

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Date: August 31, 2023

CAO File No. 0220-00540-1669

Council File No. 21-0541

Council District: Citywide

To: The Mayor
The Council

From: Matthew W. Szabo, City Administrative Officer

Reference: Los Angeles Housing Department transmittal dated June 1, 2023; Received by the City Administrative Officer on June 2, 2023; Additional information received through August 30, 2023

Subject: **RECOMMENDATIONS RELATED TO THE CREATION OF AN ACCESSORY DWELLING UNIT (ADU) RENTAL PILOT PROGRAM AND AN ADU FINANCING PILOT PROGRAM**

RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Note and file the Los Angeles Housing Department (LAHD) transmittal, dated June 1, 2023 (Report);
2. Adopt the amended framework outlined in this report and attachment for the proposed Pilot ADU Financial Incentive Program;
3. Authorize the General Manager of the LAHD, or designee, to:
 - a. To allocate \$175,000 from the SB 2 Permanent Local Housing Allocation Fund No. 64R, Appropriation Account No. 43VB50, ADU Accelerator Program to fund a contractor for the pilot ADU Rental Program;
 - b. Prepare and release a Request for Proposals (RFP) to secure a partner to manage the proposed ADU rental program, which would include overseeing outreach activities to recruit ADU owners, administering financial homeowner incentives, managing the lease-up process for households already enrolled in a Time-Limited Subsidy program within the City, and providing case management and landlord support services;
 - c. Prepare and release a RFP to secure a participating lending partner for the Pilot ADU Financial Incentive Program to provide ADU construction financing for low and moderate income homeowners; and,

4. Instruct the LAHD to report back to the Council with the results of the RFPs for both pilot programs.

SUMMARY

On June 29, 2021, the Council adopted a Motion (Blumenfield-Price) relative to the feasibility of creating a Citywide program that provides financing for the construction of Accessory Dwelling Units (ADUs), and exploring public-private partnerships and a master-lease system (C.F. 21-0541). The Motion instructs the Housing Department (LAHD), the City Administrative Officer (CAO), and the Chief Legislative Analyst (CLA) to report back on the following: 1) the feasibility of creating a Citywide program that provides financing for the construction of ADUs that will be used to house formerly homeless Angelenos via a master lease agreement; 2) the identification of Federal and State funding opportunities and available financing tools for the construction of such ADUs; 3) funding sources to manage a Citywide program that provides case management services for tenants; and, 4) a cost comparison between financing ADUs and the financing of other forms of homeless housing, including permanent supportive housing. The Motion also instructs the Los Angeles Department of Building and Safety (LADBS) and LAHD to report back on scaling up the existing ADU Accelerator Program and including ground up construction of ADUs Citywide, as well as developing a programmatic framework to expand the tenant base beyond older adults.

This Office has confirmed that the LAHD does not recommend an ADU Program to house individuals experiencing homelessness as this type of program would not be feasible given the proposed housing model. Many individuals experiencing homelessness need intensive social services to stabilize the household and these services would not be easily provided to an ADU resident. The LAHD proposes to create a Citywide pilot program that provides construction financing for ADUs and a new rental program to match tenants with ADUs. The LAHD requests to: 1) allocate \$175,000 from the SB 2 Permanent Local Housing Allocation Fund (SB2) funding; 2) release a Request for Proposals (RFP) to seek a partner to manage an ADU Rental Program, including outreach activities to recruit ADU owners, administer financial homeowner incentives, managing the lease-up process for households already enrolled in a Time-Limited Subsidy Program, and providing case management and landlord support services; and 3) release a RFP to seek a participating lending partner for the Pilot ADU Financial Incentive Program.

Subsequent to the release of the LAHD Report, this Office confirmed with the LAHD that the recommendations in the LAHD Report refer to two proposed pilot programs, a new ADU Rental Program and an ADU Financial Incentive Program. The ADU Rental Program would assist households with Time-Limited Subsidies or other types of rental assistance to lease privately-built ADUs, while the ADU Financial Incentive Program would provide financing for the construction of ADUs. The LAHD also clarified that the SB2 funding would support the ADU Rental Program. The LAHD Report includes a summary and attachments illustrating other research the Department completed in preparation for its Report, including a summary of existing ADU programs in California and existing ADU financing tools. This CAO report will focus on the LAHD's proposals for the two pilot programs and related actions for implementation.

Proposed ADU Rental Pilot Program

The first pilot program the LAHD proposes for the Council's consideration includes the use of privately-built ADUs throughout the City to house people at risk of homelessness. The program would assist households with Time-Limited Subsidies or other types of rental assistance to enter into lease agreements with owners of privately-built ADUs, which would be a similar framework as the existing ADU Accelerator Program that provides housing for older adults. The difference between this proposed program and the existing program for older adults or seniors is that the City will not be responsible for providing the rental subsidy since eligible participants would already receive non-City rental assistance. The lease agreement would be between the ADU owner and the tenant. The proposed lease term for families or individuals that participate in this type of ADU pilot program should be no less than two years in order to mirror with the length of the time-limited subsidy, which expire in two years. The LAHD is proposing to use \$175,000 of SB2 funding to fund a contractor to administer the proposed ADU Rental Program.

Proposed ADU Financial Incentive Program

The second pilot program the LAHD proposes is a Pilot ADU Financial Incentive Program, which entails leveraging City funds with a private partner's funds to facilitate ADU construction. The framework described in this report reflects revisions and new components not included in the LAHD Report. The proposed program is designed to: 1) provide financial assistance for low- and moderate-income homeowners to develop ADU housing on their property and 2) incent the homeowners participating in the program to rent their newly developed ADUs to low- and moderate-income tenants at affordable rent (shown in Table 3 of the Attachment). To accomplish this, LAHD recommends leveraging City funds with a private partner's funds and capacities by selecting a participating lending partner (Fund Administrator) through a competitive RFP process for the Pilot ADU Financial Incentive Program. The LAHD indicates that proposers should have an established track record of managing affordable housing investments, be a certified Community Development Financial Institution (CDFI) currently serving the Los Angeles Area, and have the capacity to provide \$4 million in match funding to leverage the City's estimated \$4 million in funding for developing ADUs. As proposed by the LAHD, \$4 million from the Fund Administrator's funding will be available to borrowers to fund construction loans, which will then be converted to permanent loans in the same amount (\$4 million). The permanent loans will be funded by the City's funding. The same borrowers will be utilizing both sources of funding so the number of ADUs constructed will be based on \$4 million. The LAHD is proposing a three-year term for the pilot program.

Program Structure

The LAHD indicates that the participating lender, or Fund Administrator, would provide financial assistance and technical services to assist homeowners (borrowers) in building an ADU on their property. In order to be eligible for the proposed ADU Financial Incentive Program, the household income must be at or below the income limits for the City of Los Angeles, as established by the U.S. Department of Housing and Urban Development (HUD). Below is a brief description of the funding that will be made available for borrowers:

1. Funds for predevelopment and construction activities will be provided as a construction loan, using loan funding from the Fund Administrator. Borrowers will also have the opportunity to apply for grant funds for predevelopment activities, which will be funded and provided by LAHD.
 - Homeowners will be provided a maximum of 12 months to complete construction, which will be evidenced by a Certificate of Occupancy issued by the LADBS.
 - The construction loan would have a five percent interest rate and payments (for principal and interest) will be deferred for 12 months while construction is completed.
 - On the thirteenth month, the construction loan will be paid off by the permanent loan.
2. Funds for permanent mortgage financing will be provided as a permanent loan, also known as a deferred payment second mortgage loan or deferred payment loans, using funding from LAHD.
 - All payments for the permanent loan (for principal and interest) will be deferred for the life of the loan, estimated to be 20 years, with no prepayment penalty. The payments will due and payable at loan maturity, or upon the sale of the home, title transfer, or refinance.
 - LAHD will forgive a portion of the permanent loan at maturity and/or the loan repayment date (prorated monthly) in order to incent homeowners to rent the ADU at affordable rents. This loan forgiveness structure will be further discussed in this report.

The fund administrator will underwrite both loans, construction and permanent, in a single loan application package. LAHD will review the loan package and provide a take-out commitment, or written guaranty, for using LAHD's funds. The LAHD is proposing to forgive a portion of the permanent loan to incent the homeowner to rent the ADU at affordable rents. The amount of debt forgiven is directly related to the following: 1) the period of time that the ADU was rented at affordable rents and 2) the income level of the tenant occupant. ADU homeowners who assist lower-income tenants, below 80 percent of Area Medium Income (AMI), for longer periods of time will have a larger portion of their permanent loan forgiven. Table 1 shows LAHD's proposal for the level of incentives provided to borrowers. LAHD will not forgive any portion of the permanent loan in cases where the lease agreement is less than five years.

TABLE 1: PERMANENT LOAN FORGIVENESS				
Period of Affordability (lease agreement)	5 years	10 years	15 years	20 years
Tenant Income Level (%AMI)	Forgivable Loan Amount (% of loan balance)			
Moderate income (80%< to 120% of AMI)	5%	10%	20%	30%
Lower income (50%< to 80% of AMI)	10%	20%	30%	40%
Very low income (30%< to 50% of AMI)	15%	30%	45%	60%
Extremely low income (15%< to 30% of AMI)	20%	40%	60%	80%
Acutely low income (0%< to 15% of AMI)	25%	50%	75%	100%

Subsequent to the release of its Report, the LAHD provided a revised ADU Financial Incentive Program Structure document, which is attached to this report for Council and Mayor's consideration. The revised document includes the proposed term sheet and other loan information, including the level of incentives provided to borrowers.

Funding

The cost for the three-year pilot ADU Financial Incentive Program is estimated to total \$5,952,943. The LAHD proposes to fund the pilot program using Housing Impact Trust Fund, also known as Affordable Housing Linkage Fee (AHLF), funding. There is currently \$3,652,943 in AHLF funding available to fund the first year of the proposed program. The LAHD anticipates that an additional \$2,300,000 may be collected and appropriated for this program for the second and third years. Of the proposed budget, approximately \$5.18 million will be made available to fund grants or permanent loans. The LAHD anticipates it will be able to leverage \$4 million from the participating Fund Administrator to fund the construction loans over the three-year period. The LAHD notes that the Department of Housing and Community Development CalHome Program recently awarded over \$65 million to various Community-based organizations throughout Southern California (as of April 2022), which may be available for ADU construction financing. In addition, the California Housing Finance Agency (CalHFA) typically offers homeowners a \$40,000 grant to encourage and promote ADU Development. Table 2 below shows the estimated budget for the pilot program.

TABLE 2 – Proposed Budget					
Funding Source	Description	Year 1	Year 2	Year 3	Total Amount
		FY 24 (7/1/23-6/30/24)	FY 25 (7/1/24-6/30/25)	FY 26 (7/1/25-6/30/26)	
Fund 59T- Linkage Fee (program Delivery)	Account 43W727	\$2,000,000			\$2,000,000
	Account 43R728	\$1,176,472			\$1,176,472
	Account 43*729 (projected)		\$1,000,000	\$1,000,000	\$2,000,000
Fund 59T- Linkage Fee (Admin. & Related @15%)	Accounts 43*143 and 43*299	\$476,471	\$150,000	\$150,000	\$776,471
TOTALS:		\$3,652,943	\$1,150,000	\$1,150,000	\$5,952,943

Based on a proposed budget of \$5.95 million, the LAHD estimates that it would be able to provide financial assistance for approximately 20 low- and moderate-income homeowners to develop ADU housing on their property and potentially incentivize many of those homeowners to participate in the City's affordable housing program. The LAHD will offer grants to eligible homeowner applicants for pre-development activities, with the grant award amounts ranging from \$20,000 for a studio, \$30,000 for a 1-bedroom, and \$40,000 for a 2-bedroom unit. After construction, homeowners can obtain a mortgage or permanent loan to replace their construction loan of up to \$100,000 for a studio unit, \$175,000 for a 1-bedroom unit, and \$250,000 for a 2-bedroom unit.

The LAHD will have the flexibility to allocate the program funds and determine the number of grants or loans to issue depending on the demand and usage of the funds during the three-year pilot. The

LAHD also proposes to use \$16,471 of the proposed allocation for outreach and marketing to inform homeowners, lenders, and stakeholders about the ADU Financial Incentive Program and the ADU Rental Program.

Recap of Recommendations

This Office amends LAHD recommendations to: 1) add clarifying language to the recommendation related to the SB2 funding; 2) incorporate the revised program structure provided by the LAHD for the proposed ADU Financial Incentive Program, as outlined in this report and attachment; and, 3) instruct the LAHD to report back to the Council with results of the RFPs.

FISCAL IMPACT STATEMENT

There is no impact to the General Fund at this time. The proposed Pilot Accessory Dwelling Unit (ADU) Rental Program will be funded by the SB 2 Permanent Local Housing Allocation Plan Fund (\$175,000) and the proposed Pilot ADU Financial Incentive Program will be funded by the Housing Impact Trust Fund, also known as Affordable Housing Linkage Fee funding. Funding in the amount of \$3.65 million is available for the first year of the proposed pilot program. Funding for years two and three will be requested through the Affordable Housing Linkage Fee allocation process.

FINANCIAL POLICIES STATEMENT

The recommendations stated in this report comply with the City's Financial Policies.

MWS:YC:CV:02240010c

Attachment

PROPOSED LAHD PILOT ADU INCENTIVE PROGRAM STRUCTURE

LAHD is recommending having a three (3) year pilot program to test the feasibility of developing ADU housing by providing financial and technical assistance to Low and Moderate-income households. To accomplish this, the LAHD will issue a competitive Request for Proposals (RFP) to obtain a qualified Fund Administrator to manage the newly created ADU loan program. The selected Fund Administrator will have an established track record of managing affordable housing investments, be a certified Community Development Financial Institution (serving the Los Angeles Area), and be able to provide \$4 million in match funding to leverage the City's \$4 million. The structure of the program is designed so that the same borrowers that will be utilizing the \$4 million available in construction loans will be the only borrowers eligible for the \$4 million available for permanent loans. The number of ADUs constructed will be dependent of the impact that \$4 million can have in the present market.

LAHD recognizes that different lengths of loans produced through this program may likely require differing amounts of leveraged capital and terms. Other creative approaches, terms, and ways to structure the program are encouraged, provided the Fund Administrator meets the City's goals.

OVERVIEW

<u>CITY OF LOS ANGELES HOUSING DEPARTMENT (LAHD)</u> <u>ACCESSORY DWELLING UNIT (ADU)</u> <u>FINANCIAL ASSISTANCE PROGRAM</u>	
TERM SHEET	
GOAL	The proposed Accessory Dwelling Unit (ADU) Financial Incentive Program is designed to, 1) provide financial assistance for low- and moderate-income homeowners to develop ADU housing on their property and 2) incent the homeowners participating in the program to rent their newly developed ADUs to low- and moderate-income tenants at affordable rent.
PROGRAM DESCRIPTION	- The City of Los Angeles (LAHD) is partnering with a qualified Community Development Financial Institution (Fund Administrator) to provide financial assistance and technical services to assist homeowners (borrowers) in building a permanent ADU on their property. ☐ Funds for <u>predevelopment and construction activities</u> will be provided as a <u>construction loan</u>, using loan capital from the Fund Administrator. LAHD will also provide grant funds for predevelopment activities. ☐ Funds for <u>permanent mortgage financing</u> will be provided as a <u>permanent loan</u> (also known as <u>deferred payment second mortgage loan, deferred payment loan, or soft seconds</u>) with loan capital from LAHD. - The fund administrator will underwrite both loans (construction and permanent) in a single loan application package.

	3. LAHD will review the loan package and provide a take-out commitment (written guaranty) for using LAHD's funds. 4. Homeowners will be provided a maximum of 12 months to complete construction (evidenced by a Certificate of Occupancy (CofO)); 5. During the construction period, the borrower will not be required to make payments on the construction loan (construction loan). Payments (principal and interest) will be deferred until construction has been completed. 6. On the 13th month, the construction loan will be paid off by the permanent loan when it becomes activated. 7. All payments (principal and interest) on the permanent loan will be deferred for the life of the loan and will become due and payable at maturity unless the borrower defaults on their obligations. 8. LAHD will forgive a portion of the permanent loan to incentivize using ADUs for affordable housing at the end of the 60th month (prorated on a monthly basis). The amount of debt forgiven is directly related to 1) the period of affordability (rental to low-mod renter at an affordable rent and 2) the income level of the tenant occupant. ADU homeowners who assist lower-income tenants for longer periods of time will have a larger portion of their permanent loan forgiven. Table 1 (below) shows the level of incentives provided to borrowers. LAHD will not forgive any portion of the permanent loan where the lease agreement is less than five years.
LAHD GRANT (<i>PRE-DEVELOPMENT</i>)	<u>ADU</u> • Studio (Usually around 400 square feet) - \$20,000 • 1-Bedroom (Usually between 400 square feet and 600 square feet) - \$30,000 • 2-Bedroom (Usually greater than 600 square feet) - \$40,000
MAXIMUM LOAN AMOUNTS (<i>PERMANENT AND CONSTRUCTION LOAN</i>)	<u>ADU</u> • Studio (Usually around 400 square feet) - \$100,000 • 1 Bedroom (Usually between 400 square feet and 600 square feet) - \$175,000 • 2-Bedroom (Usually greater than 600 square feet) - \$250,000
LOAN TERM (<i>PERMANENT AND CONSTRUCTION LOAN</i>)	• <u>Construction Loan</u> - Fixed Rate @ 5% Simple Interest, 12 months. • <u>Permanent Loan</u> - Fixed Rate @ 3% simple interest, 0 to 20-year, balloon payment
ELIGIBLE BORROWERS (<i>HOMEOWNERS</i>)	Funding under this program is available to: • U.S. Citizens or other nationals of the United States, or “qualified aliens” as defined at 8 U.S.C § 1641; • Individuals who own and reside in a single-family residence (SFR) in the City of Los Angeles and want to build an ADU on their property; • Homeowners with a combined gross annual household income that does not exceed 120% of the Area Median Income (AMI) by household size.

ELIGIBLE USES OF FUNDS	• <u>LAHD's Grant</u> - Funds from LAHD's grant can only be used for pre-construction activities of new ADUs, including architecture, engineering, permits, school fees, soil testing, and other related soft cost (as determined by LAHD). • <u>Construction Loan</u> - Funds from the construction loan can only be used for pre-construction or construction activities. • <u>Permanent Loan</u> - Funds from the permanent loan can only be used as take-out funding (mortgage financing) for construction loans of new ADUs. Funding offered under this program cannot be used to refinance an existing mortgage or as a loan guarantee for any other loan.
BORROWER'S CONTRIBUTION	3% of the construction loan amount.
LOAN/GRANT TERMS AND REPAYMENT	• <u>Loans</u> - The construction and permanent loans will be appropriately sized by the <u>fund administrator's underwriting requirements</u>, including, but not limited to, the required loan amount and borrower's, creditworthiness-income, collateral, loan-to-value (LTV), combined loan-to-value (CLTV), credit score, etc. • <u>LAHD Grant</u> - The homeowner is <u>not</u> required to repay any grant funding unless funds are misused for non-predevelopment activities or the ADU project that has not been completed (evidenced by a CofO). • <u>Construction Loan</u> - Payments (principal and interest) on the construction loan will be deferred until construction has been completed. Interest is calculated on the actual funding amount disbursed for predevelopment/construction. Loan fees allowance is 2%. • <u>Permanent Loan</u> - Payments (principal and interest) on the permanent loan will be deferred for the life of the loan and become due and payable at maturity unless the borrower defaults on its obligations. • If the property is sold before the maturity date of the LAHD's loan, the borrower shall pay the City the outstanding loan balance (principal and interest) less any forgivable credit.

SECURITY INSTRUMENTS	• LOAN AGREEMENT • PROMISSORY NOTE • SECOND DEED OF TRUST (SUBORDINATE POSITION). NO OTHER SUBORDINATE FINANCING WILL BE ALLOWED. • BORROWER MUST MAINTAIN INSURANCE ON THE PROPERTY IN AN AMOUNT EQUAL TO THE REPLACEMENT VALUE OF THE HOUSE AND THE COST OF THE ADU (IF ON THE SAME POLICY). FOR DETACHED ADU'S IF A SEPARATE POLICY IS ISSUED, IT SHOULD BE FOR THE REPLACEMENT COST OF THE ADU ONLY. THE POLICY MUST NAME THE CITY AS AN ADDITIONAL LOSS PAYEE (SECOND LOSS PAYEE/SECOND MORTGAGEE). • LEASE AGREEMENT (OWNER & TENANT).
ADU OCCUPANCY REQUIREMENT	• None • Homeowners who lease their ADU to a tenant household, at or below the median income level (120% AMI or below) will be required to establish a lease agreement with the tenant for the intended affordability term. • Affordable rents for ADU are calculated at approximately 30% of the tenant's household income and are shown in Table 3 below. • Family members of the homeowner are allowed to occupy the ADU.
PREPAYMENT PENALTY	• None • Borrower may repay the loan at any time without penalty however, the amount of forgivable debt credited to the homeowner for participation will be prorated.

**TABLE 1
(PERMANENT LOAN FORGIVENESS)**

Period of Affordability lease agreement)	5 years	10 years	15 years	20 years
Tenant Income Level (%AMI)	Forgivable Loan Amount (% of loan balance)			
Moderate income (80%< to 120% of AMI)	5%	10%	20%	30%
Lower income (50%< to 80% of AMI)	10%	20%	30%	40%
Very low income (30%< to 50% of AMI)	15%	30%	45%	60%
Extremely low income (15%< to 30% of AMI)	20%	40%	60%	80%
Acutely low income (0%< to 15% of AMI)	25%	50%	75%	100%

LAHD WILL FORGIVE A PORTION OF THE OUTSTANDING LOAN AMOUNT (JUNIOR LOAN) EACH MONTH, AS DETERMINED FROM THE ABOVE TABLE.

**TABLE 2
(TENANT'S INCOME LIMITS 2023)**

Income Level	Family Size							
	One	Two	Three	Four	Five	Six	Seven	Eight
Extremely Low (30%)	\$26,500	\$30,300	\$34,100	\$37,850	\$40,900	\$43,950	\$46,950	\$50,560
Very Low (50%)	\$44,150	\$50,450	\$56,750	\$63,050	\$68,100	\$73,150	\$78,200	\$83,250
Low (80%)	\$70,650	\$80,750	\$90,850	\$100,900	\$109,000	\$117,050	\$125,150	\$133,200
Moderate (120%)	\$82,500	\$94,300	\$106,050	\$117,850	\$127,300	\$136,700	\$146,150	\$155,550

LINK:<https://housing.lacity.org/wp-content/uploads/2023/08/rent-and-income-limits.pdf>

REF: CALIFORNIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (HCD) INCOME LIMITS PURSUANT TO HEALTH & SAFETY CODE SECTION 50093(C)

**TABLE 3
(TENANT'S MAXIMUM ALLOWABLE RENT LEVELS 2023) – LAND USE SCHEDULE VIII**

Rent Level	Bedroom Size							
	Single	1-BR	2-BR	3-BR	4-BR	5-BR	6-BR	7-BR
Extremely Low (30%)	\$516	\$589	\$663	\$737	\$795	\$854	\$913	\$972
Very Low (50%)	\$859	\$982	\$1,105	\$1,228	\$1,326	\$1,424	\$1,522	\$1,620
Low (80%)	\$1,375	\$1,571	\$1,768	\$1,964	\$2,121	\$2,278	\$2,435	\$2,592
Moderate (120%)	\$2,062	\$2,357	\$2,651	\$2,946	\$3,182	\$3,417	\$3,653	\$3,889

LINK:<https://housing.lacity.org/wp-content/uploads/2023/08/rent-and-income-limits.pdf>

OUTREACH AND MARKETING

The Pilot ADU Financial Incentive Program will be available Citywide, however, marketing and outreach will be performed in pilot neighborhoods that have a high percentage of low- and moderate-income homeowners that can qualify for the program. Interested homeowners may apply for the Pilot ADU Financial Incentive Program funds through LAHD's participating lender and receive education on ADUs provided by a HUD-approved housing counseling agency. LAHD will engage in various outreach and marketing activities throughout the year to market the Pilot ADU Financial Incentive Program. Staff will make presentations and provide training sessions to lenders, real estate agents, brokers, and non-profit housing counseling and education providers, as well as provide outreach training to the public by participating in homeowner resource fairs, workshops, neighborhood council committee meetings, and other community events. The Pilot ADU Financial Incentive Program information will be posted on LAHD's website. Printed program information will be made available in English and Spanish, and disseminated to the public via City Council offices, City Libraries, Parks and Recreational Centers, Family Source Centers, LAHD's Public Counters, and via a vast network of Los Angeles' real estate professionals and lenders. Department outreach, in combination with various training opportunities and support from real estate professionals, provides hundreds of residents each year with multiple ways to obtain program information.