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Property Owner Support

CHA primarily conducts business with HCV applicants, participants and property owners/managers via online portals, email and phone. While in-person appointments and paper forms are available by request, CHA encourages everyone to try the remote and paperless system first. Digital requests are more easily tracked, which limits repeat requests and therefore processing delays.

CHA's primary account management tool for HCV property owners is the [HCV Owner Portal](#), where you can:

- View your properties and tenants
- Enable two-factor authentication
- Update your contact information
- Create sub-accounts for staff
- View inspection appointments and results
- Download HAP statements and IRS-1099 forms
- Submit and track RTA packets
- Request and track rent increases
- And more

Want more information? Check out the [HCV Owner Portal FAQs](#).

Contact HCV Owner Services

CHA's HCV Program offices are open from 8:30 a.m. – 5:00 p.m., Monday through Friday (closed weekends and in observance of federal holidays).

CHA operates a dedicated Owner Services Department to help current and prospective HCV property owners and managers navigate various aspects of the HCV Program, including:

- Program policies and procedures
- Owner Account changes (i.e., direct deposit, contact information, management, etc.)
- Completing, signing and submitting forms (i.e., RTA packet, HAP Contract, Change of Ownership/Management, etc.)
- Program-related issues
- And more


While CHA has three HCV Regional Offices, the Owner Services Department operates exclusively from CHA's Central Office, 60 E. Van Buren Street, Chicago, IL, 60605 and can be reached directly via email at ownerinfo@thecha.org.

HCV property owners may also contact the CHA Customer Call Center by phone at 312-935-2600 (TTY 312-461-0079). If the call center representative cannot assist, they will assign the inquiry to the appropriate team.

Note: HCV Regional Offices are open for appointments and document drop-off only.

Schedule an Appointment

Trouble viewing the form? Click [here](#).

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