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NOVEMBER 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 to ensure that people with disabilities have an equal opportunity to rent, use, and enjoy a 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.

Summary of Policies and Q & A

In our previous newsletter, we described : (1) “Summary of Policy Requirements” (“Policy Summary”), and (2) “Questions and Answers About Your Rights as a Tenant or Applicant with a Disability” (“Q & A”). We received a few questions, so we’re providing additional clarification today.

The Policy Summary is a condensed version of the Tenant Handbook. The Q & A lists questions tenants and applicants may have about fair housing policies. They direct tenants to the full Tenant Handbook for more details.

Current tenants must be provided annually with either (1) the Summary and Q&A or (2) the full Tenant Handbook and Appendices. Providing just the Summary and Q&A may be easier for you. If you conduct annual tenant recertifications, these documents can be provided as part of that recertification.

New tenants must be provided with a copy of the full Tenant Handbook and Appendices, the Summary, and the Q & A. A copy of the full Tenant Handbook and Appendices must be made available to a tenant any time upon request.

Copies of these documents can be found at the following links :

- [Summary of Policy Requirements](#)
- [Q&A About Your Rights as a Tenant or Applicant with a Disability](#)
- [Full Tenant Handbook](#)

Appendices:

- [Appendix 1 - Definitions](#)
- [Appendix 2 - Notice of Right to Reasonable Accommodations or Modifications](#)
- [Appendix 3 - Optional Request Form for Reasonable Accommodation and/or Auxiliary Aids Pursuant to Effective Communication Policy](#)
- [Appendix 4 - Additional Information for Request for Reasonable Accommodations](#)

- [Appendix 5 - Approval of Denial of a Reasonable Accommodation or Modification Request](#)
- [Appendix 6 - Lease Addendum](#)
- [Appendix 7 - Request for Priority for a Unit with Accessibility Features](#)
- [Appendix 8 - Supplemental and Optional Contact Information for Applicants](#)
- [Appendix 9 - Property Management Contact Information](#)
- [Appendix 10 - Housing Resources for Tenants with Disabilities](#)

Revision to the Posting Requirements

In addition to the current required postings, we are bringing to your attention the requirement to post the Grievance Policy. Historically, it appears that some tenants have been reluctant to file grievances, or haven't fully understood the process or their rights, and we believe that this will clear some things up.

Here are the posting requirements:

- 1.) [HUD Poster](#)
- 2.) [Updated Civil Rights Department \(CRD\) Fair Housing Fact Sheet - English](#)
- 3.) [Updated Civil Rights Department \(CRD\) Fair Housing Fact Sheet - Spanish](#)
- 4.) [Appendix 2](#) - Property name and contact information must be filled in where applicable.
- 5.) [Rental Occupancy Policies Related to Disability](#) (“Tenant Handbook”)
- 6.) Appendices 1-10 (individual links at accesshousingla.org)
- 7.) NEW: Grievance Policy (details below)

This time with posting, we're asking you to add the Grievance Policy - whether you're using your own or our standard language found here in

the [Sample Grievance Policy and Form](#). For consistency, we ask that, if you write your own, it includes the following elements that are built into our sample:

- The right to a meeting to contest the action, with a manager or other supervisory individual not involved in the decision on the action
- The availability of reasonable accommodations and effective communication assistance as needed to participate in the meeting
- The right to view and copy the file and any records related to the adverse action
- The right to present evidence and witnesses at the meeting
- The right to be represented or accompanied by a person of the grievant's choice at the meeting
- The right to receive a written decision within five (5) business days of the outcome of the meeting that states the reason for the decision and the evidence relied on in making the decision
- You can consult the Owner's Guide, Section 2.14, for more details.

Training Sessions Offered by AcHP

Registration for the following courses is available via the AAHR Dashboard.

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

Go to accesshousingla.org and log into your account.

Review training sessions listed under **"UPCOMING SESSIONS"**.

Review the upcoming training session options and click **"Register"** for

the one that best fits your schedule.

Click “**Confirm**” on the following screen to complete the training registration.

Combined Fair Housing Training

Wednesday, December 6, 2023

Fair Housing and Policy Refresher Training

Wednesday, December 13, 2023

Navigating the Quarterly Report Training

Wednesday, December 20, 2023

Understanding Reasonable Accommodation/Modification Training

Wednesday, November 15, 2023

Effective Communication Training

to be determined



Quarterly Report Due Dates

Property Management Agents: Quarterly Reports for your properties must be submitted via the Affordable and Accessible Housing Registry (AAHR). As a reminder, you can work on your Quarterly Report outside of the submission period; you simply need to save your work and submit on or after the 1st of the month.

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

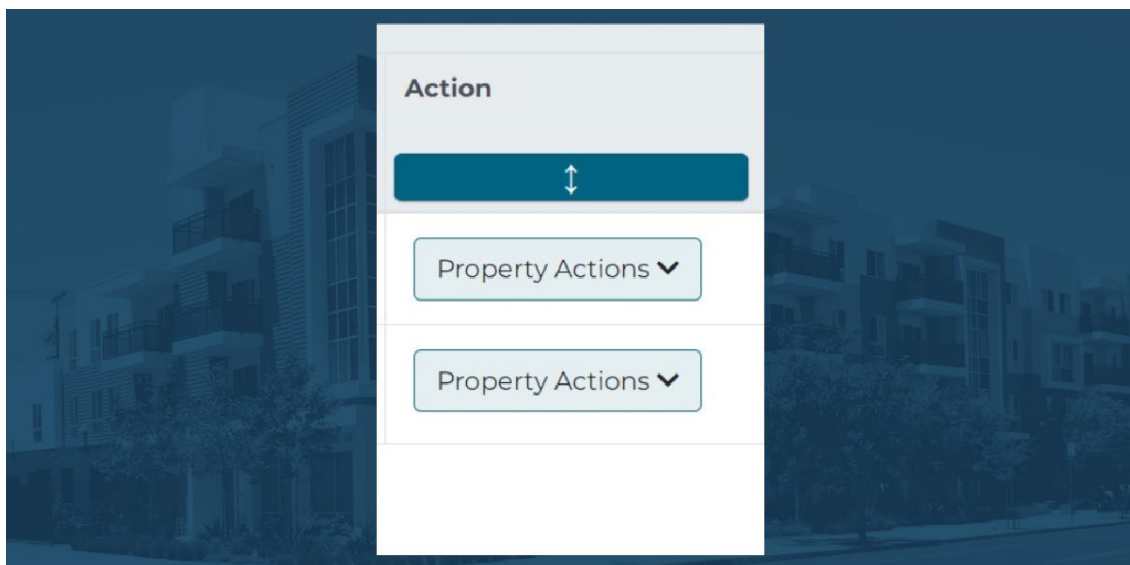
Due: January 1-10

How to determine your assigned AcHP Analyst

AcHP understands that your Assigned Analyst can change from time to time, and we developed this system improvement with you in mind.

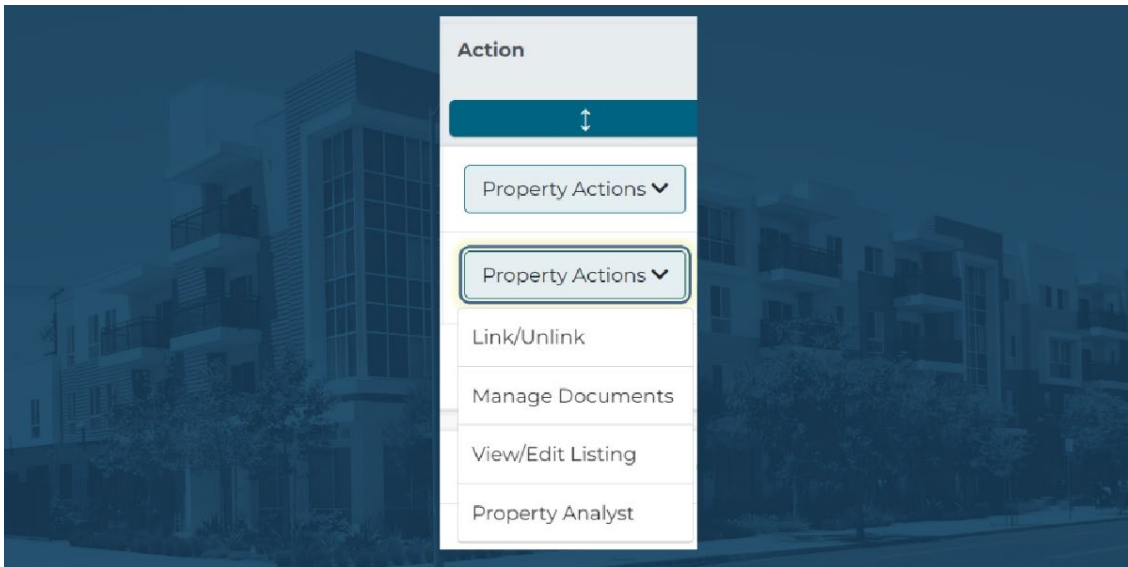
If at any time you are unsure the name of your assigned AcHP Analyst, you can navigate to the O/PM dashboard via accesshousingla.org and under the Actions section.

First, go to the very top of your dashboard, where the first section (“My Properties”) is located, and navigate to the right side of that section, where you’ll choose “Property Actions.”

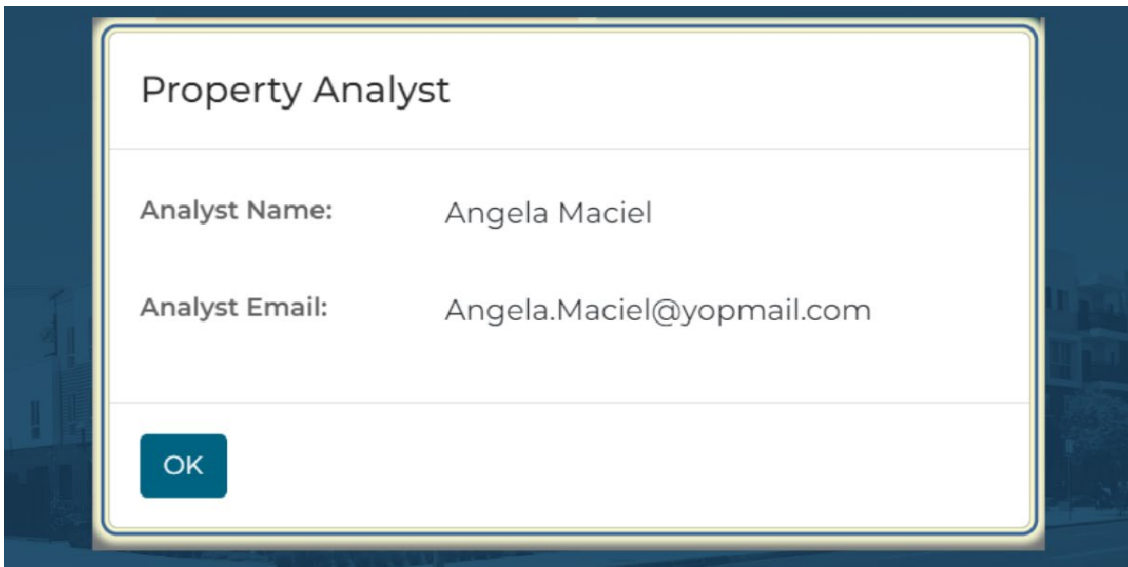


That button will open the dropdown menu you see above, and then

you'll choose "Property Analyst."



Your ACHP Analyst's name will appear in an alert window, along with their email address.





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