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# Am I a Voucher Holder or Public Housing Resident?

## How to Identify if You Are a Voucher Holder or Public Housing Resident

Knowing the kind of housing assistance that you receive would be key in knowing where to head over for resources and support. Here is a quick guide on how to tell if you are a Voucher Holder or a Public Housing Resident:

### Public Housing Residents

Residents of Public Housing live in developments owned and managed by CHA. Here are some key features:

- **Fixed Housing:** In public housing, residents are placed in a specific CHA-owned property. There is no option for residents to choose where they would like to live.
- **Calculation of Rent:** It is calculated on an affordable percentage based on your income in your household.
- **Community Resources:** The CHA runs several community programs and services, which comprise job training, educational opportunities, and health services.
- **Maintenance Services:** The CHA shall maintain and repair the property, taking appropriate measures to promote health and safety.

**Need Help?** Call CHA's Customer Service Center: [312-742-8500](tel:312-742-8500) (TTY: [866-33103603](tel:866-33103603)) or email [CHACETeam@thecha.org](mailto:CHACETeam@thecha.org).

### Housing Choice Voucher Holders

Voucher Holders are participants in the Housing Choice Voucher (HCV) Program, also referred to as Section 8. Here are some of their key characteristics:

- **Housing Choice:** As a Voucher Holder, you have the freedom to choose your own housing in the private rental market, provided it meets program requirements.
- **Rental Assistance:** CHA directly pays a portion of your rent to the landlord, and you will pay the remaining amount.
- **Portability:** You may move anywhere in the United States where there is a housing authority to administer the HCV program.
- **Annual Re-certification:** You are required to recertify eligibility, including verification of income and household composition, on an annual basis.

**Need Help?** Contact the HCV Customer Call Center: [\(312\) 935-2600](tel:3129352600) (TTY: [\(312\) 461-0079](tel:3124610079)) or [hcv@thecha.org](mailto:hcv@thecha.org)

### **Project-Based Voucher Holders**

Project-Based Vouchers are tied to a specific unit in a development that is privately-owned. You cannot live anywhere else with a Project-Based Voucher.

The PBV program connects eligible residents with affordable housing in privately owned buildings. Many buildings that are part of the PBV program offer supportive housing, including assistance for people who are experiencing homelessness, veterans, and those with disabilities.

**Need Help?** Contact the HCV Customer Call Center: [\(312\) 935-2600](tel:3129352600) (TTY: [\(312\) 461-0079](tel:3124610079)) or [hcv@thecha.org](mailto:hcv@thecha.org)

### **How to Determine Your Status**

In case you are unsure of your status, this is what you can do:

- **Check Your Documents:** Review any correspondence or documents you have received from the CHA. These often indicate whether you are a Voucher Holder or a Public Housing Resident.
- **Contact Your [Property Manager](#) or Caseworker:** They can provide you with detailed information about your housing assistance type.
- **Log in to Your CHA Account:** You may also be able to access this information on your online CHA account under your profile or housing assistance information.

**Need Help?** If you have any questions or need more clarification, feel free to reach out to us at [\(312\) 742-8500](tel:3127428500) (TTY: [\(866\) 331-3603](tel:8663313603)) or email [CHACETeam@thecha.org](mailto:CHACETeam@thecha.org). Our team will help you understand your housing status and the available resources.