LAHD
LOS ANGELES HOUSING DEPARTMENT

SEPTEMBER 2023

AcHP
NEWSLETTER

Welcome to the Accessible Housing Program (AcHP)'s newsletter! You received this message because you are an owner or staff member of a property management company responsible for a Covered Housing Development. The main goal of this partnership between your business and AcHP is ensuring people with disabilities have an equal opportunity to rent, use, and enjoy affordable housing in the City of Los Angeles.

This newsletter will provide timely, relevant information to help you better understand all of our responsibilities related to the AcHP, fair housing laws, and the Americans with Disabilities Act. We will highlight enhancements to the Affordable and Accessible Housing Registry, feature helpful information and tips regarding completing your Quarterly Reports and Property Management Plans, share upcoming training dates, and much more.

Summaries of Policies
and
Questions and Answers

Included in this issue are links to two very useful documents:

A new Summary of Policy Requirements**,** which is a six-page document that summarizes the information contained in the Tenant Handbook and Appendices. The Summary can be provided to tenants at annual recertification instead of the full Tenant Handbook. **However, the full Tenant Handbook and Appendices must be provided to any new tenant. Additionally, a complete copy of the Tenant Handbook must be made available to a tenant upon request at any time.**

A new Q&A About Your Rights as a Tenant or Applicant with a Disability. This allows for the reader to directly look up specific questions, which we've found to be the most frequently-asked. By making this supplemental document and the Summary available, we're confident that we'll give everyone a chance to learn their rights as a tenant or applicant with a disability.

Confidential Documents

Owners must keep confidential all medical and other information about the individual's disability. If that information is retained by the Housing Development, it must be kept in locked files that are separate from general applicant or tenant files.

Always be mindful not to mix public documents with confidential documents. Any time a tenant requests something like a reasonable accommodation/reasonable modification, that's confidential. The point is to make sure that no confidential documents ever go into your publicly-available binders, where any tenant or outside party can search them.

Importance of the Property Listing

The Property Listing is a requirement for all properties listed on the AcHP registry and is the responsibility of the Owners or Property managers to complete. A detailed user guide will be uploaded to the help section of the Affordable and

Accessible Housing Registry in the coming weeks.
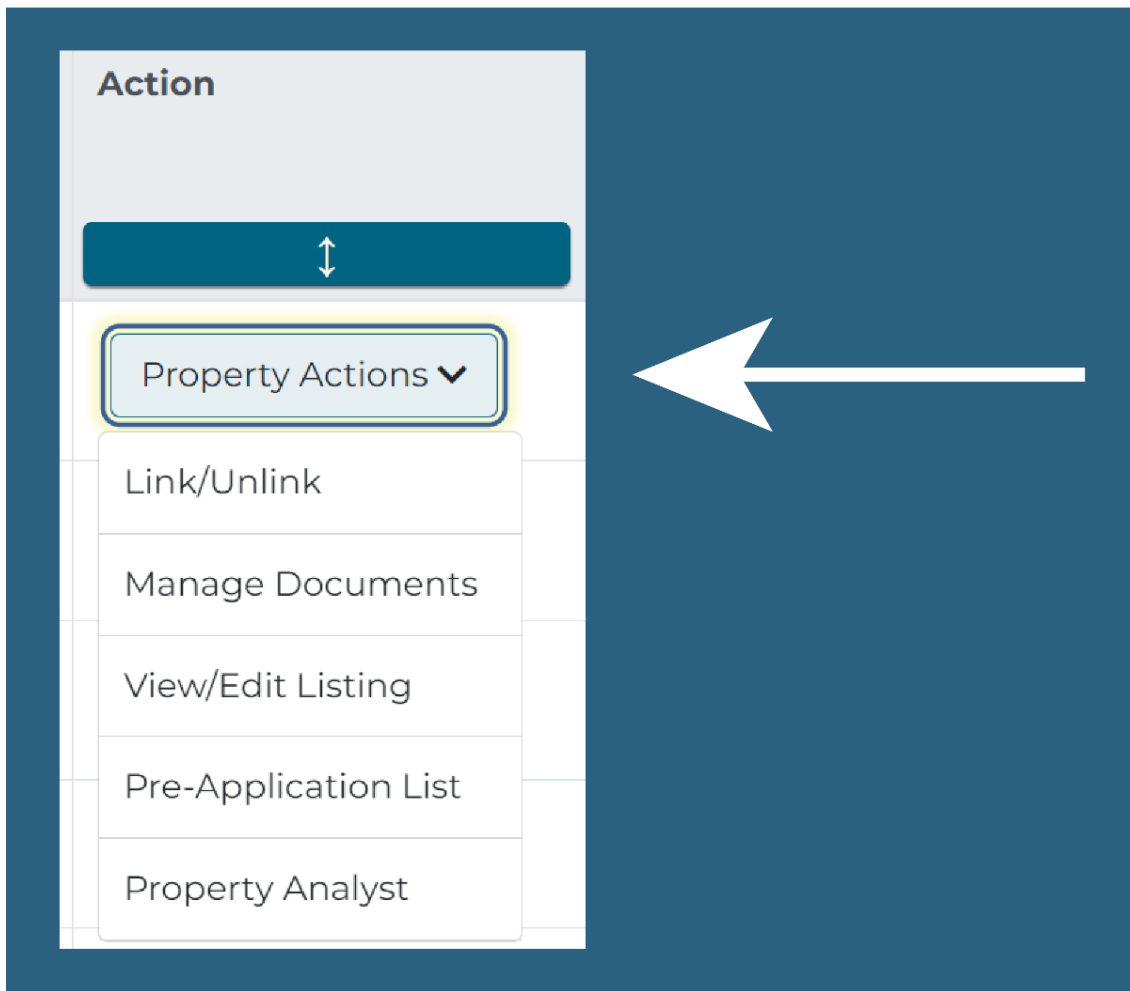
What's In a Property Listing

A Property Listing provides all the information of a property needed for applicants to find a good fit for their living arrangements when looking through the AcHP website such as:

- Contact information
- General Amenities
- Nearby Services
- Unit Information
- Property Images

Typically, when registrants are looking through AcHP website they can find a profile page of all properties that lists the types of apartments available, whether they are single person occupancy or multi-rooms for families, as well as accommodations for mobility or hearing and vision.

How Is It Done

Once the Owner/Property Manager has created and linked their account at AccessHousingLA.org, the Property Listing can be accessed from the Policy Compliance Dashboard (Dashboard). Simply select from the "Property Actions" dropdown menu.

Basis for the Foundation

The Property Listing module is also directly connected to other aspects of your Policy Compliance Dashboard, such as the Quarterly Report and the Property Management Plan (PMP).

The Property Listing must be approved by LAHD before you can proceed with the Quarterly Report or the PMP.
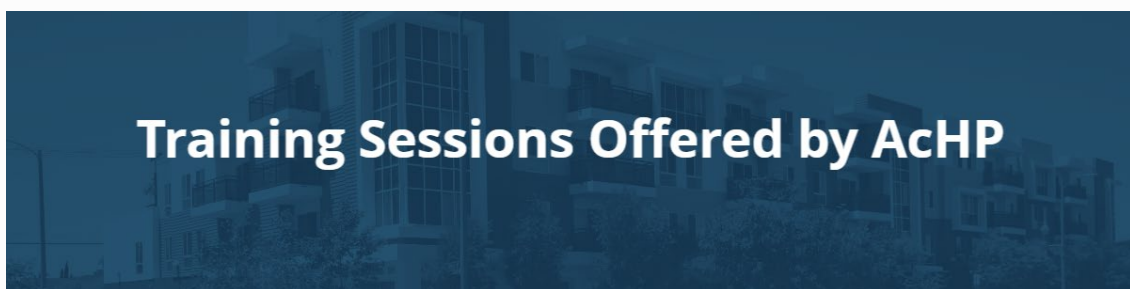
Registration for the following courses is available via the AAHR Dashboard.

To register for the upcoming **Training Session:**

1. Go to accesshousingla.org and log into your account.
2. Review training sessions listed under "**UPCOMING SESSIONS**".
3. Review the upcoming training session options and click "**Register**" for the one that best fits your schedule.
4. Click "**Confirm**" on the following screen to complete the training registration.

Combined Fair Housing Training

Wednesday, October 4, 2023

Wednesday, November 1, 2023

Wednesday, December 6, 2023

Fair Housing and Policy Refresher Training

Wednesday, October 11, 2023

Wednesday, November 8, 2023

Wednesday, December 13, 2023

Navigating the Quarterly Report Training

Wednesday, September 27, 2023

Understanding Reasonable Accommodation/Modification Training

Wednesday, November 15, 2023

Effective Communication Training

Wednesday, October 25, 2023

Quarterly Report Due Dates

Property Management Agents! Quarterly Reports for your properties must be submitted via the Affordable and Accessible Housing Registry (AAHR):

First Quarter: January 1 – March 31
Due: April 1-10

Second Quarter: April 1 – June 30
Due: July 1-10

Third Quarter: July 1 – September 30
Due: October 1-10

Fourth Quarter: October 1 – December 31
Due: January 1-10

Systems improvement: Opt out of your copy of notifications

Until now, when you've made a change to a Waiting List or Lottery number, the system has sent an automatic alert email to the applicant and a copy of that email to you. Some O/PMs have found this helpful, but others have told us it is unnecessary, so we've made a small change that allows you to choose whether you receive this email or not.

Now, you will see a button that allows you to opt out from receiving a copy of the email. You can opt back in if you find you'd rather get the alert after all – whatever works best for you.

pen Accessible Unit Waiting List	Published	Policy Certification Issued	1041	ink/Unlink	
wner/Property Manager Not Accepting pplications	Published	-	0	Manage Documents	
pen Accessible Unit Waiting List	Published	Policy Certification Issued	34	View/Edit Listing	
				Pre-Application List	
				Property Analyst	
pen Accessible Unit Waiting List	Published	Policy Certification Issued	146	Property Actions ⌄	
e-Development	Published	-	0	Property Actions ⌄	
pen Accessible Unit Waiting List	Pending Review	Pending Certification	26	Property Actions ⌄	

re-Application List - Sorted By Submitted Date and Time in descending orde

e-Application Number	First Name	Last Name	Bedrooms	Acc
⇕	⇕	⇕	⇕	
R230710-00006	Applicant	dev	1	Mo
R230709-00003	manish	dev	1	Hea
R221101-00001	applicant	dev	1	Hea
R220915)02	Applicant	Dev	1	Mo
R220)0010	Ram	Shyam	1	Mo

Select the box to opt out from receiving a copy of the email sent to the app

LAHD
LOS ANGELES HOUSING DEPARTMENT

lahd.achp@lacity.org

1200 W 7th St., 9th Floor
Los Angeles, CA 90017

(213) 808-8550

Visit Us Online!
AccessHousingLA.org