



Housekeeping

Kindly Mute your Microphone
when not speaking. Helps with the feedback





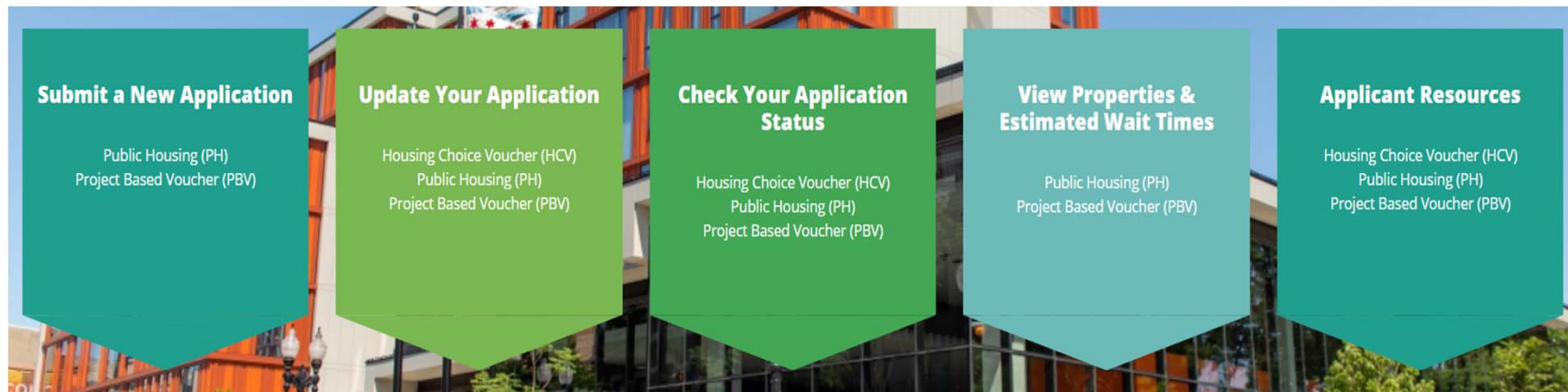
Property Rental Assistance PRA Program

Project Based Vouchers **PBV**

CHA WAITLIST

**All Applicants come from the
CHA-managed, site-based waitlist:**

<https://applyonline.thecha.org/>



Request Waitlist

- Email Vacancy Report to: PRALeasing@thecha.org
 - Include in your request for a waitlist
 - Unit address
 - Unit size (# bedrooms)
 - Unit accessibility features
 - Tenant Selection Plan Preference
 - CHA will send waitlist referrals once Vacancy Report is received.
Goal is within 5 days
-

Best Practice: Be Proactive - Anticipate the Vacancy.

The waitlist is good for 120 days.



APPLICANT OUTREACH & SCREENING



OUTREACH

15 Business Day Cycle

First Outreach Letter

- **1st Initial Outreach Letter** sent by CHA to waitlist applicants and sent to Property Manager.
- Property Manager initiates phone call to ALL phone numbers and sends emails, where if applicable.

Second Outreach Letter

- Property Manager sends **2nd Outreach letter** (*on Property Letterhead*) and schedules interview appointment with Applicants within five business days of receipt of waitlist.

Third and Final Notice

- Property Manager sends 3rd and **Final Outcome Notice** to Applicants who were a) non-responsive to outreach, b) not eligible based on Tenant Selection Plan, or c) not interested in Property.

MIR

- Property Manager sends **Move in Report** (MIR) to: PRALeasing@thecha.org
MIR includes a) completed Applicant Status Log and b) Outreach letters to all applicants.

Unit Offer

- Property Manager submits **Interview Request Form** for Applicants determined eligible for the building based on the Tenant Selection Plan.



Initial Outreach Letter

Sent by
CHA to
Waitlist Applicants

Best Practice:
Keep your
Contacts Up-to-date
on the
Owner's Portal



HOUSING REFERRAL LETTER

If you need this notice in a different format, different language, or **LARGER FONT**, or if you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the housing authority at (312) 935-2600 or TTY: (312) 461-0079. Advance notice of five business days is required in order to arrange for interpreter services.

Date: <Date>

Tenant ID #: <Voucher#>

<Name>

Wait List #: <Waitlist #>

<Address>

<City> <State> <Zip>

Dear: <Name>

There is a vacant unit in a project-based building for which you may qualify. Project Based units are different from voucher-based units in that you must live in a specific building to receive assistance in paying your rent. This is an opportunity for you to receive rental assistance. _____ is the address of the building that has a vacancy.

Attached, you may find additional informational material for the building. If you are interested in this building please contact the property manager by completing the section below and returning this form to the following address:

<Property Name>
Attn: <Property Manager Name>
<Address>
<City> <State> <Zip>

You may also reach <Property Manager Name>, <Address>, at <phone number> to inquire about viewing and screening information within 10 days from the date of this letter.

You will be contacted for a viewing and screening appointment by the property manager in the following weeks. If you choose to decline the offer, please inform the property manager, it is not necessary to contact the CHA.

Please check the box below :

- ☐ Yes, I am interested in the project based unit available at <Property Name>. Please contact me to schedule a viewing and/or screening appointment.
- ☐ No, I am not interested in the project based unit available at <Property Name> .

First Name: _____ Last Name: _____

Address: _____ Apt #: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____ Cell Phone: _____

Second Outreach Letter

Property Manager
reaches out to
All Applicants:

- ✓ Mail Outreach Letter
(company letterhead)
- ✓ Call all phone numbers
- ✓ Email
- ✓ Document outreach
efforts



Date _____

Client#
Applicant's Name _____
Address _____
City, State, Zip _____

Dear Applicant's Last Name: _____

SUBJECT: 2nd Outreach Letter – Invitation to be screened for a housing opportunity
This letter is to inform you that you are currently on a CHA Wait List for a CHA apartment and your name has come up for screening so that you may be considered for a project based apartment available for immediate leasing at **DEVELOPMENT NAME**.

1) **If you are interested in being screened for an apartment at DEVELOPMENT NAME, YOU MUST SCHEDULE AN INTERVIEW:**

If you are interested in this building please contact the property manager by completing the section below and returning this form to the following address OR contact them directly by calling <Property Number> .

<Property Name>
Attn: <Property Manager Name>
<Address>
<City> <State> <Zip>

You will be contacted for a viewing and screening appointment by the property manager in the following weeks. If you choose to decline the offer, please inform the property manager, it is not necessary to contact the CHA.

Please check the box below:

☐ **Yes, I am interested in the project based unit available at <Property Name>. Please contact me to schedule a viewing and/or screening appointment.**

☐ **No, I am not interested in the project based unit available at <Property Name> .**

First Name: _____ Last Name: _____
Address: _____ Apt #: _____
City: _____ State: _____ Zip Code: _____
Telephone Number: _____ Cell Phone: _____

*If you are not able to attend this open house date; please contact the management office within **five (5) business days** from the date on this letter.
If you require a **reasonable accommodation to participate in this process, please notify us.

IMPORTANT: Failure to respond to outreach attempts, refusal of a property based on location, or refusal of a unit offer without good cause may result in your name being removed from a CHA Waiting List. You may contact the Chicago Housing Authority to inquire about the status of your application. Visit CHA in person at 60 East Van Buren, Chicago, IL 60605. Contact CHA by telephone at 312-913-7266 or 312-935-2600.

Thank you,
Management representative's name (Representatives' title)

Final Outcome Letter

Property Manager
notifies each Applicant
of Outreach
determination
(company letterhead)

Document
Applicant Status Log



Client No.: 123456

January 1, 2012

Name

Address

City State Zip

SUBJECT: 3rd Outreach Letter — Screening Outcome

Dear: [Name of Applicant]

Checked below is your screening opportunity determination:

___ You failed to respond to our attempts to contact you regarding the availability of a Project Based Voucher Unit. To date, [Development Name] [Development Address] has attempted to reach you by both mail and telephone.

___ You requested to have your name removed from the wait list: ___phone ___in person ___date;

___ You refused to begin/complete the screening process: ___phone ___in person ___date, for the following reason(s):

___ You are unable to begin the screening process for the following reason(s):

___ You (or a household member) failed based on the results of the credit background check;

___ You (or a household member) failed based on the results of the criminal background check;

___ Your family size does not meet qualifications for the unit size available;

___ Your household does not require the features of an accessible unit;

Other: _____

If you feel that this review is inaccurate, please contact our office by [Date]. If you have any questions or concerns, please do not hesitate to contact [Name and contact information].

IMPORTANT: Failure to respond to outreach attempts, refusal of a property based on location, or refusal of a unit offer without good cause may result in your name being removed from a CHA Waiting List. You may contact the Chicago Housing Authority to inquire about the status of your application. Visit CHA in person at 60 East Van Buren, Chicago, IL 60605. Contact CHA by telephone at 312-913-7266 or 312-935-2600.

Sincerely,
[Name & Title]



Status Log

PBV Application Status Log



Property Name	
Property Address	
Management Company	
Property Manager	
Leasing Agent	
Vacant Unit Number(s)	
Bedroom Size	

Date Waitlist Received:	
Move-In Review Date:	
Request to House	0
Request to Remove	0
Request to Return	0
Total	0

Property Screening Use							CHA USE ONLY			
	Client Number	Client Name	Applicant Screening Date	Did you conduct full outreach for this applicant? (All Phone Numbers, Email, Emergency Contact, and Mail)	Is applicant eligible to be housed? (Passed criminal check, credit check, work requirement, age requirements, and all other applicable verifications)	Please provide written explanation as to why the applicant is not eligible to be housed	Applicant's Final Status	Reason for Final Status	Ranking Number	Application Date
Ex	G000020	Last Name, First Name	3/14/2019	Yes	No: Does Not Meet Tenant Selection Plan Criteria	Applicant did not meet homeless requirement	Return for New Waiting List Selection	Applicant selected incorrect site based waiting list	15,055	7/9/2010
3										
4										
5										
6										
7										
8										
9										



Is Applicant Eligible to be Housed?

Application
Status Log
matches the
3rd & Final
Outreach Letter

- **Yes**
Note: Applicants must be housed in order of the Waitlist.
If there are more applicants than vacancies, the applicant name can be save for “future” vacancy. Waitlist is good for 120 days.
- **No: Did not attend Screening**
- **No: Did not respond to Outreach**
- **No: Does not meet Tenant Selection Plan**
- **No: Failed to participate in screening process**
- **No: Failed credit**
- **No: Failed criminal background check**
- **No: Failed credit and criminal background**



Reminder

**Complete
Outreach
and
Screening
in
10-15 days**

- **Screen Applicants in Order of the Waitlist.**
A decision must be made for 1st Applicant, then 2nd Applicant, etc.
- **Establish Deadlines for Applicants** to submit documentation to you.
- **Never make an offer or promise** before Move-In Report (MIR) is complete and CHA advises next step.
- **Do not accept security deposits** prior to CHA approval.
- The Applicant is no longer eligible for the housing opportunity once screening documents have been submitted to CHA to close-out a waiting list.

CHA removes or returns Applicants to the CHA waitlist once the Status Log and Documents are received.



Outreach Screening Audit

Future
Eligible
applicants
for
upcoming
vacancies

Waitlist
good for
120 days

- Property Manager submits documents to:
PRALeasing@thecha.org
 - ✓ Status Log
 - ✓ Outcome Letters
- CHA **reviews Move In Report** for consistency:
 - ✓ Does the Outcome Letter indicate the reason for the outcome?
 - ✓ Does the Status Log indicate the same result as the Outcome Letter?
 - ✓ Example: **Outcome Letter should report**
“Applicant refused the unit because of unit size.”



LEASING

LEASING PROCESS

10-15 Business Day Cycle

Interview
Request

- Move In Report (Status Log and Outreach Documentation letters) is completed by Property Manager and submitted to CHA. **Interview Request Form** is submitted.

Briefing
Meeting

- CHA schedules **Briefing Meeting** with Applicant. OR Property Manager completes **video Briefing and Affidavit** and submits with all required **Application** documents.

Eligibility
Screening

- CHA completes **Eligibility Screening** once Application is complete to determine eligibility for the subsidy benefit. This screening includes Background and Criminal History checks.

Lease
Addendum

- **Lease Addendum** is forwarded to the Property Manager.

Lease

- Property Manager returns the signed **Lease** with **Lease Addendum**.




Vacancy Report

Send the
Vacancy Report
within 10 days
of the vacancy
or in advance,
If there is an
anticipated
vacancy.

Request a Waitlist



**CHICAGO HOUSING AUTHORITY**

VACANCY REPORT

Please prepare a separate sheet for each vacant unit in the building within the development or scattered site. This form should be used by property owners/managers to report a vacant unit in the Moderate Rehabilitation and Project Based Voucher/ Property Rental Assistance.

Please fill in all required fields and return a signed copy via fax (312-786-6970) or email (praleasing@thecha.org), indicate "VACANCY REPORT" in the subject line. Vacancies must be reported within 10 calendar days upon learning of a vacancy or expected vacancy.

Name of tenant that vacated the unit:

Tenant ID (if known):

Address (include unit #):

Size of unit that was vacated (if SRO, indicate "SRO"):

If the tenant has already vacated - Vacancy Date:

If the tenant is expected to vacate - Expected Vacancy Date:

Reason for vacancy (must indicate reason):

☐ Evicted - Delinquent Rent ☐ Violation of Lease or Family Obligation

☐ Moved with Notice ☐ Moved without Notice

Other:

If other reason was provided, did the tenant provide notice of vacating unit? ☐ YES ☐ NO

CHA Referral needed ☐ YES ☐ NO

I hereby certify that to the best of my knowledge the tenant listed above has vacated (or will vacate) the unit as indicated per this report.

Name and title (print):

Signature: Date:

Telephone Number:

Email:

For Office Use Only—

Vendor ID #	<input type="text"/>	Property ID#	<input type="text"/>
Date Received:	<input type="text"/>	By:	<input type="text"/>
Referrals mailed:	<input type="checkbox"/> Email <input type="checkbox"/> Postal Mail	Number of referrals	<input type="text"/>
Program Type:	<input type="checkbox"/> Moderate Rehabilitation <input type="checkbox"/> Property Rental Assistance		

60 East Van Buren, Chicago, IL 60605 • General Customer Service Center: 312.935.2600 • www.thecha.org

Vacancy Payment Claim

Request must be received by CHA **no later than 90 days** from vacancy.

Up to 2-months Rent

Considerations:

- ✓ CHA notified of the vacancy within 10 days
- ✓ Vacancy not the fault of owner
- ✓ Owner made good-faith effort to fill unit and submitted required documents.



 **CHA**
CHICAGO HOUSING AUTHORITY

NOVEMBER 2013

VACANCY PAYMENT CLAIM

Please prepare a separate sheet for each vacant unit in the building within the development or scattered site. Vacancy Claims may be submitted 60 days after move-out or occupancy of the unit, whichever comes first. Vacancy Claims must be submitted to CHA no later than 90 days after move-out.

Property Information:

Development Name: _____

Unit Address: _____

City: _____ State: _____ Zip Code: _____

Owner

Owner's Name: _____

Address: _____ City, State and Zip Code: _____

Contact Person: _____ Title: _____

Telephone: _____ Alt Telephone: _____

Fax Number: _____ Email: _____

Vacancy Information:

UNIT NUMBER	MOVE OUT DATE	RENT READY DATE	New Move-in date or 60 days after move-out Month	Security Deposit Amount recouped for vacancy	CURRENT CONTRACT RENT

OWNER CERTIFICATION OF VACANCIES:

I hereby certify that, to the best of my knowledge: 1) the above unit has been vacant during the period indicated; 2) all payments received for this vacancy are listed on this form; 3) all feasible actions have been taken to minimize the likelihood and length of the vacancy including not rejecting any eligible applicants except for good cause acceptable to the CHA; and 4) additional information required by CHA to verify that the owner is entitled to the vacancy payment is attached.

Print Name: _____ Title: _____

Signature: _____ Company: _____

Telephone: _____ Fax: _____

Email: _____ Date: _____

Note: Owner retains HAP through the end of the month that the tenant moved out and is eligible for up to 2 months Contract rent for the vacancy. Vacancy loss may be claimed from the date the unit is ready to re-rent, but no earlier than the first day of the month following the tenant move-out.

Please email Vacancy Claim form to PRA email address at PRA@thecha.org. Indicate "VACANCY CLAIM REQUEST" in the subject line.

- For Office Use Only -

Vacancy Report Form Received	Vacancy Claim Form Received
Payment Approved: <input type="checkbox"/> Yes <input type="checkbox"/> No	Total Amount Due
Vendor ID #	Property ID#
	Approved by: _____

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COMPLIANCE

Asset Management

HAP Anniversary	January 1 st (example)	
HQS inspections	+ 5 months	June
Owner Services Review	+ 8 months	September
Asset Management Review	+ 9 months	October
Rent Increase	+ 10 months	November 1st

Housing Quality Standards

**HAP
Anniversary
+ 5 months**

All PRA units must meet Housing Quality Standards (HQS) which determine if the housing is safe, decent and sanitary.

- * 20% of the PRA units will be inspected annually.
- * Should 20% of inspected units fail HQS, all units must be inspected.
- * Unit owner has 30 days to make any repairs and schedule re-inspection.
- * An Abatement will occur if the unit do not meet HQS the first of the next month.
- * Additionally: All units inspected prior tenancy.

**Questions & Scheduling:
PRAIinspections@theCHA.org**



Abatelements

**Don't
lose
building
income**

An **Abatement** is placed on the unit, should a unit fail re-inspection. The Abatement is effective the first of the following month.

No HAP payments can be made until the unit passed HQS and the Abatement is removed

No retroactive payments can be made to the owner for the period of time that the rent was abated.

If a unit is in abatement for more than 60 days, it is at risk of being **removed from the HAP Contract**.

Owner rents are not abated where HQS failure is due to a family responsibility. An **Intent To Terminate (ITT)** may be issued to the tenant.



HQS Reference Materials

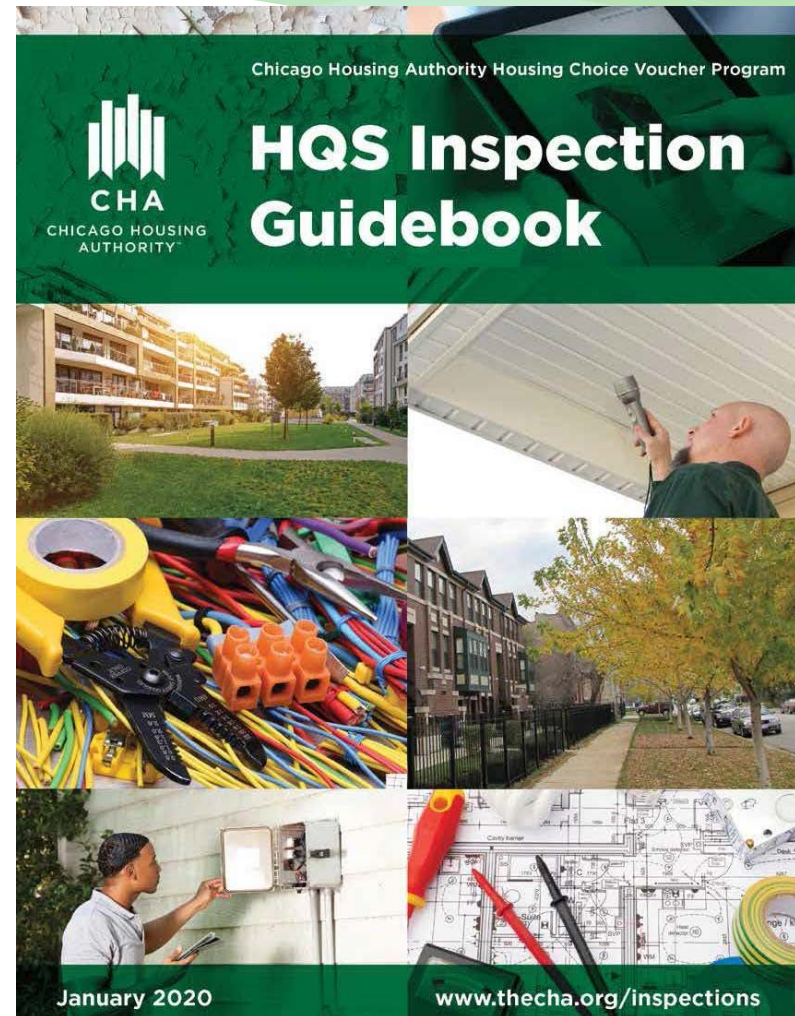
Types of HQS inspections:

- Pre-Contract
- Annual
- Turnover / Initial
- Special Inspections

Inspections are good for 120 days

Resources:

- Questions & Scheduling:
PRAIinspections@theCHA.org
- Results found on Owner's Portal
- HQS Workshops



Owner Services Review

**HAP
Anniversary
+ 8 months**

CHA staff will complete a Property Background to determine compliance with the HAP contract.

The Owner Services Review includes:

- ✓ HQS reports
- ✓ Chicago Department of Buildings reports
- ✓ Vacancy Reports
- ✓ Financial Records including Certificate of Insurance, title search, and property taxes



Asset Management Report

**HAP
Anniversary
+ 9 months**

An Asset Management Report (AMR) will be provided to the Property Owner after review of Owner Services Report.

- CHA may request additional documents
- Site Visit may be scheduled
- Phone and/or in-person interviews with residents may be completed

Risk Rating Assessment

- ❖ Stable
- ❖ Watch List
- ❖ Troubled



RENT INCREASE

Rent Increase Request

**Must be
received
60 days
prior to
HAP
anniversary**

CHA reviews rents by the LESSER of:

- Owner requested rent amount
- Market comparables in the immediate area
- The Fair Market Rent (FRM) for the community area
 - Mobility Community: Up to 150% of the current published FMR
 - Other communities: Up to 110% of the current FRM applicable bedroom size
- Market rate rents in the building for non-PRA units



Market Comparables

How are Market Comparables determined?

CHA uses a software program **GoSection8.com**

- * Properties in immediate area, usually within a **half-mile radius**
- * **Similar Units:**
 - square footage,
 - # bedrooms / bathrooms,
 - utilities, and
 - amenities
- * Subsidized units can not be used as comparables.

If a rent increase is denied due to CHA market review, the Property Manager may provide comparables for review and reconsideration.



CHANGING CONTRACT UNITS

HAP Amendment

Swap Units: Property Owner and/or Resident may submit a request for a Reasonable Accommodation.

PRA staff will review requests to Amend the HAP and “swap” units.

- Same bedroom size and amenities.
- Unit must pass HQS.

Add Units: HAP can be amended to add units to the maximum number approved by the CHA Board of Commissioners.

PRA Staff must be contacted PRIOR to any change in the HAP



Removing Units

PRA PBV units may be removed from the HAP contract IF:

- * **Vacant** for 120+ consecutive days
- * In **Abatement** for 60+ days
- * **Non-eligible resident** occupying the unit
- * **Troubled** Risk Rating for 2 consecutive annual Asset Management Reviews
- * Termination of the HAP Contract for **Default**

RESOURCES

Owner's Portal: <https://chahcvportal.org/>

The screenshot shows the CHA Owner Portal website. A green callout bubble with the text "Resources Tab" points to the "RESOURCES" link in the top navigation bar. The website header includes the "Housing Choice Voucher Program" logo, a "SELECT LANGUAGE" dropdown, and social media icons. The main content area features a "HOME" section with a "CENSUS 2020" banner and a "Learn more at" button. Below this is a "News" section with two articles: "2020 HCV Tax Savings Program Application Available" and "May 2020 Update to HCV Program Operations during COVID-19". A "QUICK LINKS" sidebar on the left contains buttons for "VIEW MY INSPECTION APPOINTMENTS", "TRACK MY MOVES", "VIEW MY INSPECTION RESULTS", and "VIEW MY PAYMENTS". The CHA logo is visible in the bottom left corner.

Resources Tab

Housing Choice Voucher Program
Owner Portal

SELECT LANGUAGE
SITE MANAGEMENT | LOG OUT

Site Search

HOME MY ACCOUNT INSPECTIONS FINANCE MOVES RESOURCES

HOME

Indicate your preferred language
[Click Here](#)

QUICK LINKS

- VIEW MY INSPECTION APPOINTMENTS
- TRACK MY MOVES
- VIEW MY INSPECTION RESULTS
- VIEW MY PAYMENTS

News

2020 HCV Tax Savings Program Application Available
5/18/2020 3:20 PM

Under state law, qualified Illinois property owners who rent to participants in the Housing Choice Voucher (HCV) Program may receive property tax abatement tax savings in an amount up to 19% of a property's Equalized Assessed Value (EAV). The actual amount will depend upon tax rates, the state equalizer, EAV and the number of qualified units rented to HCV Program participants.

A separate [HCV Tax Savings Program Application](#) is required for each Property Index Number (PIN), and applications must be submitted on an annual basis. If you don't know your PIN, visit www.cookcountyassessor.com or check your tax bill.

Applications for the 2020 tax year are due by December 15, 2020. If approved, the tax abatement will be realized on the second installment of the subsequent tax year.

May 2020 Update to HCV Program Operations during COVID-19
5/8/2020 5:26 PM

While CHA's offices continue to be closed to the public, HCV Program staff are working diligently to continue operations and provide quality service to our families and partners.

We know many of you have questions. To address the most common inquiries from property owners, participants and applicants, the HCV Program staff have expanded the previously issued Frequently Asked Questions packet to include policy updates and newly available resources.

[Updates to HCV Program Operations during COVID-19 FAQs](#)

CHA also encourages you to familiarize yourself with city, state and federal resources.

[City of Chicago COVID-19 Resources](#)

[State of Illinois COVID-19 Resources](#)

CHA
CHICAGO HOUSING
AUTHORITY™



MY ACCOUNT

INSPECTIONS

FINANCE

MOVES

RESOURCES

HOME > RESOURCES

Resources

Indicate your preferred language
[Click Here](#)

QUICK LINKS

- VIEW MY INSPECTION APPOINTMENTS
- TRACK MY MOVES
- VIEW MY INSPECTION RESULTS
- VIEW MY PAYMENTS

HCV Property Owner Forms

[Affidavit of Ownership](#)
[Authorization for the Release of Information](#)
[Change of Ownership/Management Packet](#)
[Direct Deposit Authorization](#)
[Fraud Report](#)
[Language Access Request](#)
[Problem Property Report](#)
[Property Owner Certification](#)
[Request for Replacement Payment](#)
[Tax Savings Program Application - 2020](#)
[Vacancy Payment Request](#)
[W9 Form with Instructions](#)

HQS Inspection Information

[HQS Minor Fail Items for Self-Certification List](#)
[HUD 52580 Inspection Checklist](#)
[HUD 52580-A Inspection Form](#)
[Lead Safe, Lead Compliant, Lead Free Flyer](#)
[Protect Your Family from Lead in Your Home](#)
[Protecting Your Child from Lead](#)

HQS Inspection Forms

[Disclosure of Information for Pre-1978 Housing](#)
[HUD 90106 Move-In/Move-Out Inspection Form](#)
[Inspection Extension Request](#)
[Owner Certification of Lead Based Paint Treatment](#)
[Self-Certification of HQS Compliance](#)

Property Rental Assistance Program

[PRA Program Website](#)
[PRA Rent Increase Request](#)
[PRV Vacancy Payment Claim](#)
[PRV Vacancy Report](#)

HCV Guides

[HQS Inspection Guidebook - January 2020](#)
[Participant Guidebook - February 2020](#)
[Property Owner Guidebook - March 2020](#)
[Owner Portal FAQs](#)

HCV Programs, Policies & Initiatives

[New HCV Programs and Procedures](#)
[Cannabis FAQs](#)
[Cannabis Policy](#)
[Landlord Incentive Payments Flyer](#)
[Mobility Areas Flyer](#)
[Mobility Counseling Program](#)
[Vacancy Payments Flyer](#)
[HCV Program Operations during COVID-19 FAQs](#)

HCV Tenancy & Payment Information

[2020 Payment Processing Calendar](#)
[HUD 52641 HAP Contract](#)
[Request for Tenancy Approval \(RTA\) Instructions](#)

HCV Rent Determination Information

[How Your Rent Was Determined by GoSection8.com](#)
[How to Submit Comps to GoSection8.com](#)
[Rent Increase Requests](#)

HCV Newsletters

[Letter from the Chief HCV Officer](#)
[Owner News Q1 2020](#)
[Owner News Q4 2019](#)
[Owner News Q3 2019](#)
[Owner News Q2 2019](#)
[Owner News Q1 2019](#)
[Request Previous Editions](#)

Owner's Portal

- **View HAP Statements**
- **Track my Moves**
- **View Inspection Results**
- **View Payments**
- **Resource links to HCV News, Resource Guides**
- **Link to CHA Event Calendar and Register for Workshops and Briefings**



<https://chainspections.org/>

PRA PBV
Inspections
Good for
120 days

Be Proactive



CHICAGO HOUSING AUTHORITY™

Housing Quality Standards (HQS) Inspection Information

You can now find out the date and timeframe of your next inspection on this website or through an automated call system or text message. All you need is your Inspection ID. Simply enter it here or call or send a text message to 312-544-0302. If texting, please make sure to only include your Inspection ID. Anything more and you will receive an instruction message on how to use the system. In addition, you can now contact the Inspections Department directly via e-mail:

Housing Choice Voucher Inspections Department Property Rental Assistance Inspections Department
Email: hcvp inspections@thecha.org Email: prainspections@thecha.org

Is there a new e-mail or phone number you want to have on file?
Save yourself a trip to the Owner Services Department or one of the Regional Offices and contact the CHA Customer Call Center to have your latest information updated today:
Housing Choice Voucher Department Property Rental Assistance Department
Email: hcv@thecha.org Email: pra@thecha.org
Phone: 312-935-2600 Phone: 312-786-4056

Have you noticed any issues?
In order to improve the quality of our systems, CHA has been performing database upgrades during the last few weeks. This may cause delays in information being updated on the Inspections Portal. If you do not receive results when looking up information, please try accessing this page again in a few hours. If the problem persists, please reach out to our customer information center at (312) 935-2600. Our team is aware of these errors and is working to resolve them as soon as possible. Once this page is back to full capacity, we will post an update.

We apologize for any inconvenience and thank you for your patience.

Are there circumstances that are preventing you from correcting your inspection deficiencies before your inspection appointment?
You can request a weather related extension for your exterior deficiencies between November 1st through February 28th.
You can also request a Non Weather Related Extension for extenuating circumstances.
Click [here](#) to request an Inspection Extension.
**Please note that inspection extensions must be approved.*

We are constantly improving our system and your input is needed. Click [here](#) to take a 1 minute survey about your most recent inspection.

As a result of your feedback, we've recently updated the display of inspections information available at this site. To see the new look, please search for an inspection by Inspection ID, Vendor ID or Tenant ID.

Inspection Result Lookup

Search By:

Please enter your Tenant ID:
Tenant ID:

Please enter Tenant Last Name:
Tenant Last Name:

Inspection Appointment Lookup

Search By:

Please enter your Inspection ID:
Inspection ID:

<https://cha.participantportal.org>

Housing Choice Voucher Program

Participant Portal



Welcome, please log-in below.

Voucher #

Password

Log In

☐ Remember me?

[Forgot Password?](#)

[How to Navigate the Participant Portal/FAQs](#)

We offer free interpretation and translation services for individuals with a Limited English Proficiency (LEP). [Click Here to Request Assistance](#)

Don't have a portal account?
Sign up and see what you're missing.

- View your program status
- Request a move
- Report changes to your voucher
- And more

Sign Up



RESOURCES

CONTACTS

- **LEASING**

WAITLISTS

VACANCY REPORTS

MOVE IN REPORTS / INTERVIEW REQUEST FORMS

PRALeasing@theCHA.org

312-935-2600

- **PRA ADMINISTRATION**

RENT INCREASE REQUEST

VACANCY PAYMENT CLAIMS

ASSET MANAGEMENT REVIEW (AMR)

PRA@theCHA.org

- **INSPECTIONS**

VACANCY REPORTS

PRAInspections@theCHA.org

- **FAIR HOUSING**

REASONABLE ACCOMMODATIONS

FairHousing@theCHA.org

- **LANGUAGES**

SERVICES FOR RESIDENTS AND APPLICANTS

CHAla@theCHA.org



PLEASE DO NOT SUPPLY CONTACTS TO APPLICANTS and RESIDENTS



Thank you!



QUESTIONS?

