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# Resources for Voucher Holders

## Account Management

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 participants is [RENTCafé](#), where you can:

- View your family information, such as household members and income affiliated with the account.
- Access HCV Resources and read important news and announcements from CHA.
- View your HQS inspection information, including appointments and high-level results.
- Complete your Re-Examination appointment (when it's time).
- Request an Interim when you experience changes in your household (loss of income, the addition/removal of a household member, etc.).
- And more

Ready to manage your account online? Click [here](#) to log in or see below for guides and videos to help you get started!

## Events and Education

### Submitting an Interim Request through RENTCafé

If you've experienced a change in your family situation or household income, you may need to submit an Interim request to CHA. Join us to learn what information and documents are needed to report a change and how you can easily submit your request using CHA's RENTCafé. Available 24/7, there's no longer a need to come into the office, call the CHA Customer Call Center or send an email!

This session will also cover how you can use RENTCafé to access and manage your CHA account online, including updating contact information, downloading important documents, viewing appointments and high-level inspection results, and more.

**Tuesday, April 8, 1 p.m. to 2:30 p.m. | [Click Here to Register](#)**

### Managing the Chaos

Did you know April is Stress Awareness Month? Join us to learn helpful tips and best practices on how to manage chaotic stressors that may be present in your life due to financial strain, caregiving responsibilities, news events, social media influences, misinformation, the unpredictability of the world we live in, etc.

**Tuesday, April 22, 1 p.m. to 2:30 p.m. | [Click Here to Register](#)**

### **HCV Participant Bootcamp @ the FIC**

This in-person event will cover everything you need to know about the HCV Program, including entering the program and finding a unit that meets your needs, completing the required paperwork, HQS inspections and HCV Program enforcement. Plus, you'll be able to visit with several organizations throughout the day that offer housing, education, career, and/or family support resources for HCV families.

**Tuesday, May 13, 1 p.m. to 2:30 p.m. | [Secure Your Seat... Register Today](#)**

### **Completing Your Re-Examination Appointment through RENTCafé**

As a requirement for continued eligibility, HCV and PBV participants must complete a Re-Examination every 1-3 years, depending on their household composition and/or reported income. This review is done to ensure families are receiving the financial assistance they need.

Join us to learn more about what to expect during your next Re-Examination, what documents are needed, who must be present to sign forms and how easy it is to use RENTCafé to complete your appointment online. This session will also cover the many other ways RENTCafé gives you access to manage your voucher 24/7.

**Tuesday, June 17, 1 p.m. to 2:30 p.m. | [Click Here to Register](#)**

**Can't make a session or looking for a specific topic?** There are dozens of on-demand webinars available online. [Click here](#) to view the most popular recordings of all our past sessions.

**Have an idea about HCV Education and Events? We want to hear from you!** Whether you've never attended one of our sessions before, or attend every week, share your suggestions. [Click here](#) to complete a short survey.

## **Forms & Documents**

[CHA Mobility Areas Map](#)

[CHA Utility Allowances - HCV](#)

[Expanding Opportunities in Housing](#)

[HCV Health and Wellness Program](#)

[Request for Reasonable Accommodation Form](#)

[The Ins and Outs of Porting into Chicago](#)

## **Guides and Videos**

[HCV Applicants: How to Register for RENTCafé](#)

[HCV At a Glance Flyer](#) | [HCV en resumen](#)

[How to Complete Your Upcoming Online Re-Examination Appointment](#)

[How to Report Household Changes Using RENTCafé](#)

[HQS Inspection Guidebook](#)

[Participant Guidebook](#)

[Participant Pocket Guide | Guía de Bolsillo para el Participante](#)

[Video: How to Complete Your Upcoming Re-Examination Online](#)

[Video: How to Register for a RENTCafé Account](#)

[Video: Moving with Your Housing Choice Voucher](#)

[Webinar: How to Navigate RENTCafé](#)

## **Newsletter for HCV Participants — *Going Places***

*Going Places*, the HCV Program's participant newsletter delivered via email each March, June, September and December, includes information on CHA policy changes, available resources, daily life tips, upcoming events, educational opportunities, and more.

**Note:** *If you do not currently receive the e-newsletter directly in your inbox, please [contact CHA](#) to add a personal email to your account. Just remember, if possible, the email you put on file should be your own, since CHA also uses it for sensitive account-related information.*

Check out the latest issues below:

[Going Places Q1 2025](#)

[Going Places Q1 2025 - Spanish](#)

[Going Places Q4 2024](#)

[Going Places Q4 2024 - Spanish](#)

[Going Places Q3 2024](#)

[Going Places Q3 2024 - Spanish](#)

Looking for previous issues of *Going Places*? Log in to your [RENTCafé](#) account and click on 'HCV Resources' from your dashboard.