WHO CAN I CONTACT?

HCIDLA WEBSITE
hcidla.lacity.org

REAP MAILING ADDRESS
PO Box 17460
Los Angeles, CA 90017

REAP UNIT HELPLINE
Tel: (844) 864-REAP or (213) 275-3492
(Monday - Friday, 9 AM - 4 PM)
Fax: (213) 808-8810
E-mail: hcidla.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, status of removal from REAP

HEARINGS UNIT
Tel: (213) 808-8600 (Monday - Friday, 9 AM – 4 PM)
E-mail: hcidla.GMHearings@lacity.org
For questions regarding a General Manager’s Hearing or appealing a General Manager’s Decision to the Appeals Board

REAP FINAL ACCOUNTING UNIT
Tel: (213) 808-8884 (Monday - Friday, 9 AM - 4 PM)
Fax: (213) 808-8810
E-mail: hcidla.demandrequest@lacity.org
For questions regarding status of final accounting, fees owed to HCIDLA, submitting a Demand/Payoff Request Form

HCIDLA CUSTOMER SERVICE UNIT
Tel: (866) 557-RENT or (866) 557-7368 (toll free)
For questions about the Order to Comply or to report violations or file a complaint

TENANT OUTREACH
Coalition for Economic Survival
Tel: (213) 252-4411

Inner City Law Center
Tel: (213) 891-3236

Inquilinos Unidos
Tel: (213) 483-7497

Strategic Actions for Just Economy
Tel: (213) 745-9961

LANDLORD OUTREACH
The Eberly Company
Tel: (323) 937-6468

HOW CAN I GET GENERAL INFORMATION?

For general information regarding tenant/landlord rights under the Los Angeles Housing Code, REAP Ordinance, and/or RSO, you may contact HCIDLA’s Customer Service Unit, Monday through Friday, 9 AM - 4 PM

(866) 557-RENT or (866) 557-7368 (toll free)
(213) 808-8613 (fax)
(213) 473-3231 (TDD)

You may also visit the HCIDLA public counters at the following locations, Monday through Friday, from 9:00 AM to 4:00 PM, except as noted below:

MAIN OFFICE
1200 W. 7th Street, Suite 100
Los Angeles, CA 90017

CENTRAL REGIONAL OFFICE
3550 Wilshire Boulevard, Suite 1500
Los Angeles, CA 90010

EAST REGIONAL OFFICE
2130 E. 1st Street, Suite 2600
Los Angeles, CA 90033

NORTH REGIONAL OFFICE
6400 Laurel Canyon Boulevard, Suite 610
North Hollywood, CA 91606

SOUTH REGIONAL OFFICE
690 S. Knox Street, Suite 125
Torrance, CA 90502

WEST REGIONAL OFFICE
1645 Corinth Avenue, Suite 104
Los Angeles, CA 90025
Monday, Wednesday, & Friday 9 AM - 4 PM, closed noon-1PM

MARK RIDLEY-THOMAS CONSTITUENT SERVICE CENTER
8475 S. Vermont Avenue, 2nd Floor
Los Angeles, CA 90044
Tuesday & Thursday 9 AM - 4 PM, closed noon-1PM

Revised January 2018
WHAT IS REAP?

The Rent Escrow Account Program (REAP) is an enforcement program established by the City of Los Angeles to ensure that:

- Residential buildings are maintained and repaired (Los Angeles Municipal Code [LAMC] 162.00, et seq.)
- Rental housing is safe, habitable, and free of blight

HOW DOES A PROPERTY GET PLACED INTO REAP?

When a property is cited for health, safety, deprivation of housing services, and/or habitability violations, and the time allowed, including any extensions, has expired without compliance, the Los Angeles Housing & Community Investment Department (HCIDLA) shall accept a property into REAP. Upon receiving a Notice of Acceptance into REAP, the landlord has the opportunity to contest the Department’s decision at a General Manager’s Hearing (LAMC 162.06). After considering all evidence and testimony at the hearing, the General Manager’s Hearing Decision may affirm, modify or reverse the Department’s decision to accept the property into REAP and the corresponding rent reductions. Additionally, any aggrieved party may appeal the decision to the Rent Adjustment Commission (RAC) Appeal’s Board within 10 calendar days. If appealed, an Appeals Board Hearing will be held and a final Appeals Board Determination will be issued.

WHAT HAPPENS IF A PROPERTY IS PLACED INTO REAP?

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

- Tenants from the affected unit(s) are entitled to a rent reduction ranging between 10% - 50%
- A REAP Escrow Notice is issued informing the landlord and tenants that an escrow account has been established
- Tenants may voluntarily pay their rent into the escrow account beginning the month the escrow account opens until the escrow account is closed
- Payment coupons and instructions for paying rent into the escrow account will be mailed to the affected unit(s) every month that the property remains in REAP
- A $50.00 REAP Administrative Fee per unit per month is billed to the landlord while the property is in REAP
- A notice that the property has been placed into REAP is recorded on title with the Los Angeles County Recorder
- The landlord must attend a REAP Workshop within six months of a General Manager’s Decision accepting a property into REAP
- Tenant and Landlord Outreach contractors are assigned to assist and educate tenants and landlords regarding their rights and responsibilities under the REAP program

WHAT IS THE RENT REDUCTION DETERMINATION?

Tenants from affected units are entitled to a rent reduction. Based on the nature and the severity of the violations (low, medium or high) and the history of past untenantable conditions, the Rent Reduction Determination for each affected unit ranges between 10% - 50%.

HOW DOES THE RENT REDUCTION WORK?

Once the Rent Reduction Determination becomes final, HCIDLA will notify the landlord and the tenants from the affected unit(s) of the rent reduction effective date. The rent reduction remains in effect until 30 days after the City Council approves to remove the property from REAP.

Under certain circumstances, a landlord may submit one application requesting that the rent reduction for specific units be restored if there are no common area violations, all Orders for those units have been complied with and only minor violations remain in other units.

WHO CAN ACCESS THE ESCROW ACCOUNT FUNDS?

Landlords, tenants and interested third parties may file an application requesting to withdraw escrow account funds for the following reasons:

- To prevent shutoff / maintain utilities and essential services
- For future repairs or reimbursement for completed repairs
- If a tenant voluntary 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 or visit our website at: http://hcidla.lacity.org/Requesting-funds-from-REAP-Renters

WHAT ARE REAP ADMINISTRATIVE FEES?

While the property is in REAP, the City will collect a non-refundable administrative fee of $50.00 per residential unit for each month, including partial months, the unit(s) are in REAP and is inhabited.

If a tenant pays their rent into the escrow account, the $50 administrative fee for that unit is deducted from the rent payment for the applicable month.

In cases where HCIDLA is unable to collect the fee from the tenant 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 HCIDLA from available funds in the escrow account.

HOW IS THE PROPERTY REMOVED FROM REAP?

Correct all of the cited violations and obtain the following:

- Schedule a Final Site Visit from your assigned Outreach Contractor and obtain an advisory opinion
- Schedule a final inspection and obtain a sign-off on all outstanding Orders verifying compliance from the HCIDLA Code Enforcement inspector/case manager

Once the first two elements are attained, REAP will determine if there are no pending orders with:

- Los Angeles Department of Building & Safety (LADBS)
- County of Los Angeles Department of Public Health
- Los Angeles Fire Department (LAFD), and
- No outstanding balance with the Department of Water and Power (LADWP)

If there is an open issue with one or more of the above agencies, REAP will notify the owner of record of which agency needs to be contacted to resolve the matter.

Once the property satisfies all the requirements, HCIDLA will recommend to the City Council removal of the property from the REAP program. Upon Council removal, HCIDLA will:

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

WHAT HAPPENS TO THE ESCROW ACCOUNT AFTER REMOVAL FROM REAP?

After the escrow account closes, an assessment of outstanding fees owed is conducted by the REAP Final Accounting Unit. The available funds in the escrow account shall be paid 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 remaining escrow funds after the outstanding fees (if any) have been deducted shall be issued to the property owner who owned the property at the time Council authorized the removal of the property from REAP. A Form W9 or two valid types of identification are required to issue the refund.