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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

Managing Seasonal Affective Disorder

Seasonal affective disorder (SAD) is a type of depression that occurs when seasons change. Hear from a mental health expert on ways to manage this change in mood and behavior.

Tuesday, December 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](#)

[Expanding Opportunities in Housing](#)

[HCV Health and Wellness Program](#)

[Request for Reasonable Accommodation Form](#)

Guides and Videos

[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](#)

Newsletter for HCV Participants — Going Places

The HCV Program's quarterly participant newsletter, *Going Places*, keeps you informed of CHA policy and resource changes and includes tips to help you in your daily life as well as information about upcoming events and educational opportunities.

Check out the latest issues below:

[Going Places Q3 2024](#)

[Going Places Q3 2024 - Spanish](#)

[Going Places Q2 2024](#)

[Going Places Q2 2024 - Spanish](#)

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

Regional Offices

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).

For account-related assistance, HCV participant families should contact the CHA Customer Call Center by email at hcv@thecha.org or by phone at 312-935-2600 (TTY 312-461-0079). If the specialists cannot assist you, they will assign the inquiry to the appropriate team.

At CHA, HCV participant families are not assigned to a specific caseworker, but instead to one of three HCV Regional Offices. Office assignments are based on the participant family's ZIP code, or special program enrollment. See the table below for the current office assignments (subject to

change) and make sure to attend appointments only at that location, unless otherwise instructed.

Note: Beginning September 1, 2023, all HCV Program offices will only see walk-in clients on Wednesdays. Anyone requiring assistance from back-office personnel on any other open office day will need to **schedule an appointment with the form below**. As always, anyone experiencing an emergency situation will be accommodated (wait times may vary).

HCV CENTRAL OFFICE	HCV WEST OFFICE	HCV SOUTH OFFICE
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60 E. Van Buren Street Chicago, IL 60605	1852 S. Albany Avenue Chicago, IL 60623	3617 S. State Street Chicago, IL 60609
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New Admissions / Port Ins	60607	60615
PBV Program	60608	60616
VASH Program	60609	60617
LevelUp	60612	60619
HOME (CTO/DPA)	60618	60620
60601	60621	60628
60602	60623	60633
60603	60624	60637
60604	60629	60643
60605	60630	60649
60606	60631	60653
60610	60632	60655
60611	60634	60827
60613	60636	
60614	60638	
60622	60639	
60625	60641	
60626	60644	
60640	60646	
60642	60647	
60645	60651	
60654	60652	
60657	60656	
60659	60707	
60660		
60661		

Schedule an Appointment:

[Central Office](#)

[South Office](#)

[West Office](#)