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Manage My Public Housing

Welcome to your go-to resource for managing your public housing experience! Here, you'll find essential information about how rent is determined, maintaining your CHA housing, and understanding the process of transferring to another apartment. From accurate income reporting and timely rent payments to ensuring your home is well-maintained and safe, our guidelines are designed to help you navigate every aspect of your housing responsibilities with ease.

Rent Determination

Accurately reporting your income and paying rent on time are crucial to maintaining your CHA housing. The information below summarizes how CHA will determine your rent.

1. Reporting Income:

- Residents must report all sources of income.
- Failure to accurately report income may result in penalties, including eviction, termination of assistance, or repayment of rent.

2. Determining Rent:

- Public Housing residents have the option of paying either income-based rent or flat rent.
- Income-based rent is based on 30% of your adjusted income or 10% of your gross annual income, whichever is greater. The minimum income-based rent is \$75. The rent can be reduced further due to certain financial hardships.
- Flat rent is based on 80% of fair market rent for the Chicago area.
- Rent calculation includes a review of your household's income sources and allowable deductions (e.g., childcare expenses, medical costs for elderly or disabled family members).
- Accurate income reporting is essential for proper rent calculation.

3. Rent Adjustments:

- Decreases in household income must be reported within 10 days to ensure your rent reflects your current financial situation. Increases in household income do not need to be reported until your next scheduled recertification.
- Decreases in rent become effective the month after reporting, providing timely relief.
- Increases in rent require a minimum notice period in accordance with the City of Chicago's Fair Notice Ordinance, giving residents time to prepare for the change.
- Adjustments ensure your rent remains fair and manageable in response to changing circumstances.

4. Rent Payment:

- Payment should be made by check or money order, either by mail or in person. A new option to pay rent electronically online through RENTCafé is available at certain properties.
- Receipts should be obtained for all payments.

Property Maintenance

Keeping your CHA housing in good condition is key to a safe and comfortable living space.

1. Repairs:

- Report issues to the property management office and request a work order number.
- Emergency maintenance can be reported to the CHA emergency line [312-542-8850](tel:312-542-8850).
- Residents are not charged for repairs due to normal wear and tear but will be charged for damages they cause.

2. Household Waste Disposal:

- Follow specific methods provided by property management for disposing of waste (e.g., individual containers, dumpsters, garbage chutes).

3. Yard and Common Area Maintenance:

- Residents are responsible for keeping their yards, sidewalks, porches, and steps clean and free of clutter.

4. Maintenance Emergencies:

- Issues such as sewer backups, flooding, smoke detector problems, leaking roofs, and broken windows should be addressed within 24 hours. Contact your [property manager](#) immediately for such items.

Utilities

- [2025 Utility Allowance Schedule - Public Housing](#)
- [2024 Utility Allowance Schedule - Public Housing](#)
- [2023 Utility Allowance Schedule - Public Housing](#)

Housekeeping

Good housekeeping practices are vital to keeping your apartment safe and healthy.

1. Good Housekeeping Practices:

- Keep the home neat and clean to prevent pests and fires and to ensure safety.
- Regularly clean ovens, stovetops, dishes, floors, counters, cabinets, refrigerators, tubs, showers, and toilets.
- Manage moisture in bathrooms to prevent mold and report leaks to [property management](#).

Transfer to another unit

Residents in Family Public Housing have the opportunity to transfer to another unit.

1. Public Housing Resident Transfers:

- Public Housing residents seeking to transfer to another unit must follow CHA's policies and procedures. See the [Requesting a Transfer](#) page for more information.