CHA
CHICAGO HOUSING AUTHORITY™

HCV OWNER PORTAL

Frequently Asked Questions | January 2025

CREATING AN ACCOUNT

Am I eligible to create an Owner Portal Account?
If you are an HCV property owner with at least one vendor number, you are eligible to create an Owner Portal account.

How do I create an Owner Portal account?
Visit **chahcvportal.org** and click the Sign Up button on the bottom left of the screen.

What information do I need to create an Owner Portal account?
To create an account, you need at least one vendor number, and the email address on file for that vendor number.

I entered my information but got an error message. What do I do?
First, check to be sure you are using the email address on file with CHA for the vendor number you entered. Then, be sure you are typing in the information without errors.

If you are still having trouble, contact Owner Services at **ownerinfo@thecha.org** to confirm the email address on file for your vendor number.

Do I need an email address to create an Owner Portal account?
Yes, you must have an email address on file with CHA in order to access your account on the Owner Portal.

I have a team that helps with management of my properties. Can I create Owner Portal accounts for them?
Yes! First, you must create an Owner Portal account using the email address on file for the vendor number(s). Once you have logged in, click 'My Account' within the site menu and select 'Sub-Accounts' from the drop-down list.

Click the '+Add' button at the top left of the table to add a new sub-account. The pop-up box will ask you for the sub-user's email address, a password for the sub-account, a description and the vendor number(s) you want the sub-account to manage. Click 'Add Sub-Account' to finish creating the account.

LOGGING IN TO YOUR ACCOUNT

I forgot my Owner Portal account password. How do I reset it?
You can reset your password yourself. Visit **chahcvportal.org** and click 'Forgot your password?' on the login screen. Type in the email address associated with the account and click the 'Email Link' button.

You should receive an email within a few minutes containing a link to reset your password. If you do not receive an email within five minutes, please check your SPAM or junk mail folder.

Note: If you enter an email address that does not have an Owner Portal account linked to it, you will not receive an email.

I forgot which email address I used for my Owner Portal account. What do I do?
The email address for your Owner Portal account is the same email on file for your vendor number. If you know that you normally receive emails from CHA to a certain email address, try logging in with that email address.

Note: If you have multiple vendor numbers, with multiple email addresses attached, remember that your access to each is tied to the specific email address on file.

If you can't determine which email address is affiliated with your account, contact Owner Services at **ownerinfo@thecha.org** to confirm your information on file. If you are a sub-user, please check with the main user to determine what email address they set for you to access the Owner Portal account.

I entered the wrong password too many times. How do I unlock my account?
To have your account unlocked, you must contact Owner Services at **ownerinfo@thecha.org**.

MANAGE MY ACCOUNT

How do I change my Owner Portal account password?
Click 'My Account' within the site menu and select 'Change Password' from the drop-down list. You must enter your current password, followed by your new password. Click the 'Submit' button to finish.

How do I set up Two-Factor Authentication for my Owner Portal account?
To add the security feature to your account, click 'My Account' within the site menu, select 'Two-Factor Authentication' from the drop-down list and follow the on-screen instructions.

Once enabled, you will be prompted to enter a one-time password code (generated from your authenticator app) each time you log into the Owner Portal.

I have many vendor numbers. Can I see all my properties at once?
Yes! Owner Portal accounts tie all your vendor information together by email address. If you have the same email address on file for all your vendor numbers, you can view all your property information on the same Owner Portal account. Click 'My Account' within the site menu and select 'View My Properties' from the drop-down list.

How do I update my email address affiliated with my vendor number(s)?
To change your email address, click 'My Account' within the site menu and select 'Update My Email Address' from the drop-down list. In the table, click the 'Edit' button to change the email address affiliated with each vendor number. Click the 'Submit' button to finish. Information will be updated in 1-2 business days.

Note: If you change your email address on file with CHA, your Owner Portal login email will change and you may be required to re-register the new email address to access your account.

How do I update my phone number affiliated with my vendor number(s)?
To change your phone number, click 'My Account' within the site menu and select 'Update My Phone Number' from the drop-down list. In the table, click the 'Edit' button to change the main, work or cell phone number affiliated with each vendor number. Click the 'Submit' button to finish. Information will be updated in 1-2 business days.

How do I change the business address affiliated with my vendor number(s)?
To change your business address (mailing or physical), click 'My Account' within the site menu and select 'Change My Address' from the drop-down list.

In the table, click the 'Edit' button to update the address information affiliated with each vendor number. Click the 'Submit Update Request' button to finish. Information will be updated in 1-2 business days.

Note: P.O. Boxes cannot be used as a physical address.

I'm getting email updates from the Owner Portal. How do I change my notification settings?
Click 'My Account' within the site menu and select 'Notification Preferences' from the drop-down list to access all available notifications. Check the boxes to receive email notifications for each item. Uncheck the boxes to stop receiving email notifications for each item.

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CHA asked me to submit documents through the Owner Portal. Where do I go to do that?
You can submit a variety of documents through the Owner Portal. Click 'My Account' within the site menu and select 'Document Center' from the drop-down list.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select the document type from the drop-down list. Attach your document and include any notes relevant to your submission. Click the 'Submit' button to finish. The document will be sent to the appropriate department.

INSPECTIONS

Where can I view upcoming inspections?
Click 'Inspections' within the site menu and select 'Inspection Appointments' from the drop-down list.

Upcoming inspections are organized in a table that can be sorted by the column headers (i.e., Series ID, Unit Address, Inspection Date), exported to Excel and filtered using advanced filter operators such as 'Is equal to', Starts with' and 'Contains'.

Note: Time frames for inspection appointments are not available until two business days prior to the scheduled inspection.

Where can I find the results of my inspection?
Click 'Inspections' within the site menu and select 'Inspection Results' from the drop-down list. Inspection results are organized in a table that can be sorted by the column headers (i.e., Series ID, Tenant Name, Last Inspected), exported to Excel and filtered using advanced filter operators such as 'Is equal to', 'Starts with' and 'Contains'.

Note: Inspection results are available the business day following the inspection.

To view individual inspection results within the inspection series, click on the applicable row within the table. A second table will then appear at the bottom of the page.

To view a detailed list of fail items from each inspection, click on the inspection row in the second table. The fail items, if applicable, will appear in a third table at the bottom of the page.

How do I request an inspection on the Owner Portal?
Unfortunately, you cannot schedule an Initial or Complaint Inspection on the Owner Portal. You must contact Owner Services at **ownerinfo@thecha.org**.

If your unit is in abatement and you need to schedule a re-inspection, click 'Inspections' within the site menu and select 'Pay Re-inspection Fee' from the drop-down list. This will open a new tab within your browser and direct you away from the Owner Portal in order to submit your $75 re-inspection fee via PayPal.

Note: You will need the Series ID along with other account information to complete the form.

Once the fee is paid, the Inspections Department will contact you to schedule the re-inspection.

How do I dispute inspection results on the Owner Portal?
Unfortunately, you cannot dispute inspection results on the Owner Portal.

However, you can email your dispute, including any supporting documentation, to the Inspections Department at **hcvpinspections@thecha.org**.

How do I submit self-certification of HQS compliance on the Owner Portal?
Unfortunately, you cannot submit a Self-Certification of HQS Compliance form and supporting photos for fail items through the Owner Portal.

However, you can email the Self-Certification of HQS Compliance form and photos to the Inspections Department at **hcvpinspections@thecha.org**.

To download the form (fillable PDF), click 'Resources' within the site menu and select 'Self-Certification of HQS Compliance (Minor Fails)' under the 'HQS Inspection Forms' column.

How do I request an inspection extension on the Owner Portal?
First, click 'Resources' within the site menu and select 'Inspection Extension Request' under the 'HQS Inspection Forms' column to download the form (fillable PDF). Complete the form in its entirety and save it on your device.

Then, click 'My Account' within the site menu and select 'Document Center' from the drop-down list.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select 'Inspection Extension Request' as the document type. Attach your completed request form and include any notes relevant to your submission. Click the 'Submit' button to finish. The form will be sent directly to the Inspections Department.

How do I pay my re-inspection fee?
Click 'Inspections' within the site menu and select 'Pay Re-inspection Fee' from the drop-down list. This will open a new tab within your browser and direct you away from the Owner Portal in order to submit your $75 re-inspection fee via PayPal.

Note: You will need the Series ID along with other account information to complete the form.

Once the fee is paid, the Inspections Department will contact you to schedule the re-inspection.

The Inspections Department needs supporting documents from me. How do I submit those compliance documents on the Owner Portal?
You can submit third-party building code compliance documents, elevated blood lead level (EBLL) compliance documents and elevator certificates on the Owner Portal. Click 'My Account' within the site menu and select 'Document Center' from the drop-down list.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select the document type from the drop-down list. Attach your documents and include any notes relevant to your submission. Click the 'Submit' button to finish. The documents will be sent directly to the Inspections Department.

PAYMENTS

How do I update my direct deposit information on the Owner Portal?
To change your direct deposit information, click 'Finance' within the site menu and select 'Change Direct Deposit Info' from the drop-down list.

Select the appropriate vendor account and complete all the fields. You will also need to upload supporting documentation, such as a voided check or letter from your financial institution, to verify your bank account information. Read the fine print and check the box to agree. A 'Submit' button will appear only after you check the box. Click the 'Submit' button to finish.

Note: You can only connect one bank account to each vendor number.

An HCV Program staff member will follow up with you if additional documentation is necessary to complete the change. Information will be updated in 2-3 business days.

How do I view a record of my Housing Assistance Payments on the Owner Portal?
You can view up to two years of Housing Assistance Payment (HAP) statements on the Owner Portal. Click 'Finance' within the site menu and select 'View My HAP Statements' from the drop-down list.

The table has two tabs: one to view statements by vendor number and one to view statements by voucher number. You can sort by the column headers (i.e., Check Date, Payment Amount, Tenant Name, Unit Address), export to Excel or as a PDF, and filter using advanced filter operators such as 'Is equal to', 'Starts with' and 'Contains'. To download an individual statement, click a row and then select the 'Click to Download' button.

How do I download IRS tax form 1099 on the Owner Portal?
You can view and download up to four years of 1099 statements on the Owner Portal. Click 'Finance' within the site menu and select 'View My 1099' from the drop-down list.

The table will identify your IRS 1099 statements by vendor number and tax year. To open a statement, simply select the 'Click to Download' button of the appropriate tax year.

How do I submit a rent increase request on the Owner Portal?
To submit a rent increase request, click 'Finance' within the site menu and select 'Request a Rent Increase' from the drop-down list.

First, carefully read through the overview on the screen. Then, select the unit you are requesting a rent increase for and enter the desired rent amount for that unit. Click the 'YES Please proceed with my request' button to continue.

A fillable Rent Increase Request form will appear — indicate the reason for the request and complete the highlighted fields.

Finally, you must electronically sign the Rent Increase Request form. Review the form, scroll to the bottom, and click the highlighted signature box. You can type or draw your signature. Click 'Apply' to affix the signature.

At the bottom right of the form, click the blue 'Click to Sign' button to finalize your signature. The form will disappear and you will see the message 'Signing complete. Please proceed to the next step.'. You can then click 'Continue' to submit your request.

Note: The 'Click to Sign' button will appear when all the required fields have been completed.

I submitted a rent increase request. How do I track the status of my request?
To view the status of your rent increase request, click 'Finance' within the site menu and select 'Rent Increase Tracker' from the drop-down list.

Rent increase requests are organized in a table that can be sorted by the column headers (i.e., Vendor #, Tenant Name, Voucher #, Step), exported to Excel and filtered using advanced filter operators such as 'Is equal to', 'Starts with' and 'Contains'.

Each request will list a number in the 'Step' column, describing where it is in the process. To learn more about each step, hover over the number in the tracker bar or within the 'Step' column to see a pop-up window. If the step includes a red X, that indicates that the request was denied.

How do I view a list of my units in abatement?
To view your units under abatement, click 'Finance' within the site menu and select 'View My Abatements' from the drop-down list.

Abatements are organized in a table that can be sorted by the column headers (i.e., Vendor #, Tenant Name, Voucher #, Unit Address, Status), exported to Excel and filtered using advanced filter operators such as 'Is equal to', 'Starts with' and 'Contains'.

How do I submit a vacancy payment request on the Owner Portal?
First, click 'Resources' within the site menu and select 'Vacancy Payment Request' under the 'HCV Property Owner Forms' column to download the form (fillable PDF). Complete the form in its entirety and save it on your device.

Then, click 'My Account' within the site menu and select 'Document Center' from the drop-down list.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select 'Vacancy Payment Request' as the document type. Attach your completed request form and include any notes relevant to your submission. Click the 'Submit' button to finish. The form will be sent directly to the Owner Services Department.

MOVES

My potential tenant is an HCV participant and I want to know if they can afford my unit. Can I check that on the Owner Portal?
In order to calculate if your unit is affordable for an HCV participant, you first need to gather information about the prospective tenant, including their voucher size, annual gross income and adjusted gross income.

Then, click 'Moves' within the site menu and select 'Affordability Calculator' from the drop-down list.

Complete all the fields for the participant, unit and utility responsibilities. For utilities and appliances, only check the boxes that would be the tenant's responsibility and don't forget to include Gas Fixed Charge if Natural Gas is selected for any utilities. Click the 'Submit' button to continue.

A message will appear notifying you if the rent and utility responsibilities for your unit would be affordable for the HCV participant or not. If the rent is not affordable, the message will list the maximum monthly rent that the HCV participant would be able to afford given the income and utility responsibilities listed.

Note: This tool is used to generate an estimate of whether the requested rent (including the assigned utility responsibilities) is affordable for an HCV participant. The estimate is solely based on the form inputs you provide and does not guarantee that CHA will grant the rent you requested for a specific unit. CHA's rent offer takes many additional factors into consideration, including a rent reasonableness analysis of comparable market-rate units.

How do I submit a Request for Tenancy Approval (RTA) packet on the Owner Portal?

If an HCV participant is interested in renting your unit, they will provide you with a voucher and the RTA packet — commonly referred to as "moving papers" — to complete. To submit the packet, you must first scan the completed document in its entirety, including any supporting documentation (i.e., voided check to set up direct deposit), and save it to your device.

Then, click 'Moves' within the site menu and select 'Upload My RTA' from the drop-down list. Select the appropriate vendor account and complete the fields. Attach your complete and accurate RTA packet and click the 'Submit' button to finish.

I submitted an RTA packet. How do I track the status of the move?

Approximately 2-3 business days after you submit an RTA packet, you can track the move on the Owner Portal. Click 'Moves' within the site menu and select 'Moves Tracker' from the drop-down list.

RTAs are organized in a table that can be sorted by the column headers (i.e., Vendor #, Tenant Name, Voucher #, Step), exported to Excel and filtered using advanced filter operators such as 'Is equal to', 'Starts with' and 'Contains'.

Each move will list a number in the 'Step' column, describing where it is in the process. To learn more about each step, hover over the number in the tracker bar or within the 'Step' column to see a pop-up window. If the step includes a red X, that indicates that the request was cancelled.

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The Moves Team told me to submit my HAP Contract, Utility Lease Addendum and Lease on the Owner Portal. How do I submit those documents?
To start the submission process, click 'My Account' within the site menu and select 'Document Center' from the drop-down list.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select the document type from the drop-down list. Attach your documents and include any notes relevant to your submission. Click the 'Submit' button to finish. The documents will be sent directly to the Moves Department.

LEARN MORE

How can I learn more about HCV Program policies and initiatives?
CHA offers dozens of property owner forms, flyers, newsletters, guidebooks and helpful links on the Owner Portal. To view them, click 'Resources' within the site menu.

Resources are categorized by subject and clicking on an item will start the download or direct you off the Owner Portal to a partner site.

How can I contact the different HCV Program departments?
To contact any department in the HCV Program, click the 'Contact Us' link in the bottom right corner of each page on the Owner Portal.

A contact form will pop up. Please indicate which team you are looking to speak with in the message, as well as the best way to contact you and any pertinent details that will help the team address your concern.

An HCV Program staff member will follow up with you.