HCV Owner Portal FAQ

Getting Started

Can I make an Owner Portal account?
Yes, if you own a property and have a vendor number, you can make an account.

How do I create an account?
Go to chahcvportal.org and click the "Sign Up" button.

What do I need to make an account ?
You need your vendor number and the email address you gave CHA.

What if I get an error message ?
Check if you are using the right email. If you still have trouble, call the CHA Customer Call Center at 312-935-2600.

Do I need an email address ?
Yes, you need an email address to create an account.

Can my team help manage my properties ?
Yes, you can make sub-accounts for your team. First, create your own account. Then, go to "My Account" and click "Sub-Accounts." Add your team's email addresses and set passwords for them.

Logging In

I forgot my password. What do I do ?
Go to the login page and click "Forgot your password?" Enter your email and you'll get a link to reset your password.

I forgot my email. What do I do ?
Use the email you get CHA messages on. If you're not sure, call the CHA Customer Call Center.

My account is locked. What do I do ?
Call the CHA Customer Call Center to unlock your account.

Managing My Account

How do I change my password ?
Go to "My Account" and click "Change Password." Enter your old password and then your new one.

Can I see all my properties at once ?
Yes, if you use the same email for all your vendor numbers, you can see all your properties in one account.

How do I update my email or phone number ?
Go to "My Account" and click "Update My Email Address" or "Update My Phone Number." Make your changes and click "Submit."

How do I change my business address ?
Go to "My Account" and click "Change My Address." Enter the new address and click "Submit Update Request."

How do I change my notification settings ?
Go to "My Account" and click "Notification Preferences." Check or uncheck the boxes for the emails you want to get.

How do I submit documents ?
Go to "My Account" and click "Document Center." Select your vendor account, tenant name or voucher number, and document type. Attach your document and click "Submit."

Inspections

How do I see my inspection schedule ?
Go to "Inspections" and click "Inspection Appointments."

How do I see my inspection results ?
Go to "Inspections" and click "Inspection Results."

Can I request an inspection online ?
No, you need to call the CHA Customer Call Center. But you can pay re-inspection fees online.

How do I dispute inspection results ?
You can’t dispute results online, but you can email hcvpinspections@thecha.org with your dispute and documents.

Can I send self-certification forms online ?
No, email the form and photos to hcvpinspections@thecha.org. Download the form from "Resources."

How do I request an inspection extension ?
Download the form from "Resources," fill it out, and upload it in the "Document Center."

How do I pay my re-inspection fee ?
Go to "Inspections" and click "Pay Re-inspection Fee."

How do I send other documents ?
Upload them in the "Document Center."

Payments

How do I change my direct deposit info ?
Go to "Finance" and click "Change Direct Deposit Info." Fill in your bank details and upload a voided check or bank letter.

How do I see my payment records ?
Go to "Finance" and click "View My HAP Statements."

How do I get my tax forms ?
Go to "Finance" and click "View My 1099."

How do I request a rent increase ?
Go to "Finance" and click "Request a Rent Increase." Fill out the form and sign it online.

How do I check my rent increase request status ?
Go to "Finance" and click "Rent Increase Tracker."

How do I see my units in abatement ?
Go to "Finance" and click "View My Abatements."

How do I request vacancy payments ?
Download the form from "Resources," fill it out, and upload it in the "Document Center."

Moves

How do I check if a tenant can afford my unit ?
Use the "Affordability Calculator" under "Moves." Fill in the tenant’s information and click "Submit."