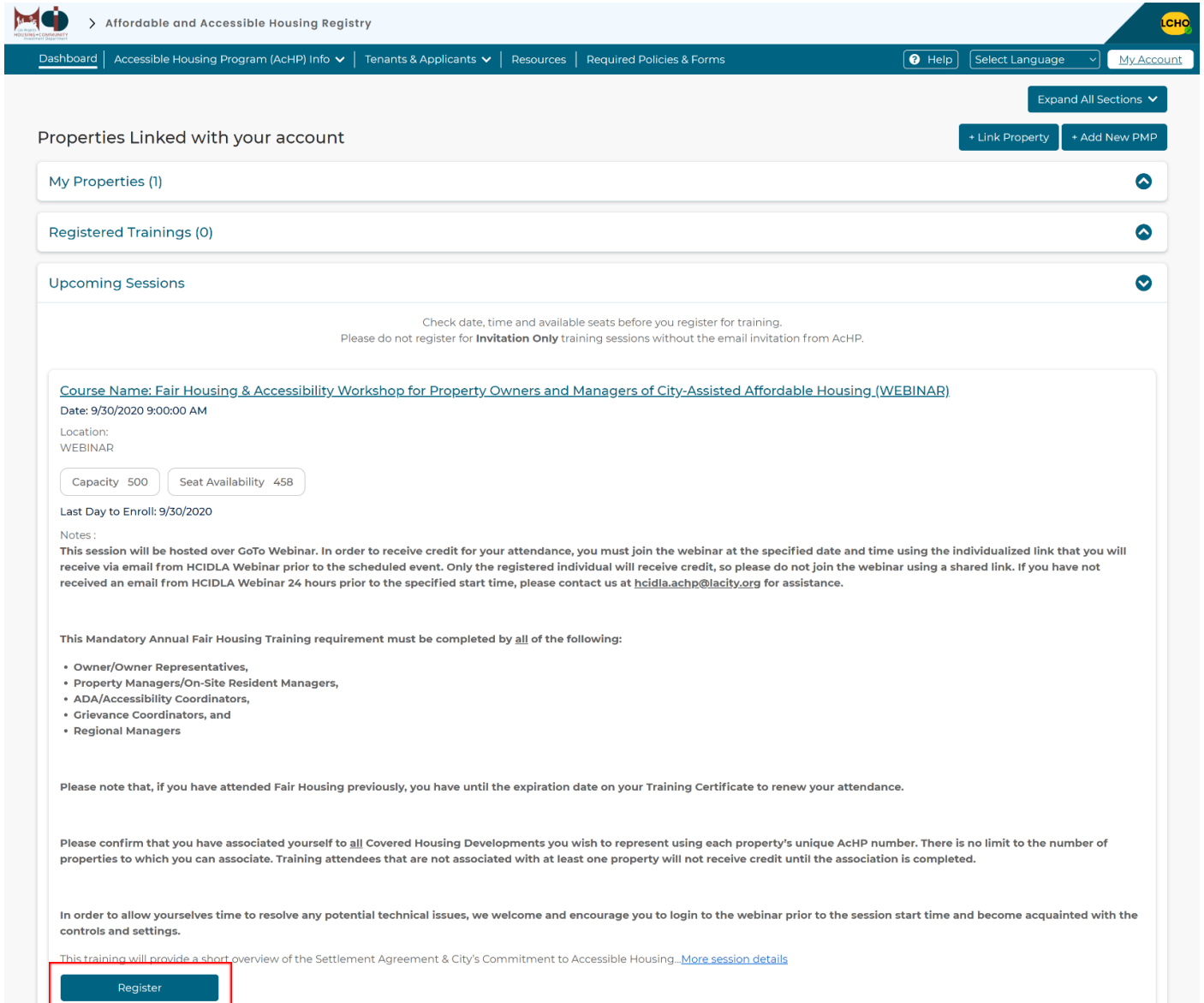
7. Register for Training

AcHP has a number of trainings that are made available to property management staff. Follow the steps below to register for available training.

a) Review training sessions listed under "Upcoming Sessions".

b) Check the date and time of the training and click "Register".

c) Click "Confirm" on the following screen to complete the training registration. After confirming registration you will receive a separate email in the days leading up to the

training that will contain the necessary information and link to join the Zoom webinar.

NOTE: If the training required you to manually register yourself on Zoom, a link should have been made available to you in the description of the training, before clicking confirm.

Important: The Fair Housing & Compliance Policies and Procedures Workshop is mandatory and attendance is required annually for Owner or Owner Representative, Senior Property Manager, Property Manager or On-site Manager, Disability Coordinator, Grievance Coordinator, and Regional or Compliance Manager. Training attendees must associate themselves with the property they represent otherwise they will not be able to register for or attend the training.

8. Quarterly Report Submission

Quarterly Reports are now completed online, directly through the Registry. The "Quarterly Reports" section is where you can edit/update your reports versus the "Previously Submitted Quarterly Reports (View Only)" section where you can view those reports already submitted. Under the "Quarterly Reports" section, click "Edit QR". Instructions on how to complete the Quarterly Report will be issued separately, contact your assigned analyst for further guidance.

a) Quarterly Report Submission Deadlines:

Reporting Period	QR Submission Period
Q1 Jan 1 - Mar 31	Apr 1 - 10
Q2 Apr 1 - Jun 30	Jul 1 - 10
Q3 Jul 1 - Sept 30	Oct 1 - 10
Q4 Oct 1 - Dec 31	Jan 1 - 10

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9. Property Management Plan (PMP) Submission
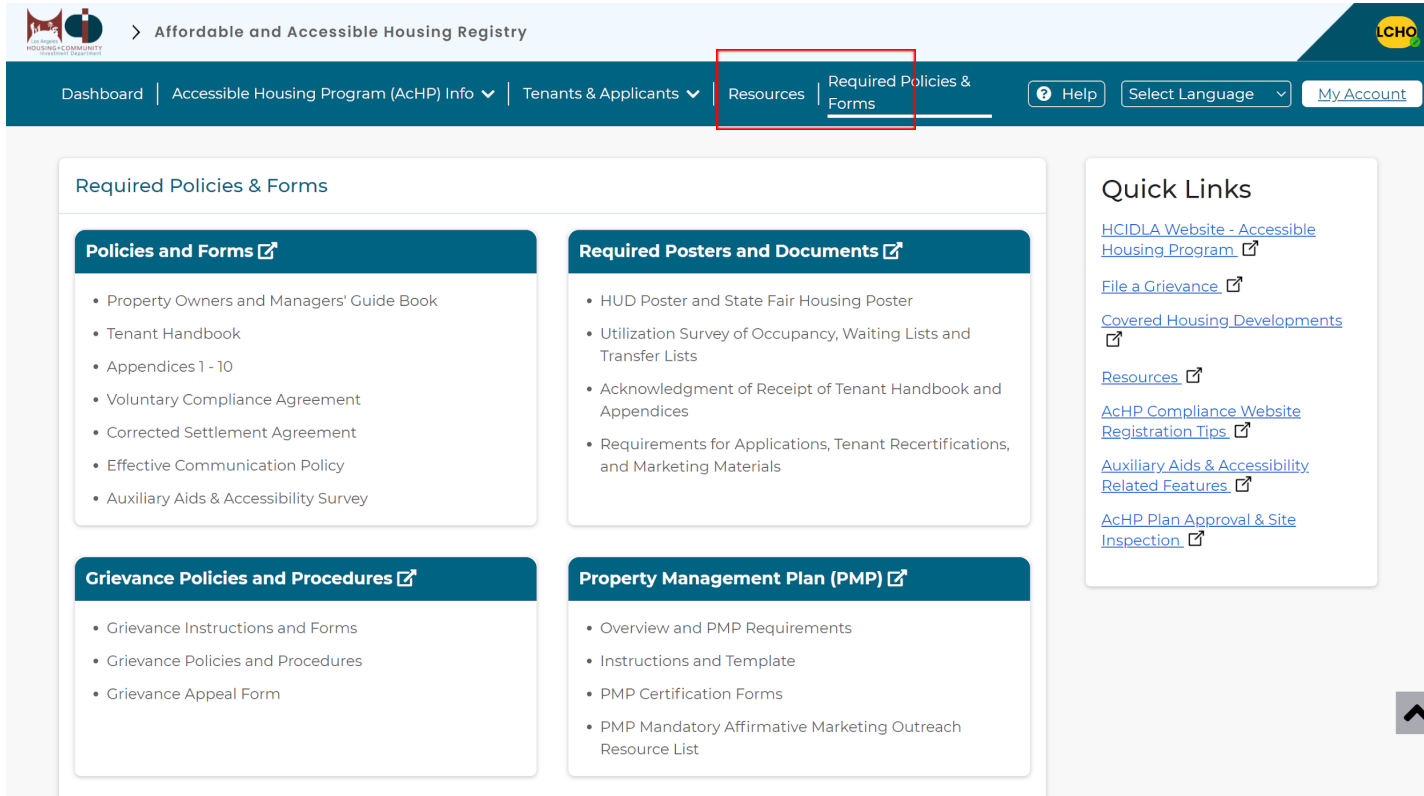
Before submitting a PMP, property management staff should discuss the submission method with the assigned AcHP Analyst to determine the best method of submission for the property. If the Analyst determines the Property is to submit a PDF version of the PMP, staff must download and complete the PMP Packet from the "Required Policies and Forms" section of the Registry and submit a copy to the assigned Analyst. To submit a PMP via the Registry, click "+ Add New PMP" on your dashboard. Instructions on how to complete the PMP via the Registry will be issued separately.

10. Required Policies & Forms (AccessHousingLA.org)

All required policies and forms are available on our website under the "Required Policies & Forms" tab. There are four sub-sections.

A. Policies and Forms

1) Fair Housing Policy Related to Disability: Guidance and Requirements for Property Owners and Managers

2) Tenant Handbook: Rental Occupancy Policies Related to Disability

3) Appendix 1 – Definitions

4) Appendix 2 – Notice of Right to Reasonable Accommodations and Auxiliary Aids Pursuant to Effective Communication Policy

- Appendix 2 is required to be posted in every rental office or common area accessible to tenants and applicants.

- Appendix 2 is required to be added to Rental Application Package

5) Appendix 3 – Optional Request Form for Reasonable Accommodations and/or for Auxiliary Aids Pursuant to Effective Communication Policy

6) Appendix 4 – Additional Information for a Request for Reasonable Accommodations

7) Appendix 5 – Approval or Denial of a Reasonable Accommodation Request, including Reasonable Modification and Effective Communication Requests

8) Appendix 6 – Lease Addendum – Tenant's Agreement to Vacate Accessible Unit

9) Appendix 7 – Request for Priority for a Unit with Accessibility Features

10) Appendix 8 – Supplemental and Optional Contact Information for Applicants

- Appendix 8 is required to be added to Rental Application Package

11) Appendix 9 – Property Management Contact information

12) Appendix 10 – Housing Resources for Tenants with Disabilities

13) Voluntary Compliance Agreement

- Effective August 2, 2019, the City entered into a Voluntary Compliance Agreement with the U.S. Department of Housing and Urban Development.

14) Corrected Settlement Agreement

- Effective September 5, 2016, the City entered into a settlement agreement with the plaintiffs, *Independent Living Center of Southern California, et al*.

B. Required Posters and Documents

1) Area Median Income (AMI) Income and Rent Limits

2) Required Documents for Compliance with Policies and Procedures

- All listed documents are required for policy compliance.

3) Rental Application Cover Page – Template

- Rental Application Cover Page is required to be added to the Rental Application Package.

4) Annual Recertification Cover Page – Template

5) HUD Fair Housing Poster

- This poster is required to be posted in every rental office or common area accessible to tenants and applicants.

6) DFEH Fair Housing Poster – English & Spanish

- Both English and Spanish versions of DFEH Fair Housing Posters are required to be posted in every rental office or common area accessible to tenants and applicants.

7) Utilization Survey of Occupancy, Waiting List and Transfer list

- All Covered Housing Developments are required to submit the Utilization Survey of Occupancy to AcHP.

- Do not send the individual Occupancy Surveys to AcHP. These are used to aid you in filling out the Utilization Survey of Occupancy excel sheet. However, please retain the Occupancy Surveys in the event of an audit.

8) Tenant Acknowledgment of Receipt of Rental Occupancy Policies: Tenant Handbook and Appendices 1-10

- Household signatures are required annually for the Tenant Acknowledgement of Receipt

- The Revised Policies consist of two parts: (1) Tenant Handbook and (2) Appendices 1 – 10.

- All Covered Housing Developments are required to distribute the complete Revised Policies to each household during lease-up and redistribute them on the anniversary of their tenancy if requested. Be sure to include any Manager's Units as they are considered tenants of the property.

9) Requirements for Pre-Applications, Tenant Recertification, and Marketing Materials

10) Equal Housing Opportunity Logo

- Equal Housing Opportunity Logo is required on all written documents such as application package, tenant recertification, and marketing materials.

11) Universal Symbol of Accessibility

- Universal Symbol of Accessibility is required on all written documents such as application package, tenant recertification, and marketing materials.

C. LAHD Grievance Policies and Procedures

12) Grievance Instructions and Form

13) Grievance Policies and Procedures

14) Grievance Appeal Instructions and Forms

D. Property Management Plan (PMP)

    15) Required Features of Accessible Units

    16) Property Management Plan (PMP) Information Packet

If you require further assistance, please contact AcHP.