User's Guide to the

Affordable & Accessible Housing Registry

for Owners and Property Managers

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1. Visit AccessHousingLA.org
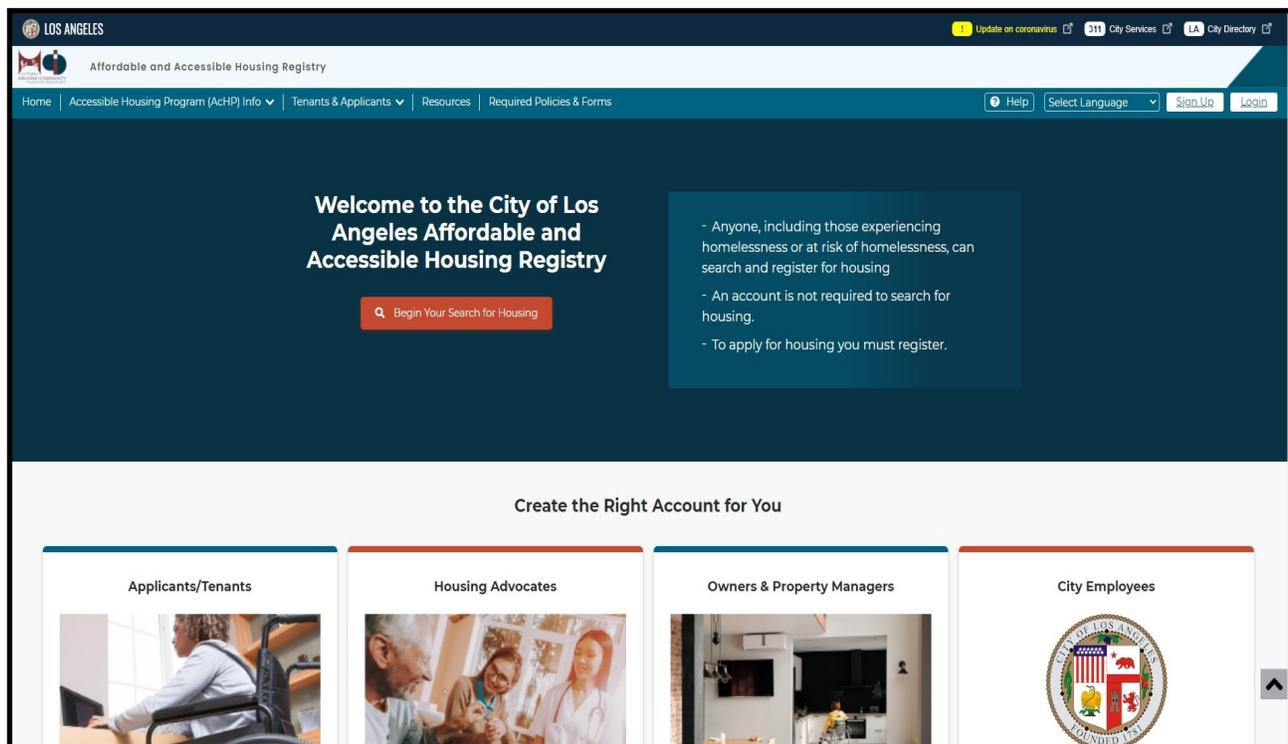
The Los Angeles Affordable and Accessible Housing Registry (AAHR) can be accessed through the web url: **AccessHousingLA.org**. This website provides tenants, housing advocates, and property managers the tools to access, apply, and track the Covered Housing Developments in the City of Los Angeles. You 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

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: HCID-LA.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

Relation with Property	Default Mailing Contact
☐ **Owner** ⓘ You are the owner or designated contact for the owner of this property.	3590 Elm AVE Long Beach CA 90807
☐ **Property Manager** ⓘ You are the property manager of this property/location.	111 S Lucas AVE Los Angeles CA 90026
☐ **Managing General Partner** ⓘ You are the managing partner of the organization that owns this property in which there is more than one responsible owner.	
☐ **Accessibility 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 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

My Properties (1)

⬇ Download "My Properties.XLSX"   ⬇ Download "My Properties.pdf"

Property has been unlinked from your account.

Showing all entries

My Property Search: [   ] [Search]

My Properties

AcHP File#	Property Name	Property Address	Relationship To Property	Property Status	Listing Status	Applications Received	Action
Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort
F0300-01	Mosaic Gardens at Westlake ⤢	111 S LUCAS AVE LOS ANGELES CA 90026	Managing General Partner, Owner	Wait List	Correction Requested	101	Link/Unlink Manage Documents View/Edit Listing Application List

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

Link Property

ⓘ To link this property to your profile, please select one or more checkboxes below.
ⓘ To unlink this property, please deselect all of the checkboxes below.

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

My Properties (1)								⌄
⬇ Download "My Properties.XLSX"	⬇ Download "My Properties.pdf"							
Property has been unlinked from your account.								
Showing all entries								
						My Property Search:		Search
My Properties								
AcHP File#	Property Name	Property Address	Relationship To Property	Property Status	Listing Status	Applications Received	Action	
Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort	
F0300-01	Mosaic Gardens at Westlake ⬀	111 S LUCAS AVE LOS ANGELES CA 90026	Managing General Partner, Owner	Wait List	Correction Requested	101	Link/Unlink Manage Documents View/Edit Listing Application List	

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

My Properties (1)

[Download "My Properties.XLSX"] [Download "My Properties.pdf"]

Property has been unlinked from your account.

Showing all entries

My Property Search: [   ] [Search]

My Properties

AcHP File#	Property Name	Property Address	Relationship To Property	Property Status	Listing Status	Applications Received	Action
Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort
F0300-01	Mosaic Gardens at Westlake 🔗	111 S LUCAS AVE LOS ANGELES CA 90026	Managing General Partner, Owner	Wait List	Correction Requested	101	[Link/Unlink] [Manage Documents] [View/Edit Listing] [Application List]

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.

[Upload Property Documents]

Showing 1 to 10 out of 31 entries.

[Download "Property Documents.XLSX"] [Download "Property Documents.pdf"]

Change number of entries to display [10 ▼]   Property Documents Search: [   ] [Search]

Property Documents

Name	Received Date	Category	Description	File Size	Status	Received From	
↕	↕	↕	↕	↕	↕	↕	
z_test (30).txt	01/05/2021	Outreach/Affirmative Marketing Documents		1 Bytes	Submitted		[Delete] [Download]

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

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 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)

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

Collapse All ⌃

Properties Linked with your account   + Link Property   + Add New PMP

| My Properties (2) | ⌃ |

| Registered Trainings (0) | ⌄ |
| No record found. | |

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.

Add New PMP

You can only submit PMP for properties that are linked to your account. Be sure to link properties to your account before you submit PMP.

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

Select Property Address: *

| Select One | ⌄ |

Select Construction Type: *

| Select One | ⌄ |

Select Coordinated Entry System (CES) for homeless applicants Type: *

| Select | ⌄ |

Cancel   Add Details

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
- Auxiliary Aids & Accessibility Survey

Required Posters and Documents ⧉

- HUD Poster and State Fair Housing Poster
- Utilization Survey of Occupancy, Waiting Lists and Transfer Lists
- 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

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 **HCIDLA.ACHP@lacity.org**.