

WHO CAN I CONTACT?

LAHD WEBSITE

housing.lacity.gov

REAP SECTION MAILING ADDRESS + HELPLINE

PO Box 17460

Los Angeles, CA 90017-0460

(844) 864-REAP (7324) or (213) 275-3492

(Monday - Friday, 9 AM - 4 PM)

E-mail: lahd.reap@lacity.org

For questions regarding status of the property in REAP, rent payments into the escrow account, applying for the release of escrow funds, REAP removal status. For balance statements/payments into the escrow account please contact lahd.reap.accounting@lacity.org

REAP FINAL ACCOUNTING SECTION

(213) 808-8884 (Monday - Friday, 9 AM - 4 PM)

E-mail: lahd.demandrequest@lacity.org

For questions regarding status of final accounting, fees owed to LAHD, submitting a Demand/Payoff Request Form.

HEARINGS SECTION

(213) 808-8600 (Monday - Friday, 9 AM - 4 PM)

E-mail: lahd.gmhearings@lacity.org

For questions regarding a General Manager's Hearing or appealing a General Manager's Decision to the Appeals Board.

TENANT OUTREACH SERVICE PROVIDERS

Coalition for Economic Survival

(213) 252-4411

<https://www.cesinaction.org/>

info@cesinaction.org

Inner City Law Center

(213) 891-2880

<https://innercitylaw.org/>

fsoto@innercitylaw.org

Inquilinos Unidos

(213) 483-7497

<https://www.inquilinosunidos.org/>

info@inquilinosunidos.org

Strategic Actions for Just Economy

(213) 745-9961

<https://www.saje.net/>

info@saje.net

OWNER OUTREACH SERVICE PROVIDER

The Eberly Company

(323) 937-6468

<https://eberlyco.com/>

deena@eberlyco.com

HOW CAN I GET GENERAL INFORMATION?

LAHD CUSTOMER SERVICE SECTION

For general information regarding tenant/property owner rights under the (1) Los Angeles Housing Code, (2) the REAP Ordinance, (3) the Rent Stabilization Ordinance [RSO], (4) the Tenant Anti-Harassment Ordinance [TAHO], or to obtain the Notice to Comply, report code violations or **submit a tenant harassment complaint**, you may contact LAHD at

- Hotline: 1-866-557-7368 (toll free)
- Submit a question at housing.lacity.gov/ask-housing
- Submit a complaint online at housing.lacity.gov
- For additional information or **legal assistance**, please visit: stayhousedla.org

TTY: If TTY is needed, please use the Telecommunication Relay Services (TRS) or dial 711.

You may also visit the LAHD public counters, Monday through Friday, from 9:00 AM to 4:00 PM. Appointments can be scheduled in person or virtually (online). Walk-ins (with no appointment) will be available on a limited basis. Please schedule an appointment to guarantee you receive services.

LAHD'S PUBLIC COUNTERS



Central/Sunset Regional Office

1910 Sunset Boulevard, Suite 300
Los Angeles, CA 90026



East Regional Office

2130 E. 1ST Street, Suite 2600
Los Angeles, CA 90033



North/Valley Regional Office

6400 Laurel Canyon Boulevard, Suite 610
North Hollywood, CA 91606



South Regional Office

Constituent Service Center

8475 S. Vermont Avenue, 2nd Floor
Los Angeles, CA 90044



LAHD

LOS ANGELES HOUSING DEPARTMENT

Rent Escrow Account Program

How will it affect
you?



WHAT IS REAP?

The Rent Escrow Account Program (REAP), Los Angeles Municipal Code (LAMC) 162.00, et seq., is an enforcement program established by the City of Los Angeles to ensure that:

- Residential buildings are maintained and repaired
- Rental housing is safe, habitable, and free of blight

HOW DOES A PROPERTY GET PLACED INTO REAP?

The Los Angeles Housing Department (LAHD) accepts a property into REAP when:

- The property has been cited for health, safety, habitability, or other code violations.
- The owner has failed to resolve these violations before the period allowed by the Order for compliance.
- Upon receipt of a Notice of Acceptance (NOA) into REAP, the owner may contest LAHD's decision at a General Manager's Hearing (LAMC 162.06). After considering all evidence and testimony at the hearing, the General Manager may affirm, modify or reverse LAHD's decision to accept the property into REAP. Any aggrieved party may appeal the General Manager's decision to the Rent Adjustment Commission (RAC) Appeals Board within 15 calendar days. In the event of an appeal, an Appeals Board Hearing will be held and a final Appeals Board Determination will be issued. If there is no appeal to the RAC, then the General Manager's decision becomes a final decision.

WHAT HAPPENS IF A PROPERTY IS PLACED INTO REAP?

Once the decision to accept a property into REAP is final:

- Tenants from affected units are entitled to a rent reduction.
- A REAP Escrow Notice is issued, informing the property owner(s) and the tenants that LAHD created an escrow account for collection of rent.
- Tenants are encouraged to participate in REAP by depositing their monthly rent into the LAHD escrow account.
- Payment coupons and instructions for paying rent into the escrow account will be mailed to tenants every month that the property remains in REAP.
- A \$50.00 REAP Administrative Fee per unit per month is billed to the owner while the property is in REAP.
- A notice that the property was placed into REAP is recorded on title with the Los Angeles County Recorder.
- The owner must attend a REAP Workshop within six months of the property's acceptance into REAP.
- Tenant and Property Owner Outreach Service Providers are assigned to assist and educate tenants and owners regarding their rights and responsibilities under the REAP program.

WHAT IS THE RENT REDUCTION DETERMINATION AND HOW DOES IT WORK?

Based on the nature & severity of the violations (low, medium or high) and any history of past violations, each affected unit receives a Rent Reduction Determination of 10% - 50%. LAHD notifies by mail the owner and the tenants of each affected unit the date when rent reductions take effect and the rent reduction percentage amount. Rent reductions remain in place until 30 days after the City Council approves removal of the property from REAP.

LAHD encourages tenant participation into the REAP escrow account so that available funds in the escrow funds can be used to make repairs, pay outstanding utility bills or for voluntary relocation. Tenants are provided a receipt by LAHD of rent payments into the escrow account. Payments can be made in person at the LAHD public counters and by mail. Rental payments may be in the form of a personal check, money order, or cashier's check. At any time, a property owner may request in writing a report regarding rents paid into the REAP escrow account.

WHO CAN ACCESS THE ESCROW ACCOUNT FUNDS?

Property Owners, tenants and interested third parties may file an application requesting to withdraw money from the REAP escrow account for the following reasons:

- To prevent shutoff / maintain utilities and essential services
- For future repairs or reimbursement of completed repairs
- If a tenant voluntarily wishes to relocate from the unit
- To satisfy a judgment or court order

To learn more about how to apply and request for the release of escrow funds, please contact the REAP Unit at (844) 864- REAP (7324) or visit our website at: housing.lacity.gov/rental-property-owners/requesting-funds-from-reap

WHAT ARE REAP ADMINISTRATIVE FEES?

While the property is in REAP, LAHD will collect a non-refundable administrative fee of \$50.00 per residential unit, for each full or partial month the units are in REAP and are inhabited. If a tenant pays rent into the REAP escrow account, the \$50 administrative fee for that unit is deducted from the rent payment for that month.

If LAHD is unable to collect the administrative fee from a tenant's rent payment, the property owner is responsible for the administrative fee. Upon removal from REAP and closure of the escrow account, unpaid administrative fees may be collected by LAHD from available funds in the escrow account.

HOW IS THE PROPERTY REMOVED FROM REAP?

To remove a property from REAP, the property owner must:

- Correct all cited violations.
- Schedule a Final Site Visit from the assigned Outreach Service Provider and obtain an advisory opinion.
- Schedule a final inspection and obtain sign-off on all outstanding Orders verifying compliance from the LAHD Code Enforcement Inspector/case manager.

Once these steps are completed, LAHD will verify that there are no pending orders or outstanding balances with:

- Los Angeles Department of Building & Safety (LADBS)
- Los Angeles Fire Department (LAFD)
- Los Angeles County Department of Public Health (LACDPH)
- Los Angeles Department of Water and Power (LADWP)

If any open issues remain, LAHD will notify the property owner of which agency to contact to resolve the matter.

Once a property satisfies all the requirements, LAHD will recommend that the City Council remove it from the REAP program. Upon Council removal, LAHD will:

- Issue a Notice of Removal from REAP and notice of rent restoration. (The escrow account close date & termination of rent reductions will be effective 30 days from the date of City Council approval)
- Terminate the REAP recording on title with the Los Angeles County Recorder

WHAT HAPPENS TO THE ESCROW ACCOUNT AFTER REMOVAL FROM REAP?

After the escrow account closes, LAHD's REAP Final Accounting staff will conduct an assessment of outstanding fees by the owner. These fees will be deducted from the available funds in the escrow account in the following order:

- Any uncollected REAP Administrative fees due.
- Any outstanding fees and penalties imposed under the Los Angeles Housing Code (LAMC 161.101 et seq.).
- For properties under the Rent Stabilization Ordinance (RSO), any outstanding registration fees and penalties.
- Prepayment for two annual inspections.

Any escrow funds remaining after deduction of outstanding fees will be issued to the property owner on title at the time City Council authorized the removal of the property from REAP.