



System User's Guide

Single-Family Loan Servicing Unit
Los Angeles County Development Authority
700 W. Main Street
Alhambra, CA 91801
✉ SFLoan.Servicing@lacda.org
☎ (626) 943-3952

Ver1-011322

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1. Access the HOC System

Open a browser (Chrome, Firefox, or Edge).

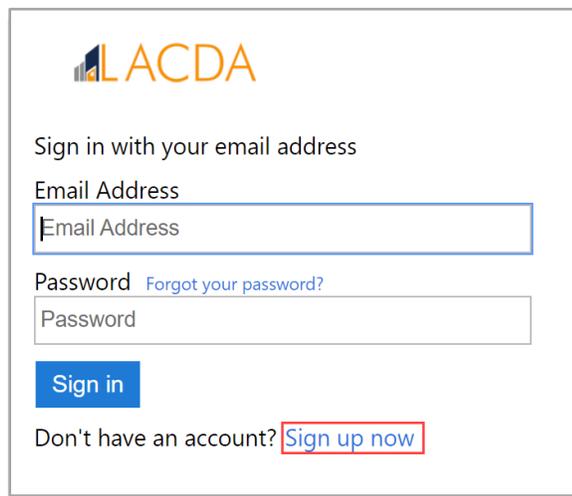
- Type: www.hoc.lacda.org



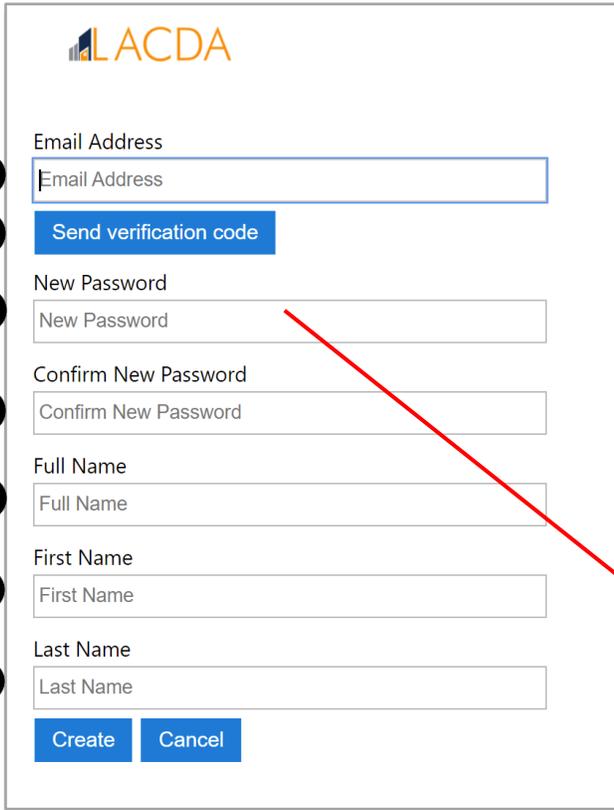
2. Sign Up to Register

An account must be created to access the system.

- Click on 'Sign up now' to create a new account.



3. Create an Account



a. Email Address

b. Send verification code

c. New Password

d. Confirm New Password

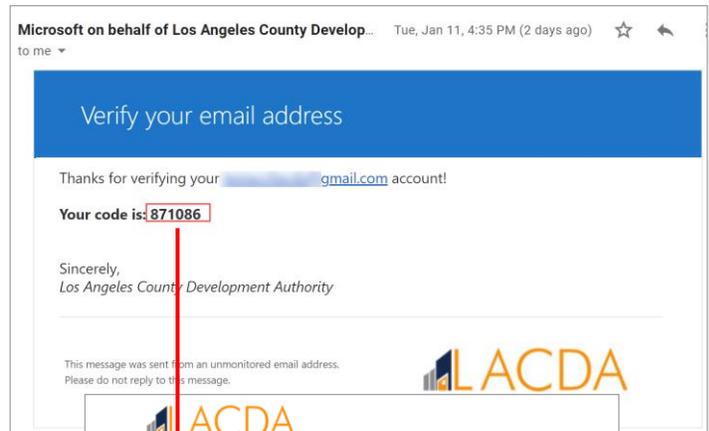
e. Full Name

f. First Name

g. Last Name

Create Cancel

- a. Enter an email address; preferably the same email on file with Single-Family Loan Servicing Unit.
- b. Click on ‘Send verification code.’
 - Check your email account from Microsoft on behalf of the Los Angeles Community Development Authority for a six-digit code.
 - Enter code on the Verification Code field and click ‘Verify Code.’
 - Once verified, continue to complete the registration.



c. Enter a password that contains:

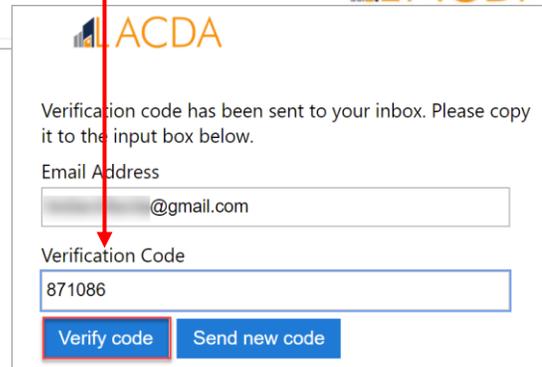
- UPPERCASE (A, B, C, D, ...)
- Lowercase (a, b, c, d, ...)
- Numbers (1, 2, 3, 4, ...)
- Symbols (!, @, #, \$, ...)
- Minimum 8 characters

d. Re-enter the password to confirm

e. Enter a Profile Name

f. Enter First Name

g. Enter Last Name



Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

[redacted]@gmail.com

Verification Code

871086

Verify code Send new code

4. Link Your Account to the Loan Number

- Enter your Loan Number
- Enter the property ZIP code.

HOMEOWNER CERTIFICATION SYSTEM Hello, David ▾

Home This is a development environment.

 LACDA
Los Angeles County Development Authority
Homeowner Certification System

Thank you for registering for the Homeowner Certification System. Please provide the information below to associate your account with your loan(s).

What is your Loan Number?

What is your property ZIP Code?

Note: Click on if you need help with your loan number, or are having trouble associating your account to your loan number. Fill in the information and a member of our Single-Family Loan Servicing Unit will contact you within 1-2 business days.

 LACDA
Los Angeles County Development Authority
Homeowner Certification System

Request Assistance

First Name Last Name

Address

City State ZIP Code

Email Phone Number

5. Confirm Property Address

Once you submit the associated loan information, 'Confirm' the property address.

Please press Confirm if this is your property.

Address	City	ZIP Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="CONFIRM"/>

6. Continue with the Annual Certification Questionnaire

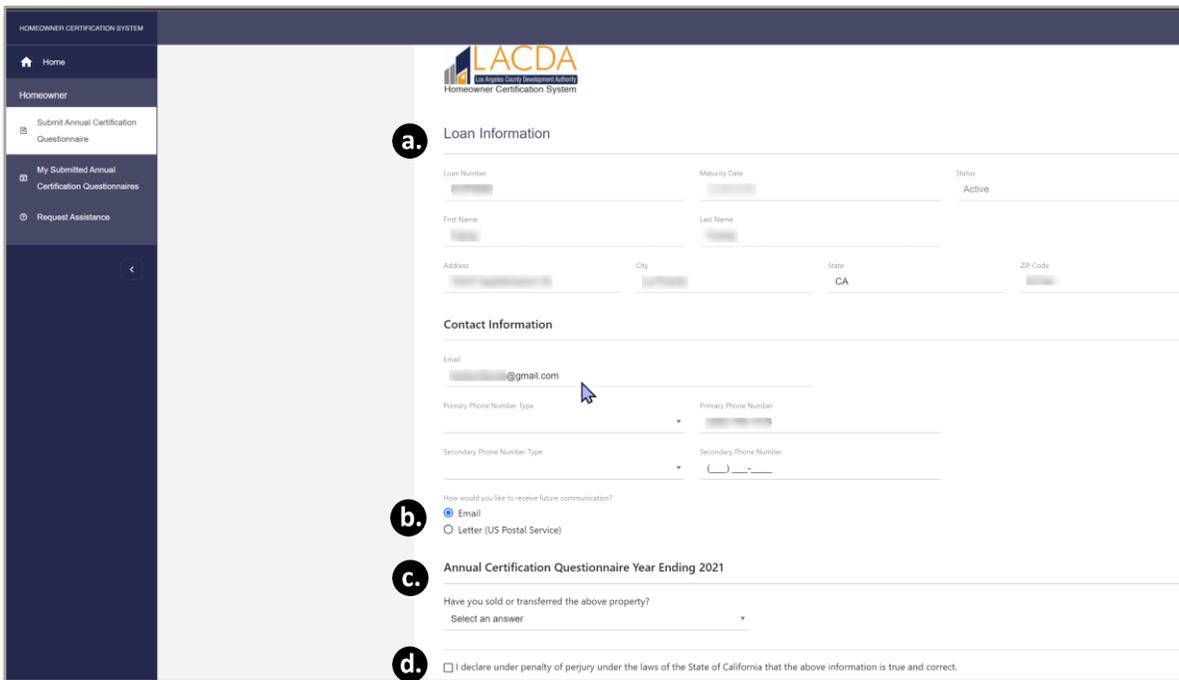
Click to continue with your Annual Certification Questionnaire.



Your account has been linked to your loan.

7. Review Information and Complete the Annual Certification Questionnaire

- a.** Review your Loan and Contact Information
 - If the Loan information is incorrect, please email the Single-Family Loan Servicing Unit at SFLoan.Servicing@lacda.org to review and update.
 - If your Contact Information is incorrect, make the changes to your Primary and/or Secondary Phone Number AND indicate: Home, Mobile, or Work Number.
 - b.** How would you like to receive communication? Email or Letter. Email is recommended.
 - c.** Complete the Annual Certification Questionnaire.
 - d.** Once you are done, check the 'I declare...' and
- I declare under penalty of perjury under the laws of the State of California that the above information is true and correct.



8. Annual Certification Questionnaire Confirmation

You will receive an email confirmation.



Thank you for your submission of the Single-Family Homeowner Certification.

Please save this website for future use to update your contact information during the year.

You will be contacted if the submitted information is incomplete or inaccurate. If you have any questions, please contact the Single-Family Loan Servicing Unit at SFLoan.Servicing@lacda.org or at (626) 943-3952.

9. Logout

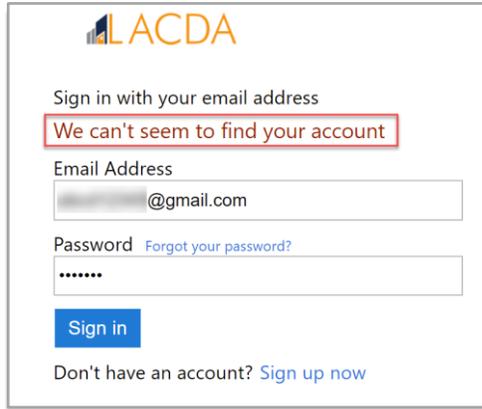
Remember to Log Out.



10. Frequently Asked Questions

1. Q: I cannot log in, why am I receiving this error ‘We can’t seem to find your Account?’

A: The email account does not exist. An account needs to be created by clicking on ‘Sign up now.’



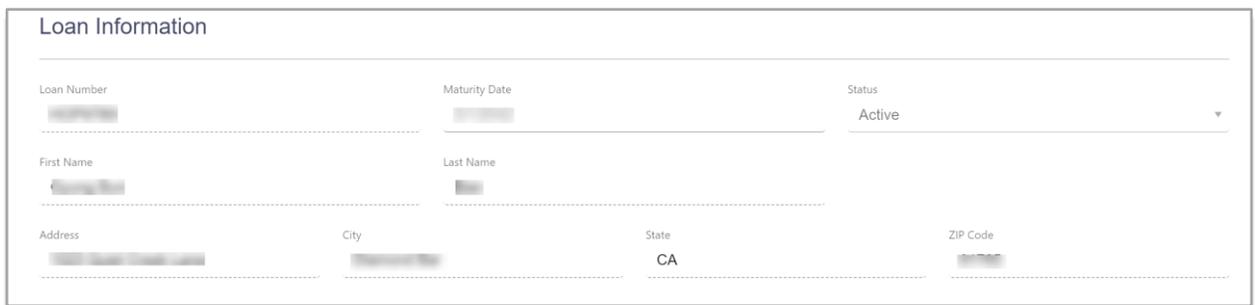
The screenshot shows the LACDA login interface. At the top is the LACDA logo. Below it, the text reads "Sign in with your email address". A red-bordered box highlights the error message: "We can't seem to find your account". Below the error message are two input fields: "Email Address" (containing a redacted email address ending in @gmail.com) and "Password" (with a "Forgot your password?" link). A blue "Sign in" button is positioned below the password field. At the bottom, there is a link: "Don't have an account? Sign up now".

2. Q: What happens next once I submitted the Request Assistance information?

A: A member of the Single-Family Loan Servicing Unit will contact you via email or call you to provide you the information you need to help you link your account to your loan number.

3. Q: How come I can’t edit my Loan Information?

A: Please email SFLoan.Servicing@lacda.org to have the information corrected.



The screenshot shows a "Loan Information" form with the following fields:

- Loan Number: [Redacted]
- Maturity Date: [Redacted]
- Status: Active (dropdown menu)
- First Name: [Redacted]
- Last Name: [Redacted]
- Address: [Redacted]
- City: [Redacted]
- State: CA
- ZIP Code: [Redacted]

4. Q: I do not have a second contact number, is it required?

A: No, but we do recommend that you enter a secondary number if you have one.

Contact Information

Email
[Redacted]

Primary Phone Number Type Primary Phone Number
Home [Redacted]

Secondary Phone Number Type Secondary Phone Number
[Redacted] () -

5. Q. Why didn't I receive a confirmation email after I clicked submit?

A: Please check your junk or spam email folder or contact the Single-Family Loan Servicing Unit by email at SFLoan.Servicing@lacda.org or at (626) 943-3952.