

Count	Questions	Answer	Category of Question
1	I'm on the HCV Wait List, how can I find out the status of my application?	You may contact the Customer Service Call Center at (312) 935-2600 to confirm HCV Waitlist status. To bypass holding to speak to a Specialist, email your questions to hcv@thecha.org. A representative will respond within one business day to address the inquiry. As specific timeframes to advise when you will be contacted are not available, it is important to keep your address and telephone contact information current.	Admission and Waitlist
2	How many applicant names are being pulled from the HCV Wait List?	Waitlist pulls may vary dependent upon voucher availability.	Admission and Waitlist
3	I am on the waitlist; how do I report changes to my contact information?	You MUST submit contact information changes in writing to: Chicago Housing Authority Housing Choice Voucher Program Attn: Wait List Administrator 60 E. Van Buren 9th Floor Chicago, IL. 60605 or email it to HCV@thecha.org Please allow 30 days before following up with the office to check for updated information.	Admission and Waitlist
4	I am on the Public Housing/Scattered Sites Wait List? What is my status?	You may contact CHA's Occupancy Department at (312)-913-7266, or contact CHA directly at (312)-742-8500 to find out the status of your application on the Public Housing/Scattered Sites Wait List.	Admission and Waitlist
5	I was informed that my name was withdrawn from the Wait List. What is the process for appealing the decision to deny me assistance?	You have the a right to request an Informal Review. Requesting an informal review will provide you with an opportunity discuss the specifics of your case and provide an explanation of the mitigating circumstances that you feel may support the decision to have your admission to the Program reviewed. You must do so within 10 calendar days of receiving the notification. The Informal Review request must be submitted in writing. You can Mail to: Chicago Housing Authority Housing Choice Voucher Program Attn: Wait List Administrator 60 E. Van Buren 9th Floor Chicago, IL. 60605 Send it via email: HCV@thecha.org or submit it in person at 60 E. Van Buren 9th Floor. Please allow 30 days for a decision.	Admission and Waitlist
6	I received an Eligibility Interview Appointment. What documents am I required to submit?	In order to help determine eligibility, you will be required to submit some or all of the following documentation: (1) Social Security cards for all household members, including children. (2) Birth certificates for all family members. (3) Proof of eligible immigration status for all non-citizens (i.e. green cards.) (4) A government issued photo ID for all household members 18 years of age and older (5) The Verification Documents Checklist (attached to the Eligibility letter) with acceptable forms of documentation. (6) Verification of assets that you own (i.e. savings and checking accounts, stocks, bonds, mutual funds, real estate, pensions and life insurance policies that have cash value. (7) Information to support and/clarity circumstances found on CHA's criminal background, credit and eviction screening reports (i.e. proof of rehabilitation, mitigating circumstances related to disability of a family member, evidence of domestic or sexual violence issues, etc.	Admission and Waitlist
7	Who is required to attend the eligibility interview?	Any family member 18 years old and older must accompany the Head of Household to the interview. If a family member is unable to attend, certain accommodations can be made, for example, if a family member is unable to attend due to a disability a reasonable accommodation may be requested for CHA review and approval.	Admission and Waitlist
8	Is there a grace period provided to account for unforeseen circumstances that may prevent me from attending the eligibility interview on time?	There is an expectation that you report to your interview on time, however, you are provided a 15 minute grace period. If you are unable to attend or arrive too late, you may be rescheduled for a 2nd and final appointment within 30-45 days.	Admission and Waitlist
9	I am no longer interested in applying for Housing; can I request to have the application transferred into someone else's name?	You may only request to have the application transferred to an individual who was initially listed as a household member, is 18 years of age and meets program eligibility criteria.	Admission and Waitlist
10	I recently accepted assistance through Scattered Sites Housing, does that disqualify me from the Housing Choice Voucher Program Wait List?	Your decision to apply for, receive, or refuse other housing assistance does not affect your placement on the HCV Wait List.	Admission and Waitlist
11	I was just released from prison for a Felony drug conviction. Will I still qualify for assistance?	CHA encourages all applicants to apply and enter the eligibility process. If you have knowledge of previous criminal activity at the time of application, you may submit information on mitigating circumstances to be considered during the normal eligibility process.	Admission and Waitlist
12	What is the timeframe for scheduling an eligibility appointment?	The eligibility appointment is usually scheduled 60 days from the time the family is selected from the waitlist.	Admission and Waitlist
13	What is the timeframe for the 2nd eligibility appointment?	If the family misses the 1st eligibility appointment, CHA will reschedule a 2nd and final appointment within 30-45 days.	Admission and Waitlist
14	After eligibility is determined, what is the timeframe for scheduling a briefing?	CHA schedules a briefing appointment within 30 days of determining a family eligible for the program. The appointment will be sent via mail, however; in some cases CHA will contact families via phone to expedite and confirm attendance at upcoming briefings.	Admission and Waitlist
15	If there is a change in income or family composition during the eligibility process, how will that be accounted for?	Once a family has found a unit and moved in, the Head of household may submit any family composition or income changes to CHA. The effective date of the change will be 30-60 days after lease up. While the change is pending, it is the family's responsibility to maintain the portion as determined by the income/family composition during the eligibility process.	Admission and Waitlist
16	Who can request to add members the voucher application?	The Head of Household is solely responsible for selecting the individuals that will be added to the voucher application. All individuals added will be subject to eligibility and criminal background screening.	Admission and Waitlist
17	What is the timeframe for reviewing voucher/RTA extension requests?	CHA will decide whether to approve or deny an extension request within 10 calendar days of the date the request was received, and will immediately provide the family with written notice of its decision.	Admission and Waitlist

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18	What reasons would constitute a voucher extension?	CHA will approve an extension in one or more increments not to exceed 60 calendar days upon written request from the family only in the following circumstances: It is necessary as a reasonable accommodation for a person with disabilities, there are extenuating circumstances beyond the family's control such as serious illness or death in the family, obstacles due to employment, the family size or other special requirements that make finding a unit difficult or other similar circumstances identified by the CHA.	Admission and Waitlist
19	What is the VASH program?	Veterans Affairs Supportive Housing is a special allocation of HUD vouchers that are based on referrals to CHA by the participating Veterans Affairs Medical Center (VAMC). These vouchers are not subject to selection from a CHA waitlist.	Special Admissions
20	I'm a veteran, is there a hotline that I may call to request assistance?	To request assistance you should contact your local Veterans Affairs Medical Center (VAMC) directly. You may also contact Jesse Brown VA Medical Center at 312-569-8387 or Hines VA at 708-202-8387.	Special Admissions
21	I am a VASH participant. In which office will I conduct my business?	You will be serviced within the CHA's Central Office located at 60 E. Van Buren.	Special Admissions
22	As a VASH participant, am I able to request moving papers?	Yes. Please contact the Customer Service Call Center at (312) 935-2600 to submit your request to transfer to a new unit. To bypass holding to speak to a Specialist, send your request via email to hcv@thecha.org. You may also visit CHA's Central location at 60 E. Van Buren to make your request in person or have your VASH Case Manager contact CHA on your behalf.	Special Admissions
23	What documents will I need to provide as I request moving papers?	You will be required to submit a Notice to Vacate and Criminal Background Consent Form. You can download the forms from our website www.thecha.org/pages/forms_downloads/109.php www.thecha.org .	Special Admissions
24	I am a VASH Social Worker with an inquiry regarding an incoming VASH participant that I have referred to the CHA. Who may I speak to regarding my client?	You may contact our Customer Service Call Center at (312) 935-2600 to submit your request. To bypass holding to speak to a Specialist email our office at hcv@thecha.org. A representative from will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Special Admissions
25	Can a VASH participant port out?	It is possible for a VASH participant to port out, however, it is at the discretion of the VA. The VASH participant may contact their VASH Social Worker for further instruction.	Special Admissions
26	I am an existing VASH participant and I have a question regarding my account. Who should I speak with?	You may contact our Customer Service Call Center at (312) 935-2600. You may also email us at hcv@thecha.org. A representative will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Special Admissions
27	What is the Family Unification Program?	Family Unification Program (FUP) is a program under which Housing Choice Vouchers (HCVs) are provided for the reunification of families. These families are certified and referred to CHA by the Illinois Department of Family and Support Services (DFSS).	Special Admissions
28	What is Portability?	The portability feature allows an eligible family that has been issued a Housing Choice Voucher to use the voucher and lease a unit anywhere there is a housing agency operating as Housing Choice Voucher Program.	Portability
29	I am porting in from another Housing Authority and I would like to know my status.	Prior to contacting CHA for the status of your port - in, please allow 10-14 days from the date your file was transferred.	Portability
30	I am porting in from another Housing Authority and I would like to know my status.	You may contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist, email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Portability
31	How long after receiving the file from the initial Housing Authority will I have an account created in your database?	Your account will be created in our database within 24-48 hours of receiving your completed portability packet from the initial Housing Authority.	Portability
32	How long after receiving my file will I be issued a voucher?	The Portability Department staff will call you to schedule an eligibility interview appointment within 2 weeks of receiving your file from the initial Housing Authority. Because CHA requires background checks for all adults in the household of families that are porting-in, you will not be issued a voucher on the day of your interview. You will be scheduled for the briefing appointment to receive CHA moving papers within 2-3 days of the eligibility interview date.	Portability
33	What are the eligibility requirements for porting out? How should a family request to "Port Out" to another Housing Authority?	You may contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist, email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Portability
34	What if I experience a change income	The Chicago Housing Authority does not process changes in income and/or household composition until the family is leased up. The Chicago Authority processes your file based upon the documentation that was sent from the initial Housing Authority. Once leased in a unit, you may request an interim re-exam to get the change processed.	Portability
35	I really need to have my file sent back to the initial Housing Authority because of changes in my income/household composition. Once returned will I have to start the eligibility process from the beginning?	Yes. You will need to provide your request in writing and submit it to our Portability Team. You can fax the letter to our Portability Department at 312-786-6983, or email your request to hcv@thecha.org. Your file will be returned to the initial Housing Authority within 10 days. Should you decide to port back into our Housing Authority the eligibility process will start again.	Portability
36	If the applicant's voucher expires prior to lease up, what is the timeframe for having the file returned to the initial H.A.?	The Portability Department will return the applicant's file back to the initial Housing Authority within 10 days.	Portability
37	I am porting in from another Housing Authority and I would like to know your Portability Department's fax number.	Our Portability Department's fax number is 312-786-6983.	Portability
38	What is the timeframe for sending a cl	Files are sent out within 2 weeks of being prepared for the Portability transfer.	Portability
39	What is the maximum amount of time that I'll have to locate a unit? Can this time be extended?	You will have 90 days to locate a unit and lease up. If the timeframe expires, CHA will approve an extension in one or more increments not to exceed 60 calendar days, upon written request from the family only in the following circumstances: It is necessary as a reasonable accommodation for a person with disabilities, there are extenuating circumstances beyond the family's control such as serious illness or death in the family, obstacles due to employment, the family size or other special requirements make finding a unit difficult or other similar circumstances identified by CHA.	Portability

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40	I am a representative from another Housing Authority and have questions regarding the status of a file that was transferred to Chicago Housing Authority. Who should I direct my inquiry to?	You may contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist, email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Portability
41	What are the participant's responsibilities regarding Porting Out? What are CHA's responsibilities?	The participant is responsible for: <ul style="list-style-type: none"> • Remaining in good standing with HCV Program obligations and terms of the lease. • Providing 30 days' notice to the property owner of their intent to vacate the unit. • Notifying CHA of their request to port out at the briefing appointment. • Providing all pertinent information about the Housing Authority that the file will be transferred to. CHA is responsible for: <ul style="list-style-type: none"> • Verifying that the participant is eligible to port out. • Ensuring the participant has at least 60 days remaining on the voucher. • Preparing the participant's file, which will include all of the required information, and sending the documents to the receiving Housing Authority. 	Portability
42	Are you currently absorbing or billing?	The Chicago Housing Choice Voucher Program is currently billing but this can change; please check our website or contact the Customer Service Call Center at 312-935-2600 to receive the most updated information.	Portability
43	What is the Moderate Rehabilitation (N	The Moderate Rehabilitation program provides unit based assistance for low income families.	PBV MOD
44	What is the Project-Based Voucher (P	The Project Based Voucher Program is unit based rental Assistance administered by CHA for eligible families.	PBV MOD
45	As a MOD participant, can I move within the Moderate Rehabilitation (MOD) program?	Yes, but not within the first year of the lease, unless you request a reasonable accommodation and it is approved. After the first year, you can request a transfer to another MOD unit. Please keep in mind that units are very limited on the MOD program.	PBV MOD
46	As PBV participant, can I move within the PBV program; if so, I'd like to submit a request to transfer to another unit/property?	Yes. You can request to move but not within the first year of the lease, unless you request a reasonable accommodation and it is approved. After the first year, you can request a transfer to another PBV unit. Please keep in mind that units are very limited on the PBV program.	PBV MOD
47	I've been in a PBV unit for two years; I	In order to request a voucher, you must meet with your Housing Specialist to complete your request. A statement of Good Standing will be sent to your property owner for completion. Once all documents are received and it is confirmed you are in good standing, your name will be placed on a transfer waitlist. When vouchers become available, a briefing will be scheduled for you to be issued a voucher.	PBV MOD
48	I live in a Mod-Rehab unit, can I request	No. Unfortunately, MOD tenants cannot request a voucher.	PBV MOD
49	I am an applicant and was referred to a Project-Based building. I don't want to accept this building. Will my name remain on the waitlist?	You have the opportunity to be referred to two Project-Based units. If you do not lease in one of those units; without good cause, your name will be removed from the Project-Based waitlist.	PBV MOD
50	How many referrals will I receive prior to being expected to lease a Project-Based unit?	You have the opportunity to be referred to two Project-Based units. If you do not lease in one of those units, without good cause, your name will be removed from the Project-Based waitlist.	PBV MOD
51	What is an annual/biennial Re-examination?	A mandatory meeting, to gather and determine your eligibility for the program. CHA will review and verify current information about family composition, income and expenses.	Tenant Services
52	Who's required to attend the re-examination?	Every household member age 18 years of age and older are required to attend the re-examination appointment.	Tenant Services
53	What are some of the required documents to be completed/submitted at the re-examination appointment?	CHA requires verifications to determine your continued eligibility, some examples include income and assets; a full list of required documents will be included in your appointment letter.	Tenant Services
54	I need to request a re-examination appointment that can accommodate my work schedule. How can I do so?	You may contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
55	If a family is unable to attend the 1st re-exam appointment, will it be rescheduled?	It is our practice that after the first appointment is missed, a mandatory second appointment will be scheduled. If the family does not attend the 2nd and final appointment; an Intent to Terminate Notice will be issued.	Tenant Services
56	What if a family misses the 2nd re-examination?	If a family misses two appointments, an Intent to Terminate Notice will be issued. The Head of Household must submit an Informal Hearing Request within 30 days of receiving the Intent to Terminate Notice.	Tenant Services
57	I need to submit additional documentation; what is the timeframe to return them?	Please review the letter you received. Additional documentation requests generally have a response timeframe of 10 calendar days from the interview.	Tenant Services
58	I am elderly or disabled, and I cannot physically attend my re-examination appointment. What should I do?	You will need to request a Reasonable Accommodation Form prior to the appointment. You may download the form from our website [www.thecha.org/pages/forms_downloads/109.php] or contact our Customer Service Call Center at (312) 935-2600 for assistance. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
59	What documentation is required at the re-examination?	The Head of Household must complete a zero income questionnaire and zero affidavit, provide current utility bills and proof of any income that is being received. Verification of student status would also be required for any household member that is 18 years of age and attending school full-time. All members of the household age 18 or older are required to attend.	Tenant Services
60	What if a family cannot afford to pay the 30% of adjusted income toward rent?	Households that pay 30% of their adjusted income toward rent, may request for an interim re-examination if there has been a decrease in income or change in family composition. Households that pay the \$75 minimum rent, may request a review hardship exemption approval.	Tenant Services
61	What is an interim re-examination request?	An interim re-examination request accounts for changes within the family composition or income which occur between the annual/biennial re-examination period.	Tenant Services
62	How do I request an interim re-examination?	You must submit the request and all supporting documentation in person at your Servicing Office.	Tenant Services
63	What is the processing timeframe for an interim re-examination?	The timeframe to process changes in household income, composition, etc. is generally up to 30 days after all of the required documentation is received.	Tenant Services

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64	What supporting documentation is required when submitting an interim request?	The family must submit any current documentation that verifies the changes in family composition, income and/or expenses.	Tenant Services
65	What will be the effective date of any change?	The interim effective date will be the first day of following month that all required documentation is received.	Tenant Services
66	What is the status of my interim request?	CHA cannot process an interim re-exam until all required documentation is received from the participant. If all of the required documents were submitted and up to 30 days has passed, you may contact our Customer Service Call Center at (312) 935-2600 to inquire about the status of your request. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
67	When is a family required to report income?	Families that report zero income for the household are required to report all increases in income including new employment within 30 calendar days of the date the change takes effect. If the family is not a zero income household and there is an increase, the change may be reported at the next regular re-examination.	Tenant Services
68	When is a participant required to report that a family member is no longer in the household?	Participants must notify the Housing Authority within 30 days if any family member no longer lives in the unit.	Tenant Services
69	I received an Intent to Terminate Notice for failure to submit documentation for the re-examination. I turned in my documents sometime ago. When will it be completed?	You may contact our Customer Service Call Center at (312) 935-2600 to receive this information. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
70	After a participant attends the appointment and provides all of the necessary documentation, when will the reexamination be processed?	Re-exams are typically processed within 30 days of the effective annual date (generally 90 days from the time the initial re-exam appointment notification is sent to the family).	Tenant Services
71	Is a participant required to report a one-time gift?	No, one time gifts are not included in the rent calculation.	Tenant Services
72	Can I relinquish my voucher?	Yes, you must submit the signed request to terminate your assistance in writing to the attention of your Servicing Team. Before your assistance is terminated notice will be provided to you and the property owner specifying the reason for termination and the effective date.	Tenant Services
73	Is there a minimum rent portion?	Yes, there is a minimum rent requirement of \$75.00 This amount will be taken into consideration when calculating the family's Total Tenant Payment (TTP).	Tenant Services
74	How is the tenant portion determined?	The family share of the rent is generally 30-40% of its monthly Adjusted Gross Income (AGI).	Tenant Services
75	How can a family apply for a Utility Reimbursement Card?	Families are not able to apply for utility reimbursement payments. If there is a portion of the housing assistance payment which exceeds the amount of rent to the owner, the family will automatically receive a utility reimbursement payment (URP). The funds will be added monthly to a Utility Reimbursement Card.	Tenant Services
76	I currently receive a utility reimbursement via the Chase Debit card, but I misplaced it. How can I request another card?	You may contact Chase directly at (866)845-9479 to request a new card.	Tenant Services
77	I contacted Chase to request a new debit card and I was informed that my address needs to be changed. What should I do?	Please contact our Customer Service Call Center at (312) 935-2600. A Customer Service Specialist will notify your Servicing Office about the change needed. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
78	My employer is being uncooperative but CHA has requested that I provide verification from them. What can I do?	When information cannot be verified by a third party or by review of documents, family members are allowed to submit self-certifications attesting to the accuracy of the information provided to the CHA.	Tenant Services
79	After I've been reinstated into the HCV program, what steps should I follow?	CHA will contact you to provide the reinstatement steps.	Tenant Services
80	Why are my children required to share a bedroom?	CHA assigns one bedroom for the Head of Household and spouse and one additional bedroom for every two additional household members regardless of gender or age. As the Head of Household, you are solely responsible for determining where each family member sleeps.	Tenant Services
81	Am I allowed to rent a unit with more bedrooms than I am eligible for?	Yes, it is possible to rent a unit that has more bedrooms than you are eligible for. In addition to advising your Housing Specialist, consider that the rent for the apartment must be equal to or less than your voucher payment standard and also factor in the cost of utilities.	Tenant Services
82	What is a Reasonable Accommodation?	A person with a disability may require special accommodations in order to have equal access to the HCV program. The types of reasonable accommodations the PHA can provide include changes, exceptions, or adjustments to a rule, policy, practice, or service.	Tenant Services
83	How do I request a reasonable accommodation?	To request an accommodation, you may download the form [www.thecha.org/pages/forms_downloads/109.phpcontact] or contact the Customer Service Call Center at (312)935-2600 if you are unable to submit the request in writing. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
84	When will I be notified that my request for a reasonable accommodation has been approved?	CHA will review and respond to your request within 30 days. Additional information may be required. If approved, you will be required to verify the need for the reasonable accommodation each regular re-examination.	Tenant Services
85	Is a live-in aide considered a household member?	A live-in aide is a member of the household, but is not a family member. The income of the aide is not considered in income calculations, and they do not have any rights to the voucher.	Tenant Services
86	Are foster care children/adults considered household members?	Foster children/adults who are living with an applicant or assisted family are considered household members but not family members. The income of foster children is not counted in family income and foster children do not qualify for a dependent deduction and do not have any rights to the voucher.	Tenant Services
87	My unit is considered an "Excellent Unit"(add hyperlink); what does that mean to me?	Your HQS inspection will be scheduled every two years.	Tenant Services

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88	I need an interpreter for my appointment. What is the process for requesting that?	To request translation and interpreter services, contact the Customer Service Call Center at (312)935-2600. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Tenant Services
89	How long can the Head of Household or a family member be absent from the unit?	Generally an individual who is or is expected to be absent from the assisted unit for 180 consecutive days or less is considered temporarily absent and continues to be considered a family member. If the household (includes single member households) is absent from the unit for more than 90 consecutive days, the family's assistance will be terminated.	Tenant Services
90	How can a participant determine if the	The eligibility requirements for receiving moving papers are: 1. The family must not be in a current lease/or it must expire within 60 days of your request. 2. The Head of Household and all adults members must pass a current Criminal Background Check. 3. The family must be in good standing with Program obligations. If the family meets this criteria, they may contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist the family can email the request to hcv@thecha.org. A representative from our office will respond within one business day to address the inquiry or forward it to the Servicing Team for resolution.	Transfers
91	What is the time frame to receive a brief	Briefing appointments are generated within 10 business days of the request.	Transfers
92	Do I have an expiration date on my moving	Yes, your moving papers will expire approximately 90 days after they are issued.	Transfers
93	Can an extension be granted on moving	Yes, in some instances voucher extensions can be granted for extenuating circumstances, such as death in the family or hospitalization or as a reasonable accommodation. CHA will request supporting documentation to support the extenuating circumstance. The extension request must be submitted prior to the voucher expiring.	Transfers
94	What if I need some additional time to search for a unit; will I automatically be given an extension?	No, extensions are not automatically granted. In order to be considered, you must submit a request indicating the extenuating circumstances which prevented you from finding a unit within the allotted time. The request must be signed and submitted to your Servicing Team. The extension request must be submitted prior to the voucher expiring.	Transfers
95	How often can a participant request to	Participants are eligible for one elective move during any 12 month period.	Transfers
96	If the moving papers are lost or misplaced what is the process for having a new set issued?	The participant should contact the Customer Service Call Center at (312) 935-2600; to bypass holding to speak the request can be submitted via email at hcv@thecha.org. A representative from our office will respond within one business day to address the inquiry or forward it to the Servicing Team for resolution. The participant may also visit their Servicing Office to request that the existing RTA is canceled and a new RTA issued.	Transfers
97	Under what circumstances would a duplicate	The most common circumstances under which duplicate moving papers would be issued are: <ul style="list-style-type: none"> • The owner does not pass the eligibility screening. • The unit fails the HQS inspection twice. • The participant decides to select another unit. • The initial set of moving papers is replaced. 	Transfers
98	Can a unit be inspected before the moving	No. The moving papers have to be submitted and the owner has to pass the eligibility requirements before the unit will be scheduled for inspection.	Transfers
99	I am currently in a lease, but my landlord has failed 2 Annual HQS inspections and refuses to make repairs. When can I request moving papers?	After the unit has been placed in abatement the family will be required to move. Your Servicing Team would then notify you of a required briefing appointment where you would receive moving papers.	Transfers
100	If the unit is uninhabitable due to a fire	You will need to submit Red Cross documents or Fire Department Documents to your Regional Office. Emergency Moving Papers will be provided within 24-48 hours of notification.	Transfers
101	Can CHA require families to move?	CHA may require families to move from one unit to another when the unit is not in compliance with Housing Quality Standards (HQS), or if the owner fails to comply with other factors of the program. If the family remains in the unit, they may be subject to voucher termination.	Transfers
102	Can a participant rent from a relative?	Participants or any member of the recipients household, may not lease a unit from immediate family (such as parents, child, grandparents, grandchild, sister, brother, spouse or domestic partner) or any member of the recipient's household, unless there is an approved reasonable accommodation.	Transfers
103	Can any member of the household composition other than the Head of Household attend the briefing?	Yes, under a pre-approved reasonable accommodation only.	Transfers
104	After the initial lease term, does CHA	CHA will not require you to sign a new lease, however, the property owner may do so. A copy of the lease must be submitted to CHA.	Transfers
105	How soon can a family request moving	Moving papers can be requested up to 60 days and not less than 30 days prior to the lease expiration. The only exceptions would be if the unit is placed under abatement for non-compliance with HQS, or if the property owner has submitted documentation releasing the family from the lease.	Transfers
106	Can moving papers be denied if the cr	Yes, moving papers will be denied if the criminal background is not approved. The head of household has a right to request an Informal Hearing to dispute the results of the criminal background.	Transfers
107	Can I request moving papers if something in the unit is either broken or not working?	No, CHA will conduct an inspection for life threatening emergencies only. All other non-life threatening issues, should be discussed with your property owner. If you feel that the owner is being non-responsive, you may contact the Metropolitan Tenant's Organization at 773-292-4988 or e-mail them at www.tenants-rights.org for advice.	Transfers
108	As an owner can I request an inspection for damages a tenant has done to my property?	No, CHA does not inspect for property damages. Should the owner proceed with litigation for damages to the property, they must provide the Chicago Housing Authority with a copy of legal documentation. Documents may be submitted to the Enforcement Department at adminenforce@thecha.org .	Inspections
109	What constitutes an emergency inspection?	Any property determined uninhabitable by a city agency, due to fire, flood, or other natural disaster requires an emergency inspection. This includes any conditions that jeopardize the security of the unit; major plumbing leaks, gas leaks, and electrical problems that can result in fire. Additionally, if the utilities are not in service which include heat, water, or lights would constitute an emergency inspection.	Inspections
110	How is the date of the Annual Inspection determined?	An annual inspection must be completed and pass within than 365 days from the initial or last passed annual inspection.	Inspections
111	If the first annual inspection fails, is it rescheduled automatically?	Yes, after the first failed inspection, the re-inspection is automatically scheduled to take place within 30 days from the failed inspection date.	Inspections
112	What happens if the family fails the annual inspection?	The participant family has to address the failed items within 30 days. If a participant fails the reinspection, an Intent to Terminate (ITT) notice will be issued.	Inspections

Count	Questions	Answer	Category of Question
113	What if the \$75 reinspection fee is not paid in a timely manner?	The owner has 60 calendar days from the time of the first reinspection to pay the \$75 fee and pass inspection or the HAP contract will be terminated.	Inspections
114	What is a Quality Control Inspection?	Quality Control Inspections are conducted to assess the quality of the individual inspector. Quality Control Inspections are conducted within three months of the last inspection. Units are randomly selected. Items that were not initially failed can be cited during the Quality Control inspection. If the unit fails, proper notification will be sent to both the owner and participant, providing up to 30 calendar days to correct any deficiencies.	Inspections
115	Can a property owner request an extension on an Inspection?	Yes, the two types of inspection extensions are weather-related or non-weather-related extensions.	Inspections
116	How do I apply for a weather-related extension?	To apply for a weather related extension you may submit your request via the Owner Portal www.thecha.org/hcvportal , or download the form [http://www.thecha.org/filebin/hcv/8_41_13_CHA-0092_hqs_extension.pdf] from the CHA website. The form may be returned by email, fax (312)786-3387, or dropped off at any Servicing Office. To qualify, there cannot be any additional deficiencies identified in the unit other than those that are external.	Inspections
117	What if the Participant does not allow access to the unit for an inspection?	Allowing access for an inspection is a "Family Obligation". If the inspector is not able to enter the unit the inspection will be deemed "no entry" or "no show". Only two "No entries or No Shows" are allowed before the participant family is sent an Intent to Terminate (ITT) notice.	Inspections
118	Will the inspector automatically contact the owner prior to the inspection?	An automated call is placed to the owner three days in advance of the inspection. Another automated call is placed the day before. The inspector is also required to contact the participant/owner prior to arriving to the unit on the day of inspection.	Inspections
119	What is the difference between an Inconclusive No Show, or an Inconclusive No Entry Inspection?	nconclusive No Show-The participant nor the owner are present for a scheduled inspection. Inconclusive No Entry- When the owner is present, however the participant is not available meaning that there is no way to gain entry into the unit OR when the participant is home, but does not open the door OR there is no adult at least 18 years of age available at the time of the inspection.	Inspections
120	What documentation is left for the participant/property owner at the conclusion of an Inspection?	No documentation is left at the conclusion of the inspection. Inspection results will be mailed, they may also be obtained on the Owner Portal at www.thecha.org/hcvportal or the Inspections website 24 hours after the inspection, at www.chainspections.org .	Inspections
121	Is the property owner notified of Emergency Inspections?	Yes, the owner is notified of the emergency inspection is required.	Inspections
122	What is the timeframe for an Initial Inspection Request?	Upon receipt of an Request for Tenancy Approval, the owner eligibility will be conducted. Inspections are scheduled within 3-5 business days after owner eligibility is completed.	Inspections
123	What is the required square footage to be considered a bedroom?	To be considered a bedroom, the ceiling height of 75% of the room must be at least 7 feet from floor to ceiling.	Inspections
124	Where should a Carbon Monoxide Detector be located?	Carbon Monoxide Detectors must be located within 15ft of a fossil fuel burning system and within 15ft of any area used for sleeping purposes.	Inspections
125	Where should a Smoke Detector be located?	At least one smoke detector must be located on every level that contains a habitable room or heating plant. In addition, a smoke detector must be installed within 15ft of any room/area used for sleeping.	Inspections
126	What is the temperature requirement for a unit during the Winter Season?	CHA follows the city of Chicago Heat Ordinance. The heating system must be capable of maintaining a minimum interior temperature of 68 degrees from 8:30am-10:30pm and 66 degrees from 10:30pm-8:30am, between September 15th and June 1st in all rental units. If the heat is not maintained it will result in a HQS fail. Emergency Fail - Absence of a heating system (including cut-off of the utility used for heating) that is capable of maintaining a minimum of 55 degrees Fahrenheit between September 15th and June 1st. Routine Fail - The heating system is capable of delivering enough heat to assure a healthy environment in the unit that is appropriate to the local climate. The heating system is capable of maintaining a minimum interior temperature of 68 degrees Fahrenheit in all rental units between September 15th and June 1st.	Inspections
127	Do all utilities need to be turned on during initial inspections?	Yes, at any inspection it is necessary to have working utilities (electric and gas) so that we can determine that all utilities are on and appliances are in working order.	Inspections
128	If the tenant does not allow entry to a unit what is an owner to do?	The owner can exercise their right to gain entry to a unit as stated in their lease, usually with a 48 hour notification to the participant. If the participant does not allow access to the unit, the owner should enforce the lease and exercise any remedies available.	Inspections
129	When am I required to have my unit tested for lead based paint?	A unit may be required to be tested and cleared for Lead Based Paint if: <ul style="list-style-type: none"> • The unit was built before 1978 • Paint deficiencies were found • There will be at least one child under the age of 6 in the unit 	Inspections
130	I had an inspection and was sited for "Below de Minimus." What does that mean?	For a detailed explanation of Lead-safe Housing Rule Requirements, please visit the US Department of Housing and Urban Development (HUD) website at http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/enforcement/lshr_summary	Inspections
131	I had an inspection and was sited for "Above de Minimus." What does this pertain to?	For a detailed explanation of Lead-safe Housing Rule Requirements, please visit the US Department of Housing and Urban Development (HUD) website at http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/enforcement/lshr_summary	Inspections
132	I have a child that received Lead screening and found that he/she has elevated lead level. How should I report this?	You may report elevated lead levels to the Chicago Department of Public Health at (312)-746-LEAD or, the Cook County Department of Public Health at (217)- 557-1188. Also, please contact our HCV Call Center at (312) 935-2600 to submit the Lead results documentation to your Servicing team immediately. A representative from our office will contact you within one business day to address the issue.	Inspections
133	Can I submit a complaint regarding how my inspections was conducted?	Yes, you may submit your complaint via email at hcvp inspections@thecha.org .	Inspections
134	Can a microwave be the main appliance as a source of cooking?	Yes, if the microwave is provided by the owner and it is the standard in all units of the building it needs to be present and working at the time of the inspection. If the appliance is the tenants responsibility, it needs to be present and working at the time of the inspection. An non-working stove should not be present in the unit if a microwave will be substituted.	Inspections
135	What are the penalties if the owner does not provide entry for the initial inspection?	The initial appointment may be rescheduled at the request of the owner.	Inspections

Count	Questions	Answer	Category of Question
136	I'm a participant in the HCV Program and I received an Intent to Terminate Notice (ITT) for failing two inspections, what steps should I take to resolve this?	You have the right to request an informal hearing. In addition to submitting an Informal Hearing Request, you may contact the Inspections Department at (312) 935-2600, Option #1 to request a third inspection. The Inspection Team will review the circumstances that caused the violation and make a decision to grant or deny your request for a 3rd inspection.	Inspections
137	As the owner, I failed an initial inspection and made the repairs necessary to pass. Does the Participant have the right to change their mind?	Yes, until the Participant signs a lease entering them into a legally binding contract, they have every right to change their mind on units they desire to lease.	Inspections
138	Can I be cited for paint deficiencies in the basement, even if I do not give the family access to it?	It will depend, if the family has access to the basement. If this is an area that is not the location of washing facilities, not used for storage, or the family does not have a key to access, paint deficiencies will be overlooked provided that it is very clear to all parties that the basement is not accessible to the participant family.	Inspections
139	Can I fail an inspection for having security bars on the first floor windows?	No, having security bars on the first floor windows will not cause the unit to fail an inspection, unless the bars prevent the family from exiting the unit if this is the only emergency exit available to them.	Inspections
140	My unit passed its initial/new move inspection on everything inside; can I get a Weather Related Extension for the exterior fail items during the winter months?	No, a weather related extensions only applies to units currently under HAP contracts. A new move-in inspection has to pass in all areas of HQS prior to leasing.	Inspections
141	Can I be cited for paint deficiencies on a neighbors fence?	Yes, you may be cited for paint deficiencies on a neighbors fence if the area is a shared fence and is accessible to the Participant family on your side. This will be assessed on a case by case basis.	Inspections
142	What fail items can an owner dispute?	Below are examples when an owner can dispute inspection fail items: A. Whether or not specific fail items constitute as an HQS deficiency B. Whether a specific fail item should be re-classified from "owner responsibility" to "participant responsibility" C. Whether a participant has access to an area that was cited for a deficiency	Inspections
143	What constitutes proper documentation of a dispute?	Below are examples of acceptable documentation when disputing an HQS fail item: A. Specific fail item – Written explanation of why the citation is being disputed should not be considered a fail item under HQS, and photographs of the item in question. B. Owner versus tenant responsibility – Written explanation of why the citation is being disputed should not be considered a fail item in question, photographs of the item in question and a copy and a copy of the notice that is provided to the tenant letting him/her know that CHA has been asked to change the deficiency from owner to tenant caused. C. Inaccessible area – Written explanation of why the citation is being disputed.	Inspections
144	Are there any fail items that cannot be disputed?	An owner cannot dispute emergency fail items or Lead Based Paint deficiencies.	Inspections
145	What if the decision is made to deny the dispute?	If the decision is made to deny the dispute, notice detailing the reason for the denial will be provided to the property owner.	Inspections
146	What happens if an owner disagrees with the decision to deny the dispute?	If an owner continues to pursue the dispute after the denial, the matter will be escalated to the Director of Inspections for determination.	Inspections
147	How may a property owner check the status of a dispute?	A property owner check the status of a dispute by contacting our Inspections Department at (312) 935-2600, Option #1 to speak to a Specialist or email us at hcvinspections@thecha.org. A representative from our office will contact you within one business day to address the issue.	Inspections
148	How often are the Moderate Rehab (MOD) units inspected?	The CHA will conduct annual inspections on 100% of the Moderate Rehab units to determine whether the units meet HQS standards.	Inspections
149	How often are the Project Based Voucher (PBV) units inspected?	The CHA will inspect at least 20% of the contract units in each building annually to determine whether the units meet HQS standards. If more than 20% of the of the sample fails inspection, then 100% of the contracted units in the building will be inspected. Also, before a new family moves into a unit, the unit must pass inspection before assistance will be provided on behalf of the family.	Inspections
150	I failed an initial/new move inspection for the second time do I need to pay \$75 for another inspection?	No, you do not need to pay \$75 for an additional inspection, it is optional. Any unit that does not pass HQS will run the risk of not being eligible to enter into a HAP contract. We strongly recommend that all of the deficiencies identified, be completed prior to requesting additional inspections.	Inspections
151	What is Owner Excellence Program?	The Owner Excellence Program (OEP) is an initiative within the CHA's HCV Program that recognizes and rewards outstanding Property Owners/Managers, who meet specific criteria; including maintaining excellent units, and possessing exceptional property management practices. Owner Excellence Program members are offered the opportunity to receive additional benefits from CHA and partner companies.	Owner Excellence Program
152	What are the benefits for members of	Dedicated OEP Staff are available during business hours to resolve any OEP Member issues. Direct support from the OEP Staff via OEP phone number, fax number and e-mail address. Extended Office Hours to accommodate OEP Members Access to the Owner Excellence Program Business Center located on 60 E Van Buren 9th Floor Chicago, IL 60605. Flexible Scheduling for Initial and Annual inspections Valuable discounts and services with partner organizations Access to Educational Courses and Workshops Unit Based Benefits For more details on all OEP benefits visit http://www.thecha.org/excellence	Owner Excellence Program

Count	Questions	Answer	Category of Question
153	What is the criteria for OEP members?	To be eligible for membership in the Owner Excellence Program, Property Owners/Managers must meet the following criteria: <ul style="list-style-type: none"> • Be an active Property Owner/Manager with the HCV Program for the past 12 months • Have an HCV Program Participant currently residing in at least one unit • Have all HCV Program units in a "Pass" inspection status • Not have an abatement in the last 12 months • Not appear on any CHA or HUD debarred lists • Not have a current HAP Repayment Agreement with CHA • Not have a history of Fair Housing violations • Be registered for CHA's direct deposit program • Pass a criminal background check • Not have a history of or pending foreclosure(s) for any HCV Program unit • Not have any liens or owed back taxes on any HCV Program unit • Not have any serious complaints on file with the city of Chicago in the past 24 months • Not have outstanding or unresolved complaints from tenants, neighbors and/or the community • Not have a history of failure to enforce the lease or failure to manage a unit • Provide valid proof of ownership for all HCV Program units For more details on all OEP criteria visit http://www.chaownerexcellence.org/Criteria.aspx	Owner Excellence Program
154	Once I pass the OEP application screen	From the date of eligibility, you have 60 days to complete the following: <ul style="list-style-type: none"> • Attend the Owner Excellence Program Workshop • Complete Property Management Training Certification OR provide a copy of the applicant's current broker's license • All Property Managers or Management Companies must submit a copy of the Management Agreement • LLCs and Corporations must submit a Certificate of Good Standing From the date of eligibility, you have 90 days to complete the following: <ul style="list-style-type: none"> • Pass an Enhanced Inspection • Submit a Retrofit Chicago Building Assessment Application • Submit Building Assessment Report (if applicable) 	Owner Excellence Program
155	How do I request an Retrofit Chicago	Please visit the link below and complete the application to schedule an assessment. http://www.cityofchicago.org/city/en/progs/env/retrofit_chicagoresidentialsinglefamily.html	Owner Excellence Program
156	What are the Unit-Based benefits?	A member must satisfy the Owner Excellence Program (OEP) member criteria, pass HQS Inspection, and have a unit pass the Enhanced Inspection to qualify. <p>Biennial inspections</p> Units that have passed the Enhanced Inspection will be entered into a two-year HQS inspections cycle. The unit will be subject to a HQS inspection once every two years, as opposed to once every year. Self-certification of minor Housing Quality Standards (HQS) fail items In lieu of re-inspection for minor HQS fail items on an Excellent Unit, an OEP Member must submit a self-certification statement for minor repairs. Transferable pass inspection status By submitting a request for a transferable pass inspection, an Owner can circumvent an initial inspection on an Excellent Unit that has passed an annual or initial inspection within the last 90 days. Vacancy payments Units are eligible for up to 60 days of vacancy payment if an Excellent Unit is leased from one CHA Voucher Holder to another. Use of Owner Excellence Logo for CHA Property Listing OEP Members who would like their units to be indicated as an Owner Excellence Program "Excellent Unit" can utilize the Owner Excellence Program logo.	Owner Excellence Program
157	What is an Enhanced Inspection?	The Enhanced Inspection rates the unit based on the quality of the building's interior and exterior. Each item in the Enhanced Inspection is assigned a point value. The unit must receive a minimum number of 13 points for both Building Interior and Building Exterior in order to pass the Enhanced Inspection. All Unit-Based Benefits are tied to a specific unit.	Owner Excellence Program
158	How do you request for an Enhanced	To request an Enhanced Inspection, OEP Members must visit the Members Only section of the CHA Owner Portal and fill out the short form. Enhanced Inspections are scheduled within 14 days of the request. Owner Excellence Program Members must submit a request for an Enhanced Inspection within 90 days of program eligibility.	Owner Excellence Program
159	How are Enhanced Inspections are co	Enhanced inspections will be conducted either in combination with an annual HQS inspection, an initial HQS inspection, or as a standalone inspection. If the requested unit has passed an annual inspection within the past 90 days, then the unit will undergo only an enhanced inspection. If the requested unit has not had an annual inspection within the past 90 days, then the unit will undergo both an annual and an enhanced inspection during the same timeframe. <p>For Multi-Unit Buildings: Each individual unit must be inspected. Only those specific units that have passed the enhanced inspection will be granted the unit-based benefits under the Owner Excellence Program.</p> <p>For Single Family Homes: Each individual unit must be inspected. Only those specific Single Family Homes that have passed the enhanced inspection will be granted the unit-based benefits under the Owner Excellence Program.</p>	Owner Excellence Program
160	How do I self-certify corrections to a failed HQS inspection if I am an OEP Member?	Self certifications for minor deficiency items are only allowed for current OEP members. In order to complete the self-certification request, a member will need to log on to the CHA Owner Portal and complete the self-certification form online within 7 calendar days from the date the inspection was conducted. The owner or the tenant may request a re-inspection in lieu of the self-certification by calling CHA at (312) 935-2600 within 7 calendar days from the date the inspection was conducted. The unit remains subject to CHA Quality Control Inspections.	Owner Excellence Program

Count	Questions	Answer	Category of Question
161	What HQS inspections items qualify for	If the initial annual HQS inspection fails due to minor fail items, and there are no tenant fail items, then an OEP member will receive an automatic e-mail and phone call requiring them to self-certify the repairs. If all the fail items do not qualify for self-certification, then the Owner will not be able to complete the online self-certification form.	Owner Excellence Program
162	Can I still receive a Quality Control inspection if I self-certify corrections for a HQS inspection?	Yes, all self-certifications and other inspections are subject to Quality Control Inspections to ensure the repairs have been made.	Owner Excellence Program
163	What if the Quality Control Inspection	If the Quality Control Inspection finds that the repairs were not made, the unit will be placed in abatement retroactive to the first of the month following the due date of the corrections, and the membership in the Owner Excellence Program will be terminated.	Owner Excellence Program
164	How do I request to transfer a passed	You must be a current OEP member to take advantage of transferrable inspections. The OEP Member will need to submit a written request to the OEP Team via the Owner Portal, OEP e-mail [excellence@thecha.org], or by mail within 5 business days of submitting the RTA (moving papers). The member must indicate the voucher number associated with the old and new tenant. Note: An initial inspection will be required if a family with children under the age of 6 will now reside in the unit.	Owner Excellence Program
165	How do I request a vacancy payments	The vacancy payment request and the new RTA must be submitted to CHA no later than 90 days after the move-out date of the previous CHA Voucher Holder.	Owner Excellence Program
166	What resources are in the Owner Exc	Located on the 9th Floor of CHA's Central Office at 60 E. Van Buren, the Owner Excellence Program Business Center will include the following: <ul style="list-style-type: none"> • Staff readily available to assist with your HCV portfolio • Office equipment featuring fax, scanner, general office supplies, etc. • Resource library featuring industry publications and news • Promotional materials • Comfortable seating area • Educational videos • Computer workstations offering: <ul style="list-style-type: none"> – High-speed Internet access – Access to property listing website — www.thecha.org/post 	Owner Excellence Program
167	What is the Owner Excellence Program	In order to encourage owners to continuously enhance their property management knowledge and skills, all Owner Excellence Program members are required to complete 6 credit hours of continuing education during each year of OEP membership. OEP Members are welcome to complete hours outside of the workshops offered by CHA. Members must complete and submit a Continuing Education Hours Request Form to the OEP team to be granted credit hours for the activities. The OEP staff will either approve or deny the request and inform the member of the decision.	Owner Excellence Program
168	What are the suggested subject areas	Continuing education subjects may include: <ul style="list-style-type: none"> • Building Repair • Budget & Finance • CHA & HCVP Courses • Fair Housing • Resident Lease-up, occupancy, and screening • Eviction processing • Purchasing rental properties/Real Estate for rental properties • Conflict/Dispute Resolutions • Community Enhancement* • Owner symposium* <p>*All day events are limited to 3 credit hours. Additionally, the total hours counted toward community enhancement activities is capped at 3 credit hours.</p>	Owner Excellence Program
169	What is the Owner Excellence Program Department Contact Information?	Owner Excellence Program Department 60 E Van Buren, 9th Floor Chicago, IL 60605 t: 312-913-7910 f: 312-913-7037 e: excellence@thecha.org w: www.thecha.org/excellence	Owner Excellence Program
170	Can my OEP Membership be terminated?	Yes, Owner Excellence Program Members are subject to monthly and yearly reviews of compliance with the program requirements.	Owner Excellence Program
171	Can I appeal an OEP Membership term	Yes, you must request an appeal in writing within 10 calendar days from the date of this notice. If you fail to request an appeal within 10 calendar days, the decision will become final and you will be terminated from the HCV's Owner Excellence Program. All appeals may be submitted to: Owner Excellence Program Department 60 E Van Buren, 9th Floor Chicago, IL 60605 t: 312-913-7910 f: 312-913-7037 e: excellence@thecha.org w: www.thecha.org/excellence	Owner Excellence Program
172	I was terminated from the Owner Exc	If your membership has been terminated from the Owner Excellence Program, you can re-apply twelve months after the date of termination.	Owner Excellence Program
173	Can my excellent unit status transfer if	Yes, you must inform the Owner Excellence Program Department in writing when the Change of Ownership process is completed.	Owner Excellence Program
174	What are the Family Obligations?	Family Obligations are the HUD rules that participating families must abide by in order to continue to receive subsidy with the Chicago Housing Authority's Housing Choice Voucher Program. Families that do not abide by these obligations may be terminated from the program. For a complete list of Family Obligations, please refer to the Participant Reference Guide or visit our website using the following link [http://www.thecha.org/filebin/hcv/ParticipantGuide_Nov2011_web6-3-28.pdf] .	Program Compliance Participant

Count	Questions	Answer	Category of Question
175	What is an Intent to Terminate Notice (ITT)?	An ITT is a notice to the family proposing termination of the family's assistance due to violations of the Family Obligations. If an ITT is received, the family may submit a written request to have an Informal Hearing within 30 days of the date on the ITT.	Program Compliance Participant
176	If I failed one inspection will I be issued an Intent to Terminate (ITT)?	An Intent to Terminate (ITT) will be issued if there are two consecutive failed inspections or two consecutive inconclusive inspections (i.e. no show, absent for the unit, unit is vacant). However, you may receive an ITT if there is one failed inspection and one inconclusive inspection.	Program Compliance Participant
177	I received an Intent to Terminate (ITT), can I have an attorney represent me?	Yes, you have the right to obtain legal counsel to be present at the informal hearing should you request one.	Program Compliance Participant
178	Will my property owner still receive HAP if I have been issued an Intent to Terminate (ITT)?	Yes, the Property Owner will still receive payment unless the unit is under abatement or the HAP contract has been terminated for another reason. Payment will stop only if the Participant is terminated from the HCV Program. The Owner will receive 30 days notice in writing.	Program Compliance Participant
179	If my property owner's HAP contract has been terminated, may I submit the Request for Tenancy Approval for the same unit?	Yes, the initial move process will be conducted again.	Program Compliance Participant
180	My property owner filed for eviction, can I request my moving papers?	No, if eviction has been filed, you are no longer eligible for moving papers.	Program Compliance Participant
181	What is an Informal Hearing?	An Informal Hearing provides an opportunity for the participant to dispute the proposed termination.	Program Compliance Participant
182	What if I do not request an Informal Hearing?	If a Participant does not exercise his/her right to request an Informal Hearing, a final termination notice will be issued to the Participant and notice of HAP contract termination will be issued to the Property Owner.	Program Compliance Participant
183	I submitted my Informal Hearing request, when will the hearing be scheduled?	Upon submission an Informal Hearing Request, please allow at least 30 - 60 days from the date of the request for notification of when the Informal Hearing to be scheduled.	Program Compliance Participant
184	Is there a reason I would not be granted an Informal Hearing?	Some reasons for which an Informal Hearing may not be granted are as follows: <ul style="list-style-type: none"> ▣ Discretionary administrative determinations by the CHA (i.e. rent determination, etc.) ▣ General policy issues or class grievances ▣ Establishment of the CHA schedule of utility allowances for families in the program ▣ A PHA determination not to approve an extension or suspension of a voucher term ▣ A PHA determination not to approve a unit or tenancy ▣ A PHA determination that a unit selected by the applicant is not in compliance with the HQS ▣ A PHA determination that the unit is not in accordance with HQS because of family size ▣ A determination by the CHA to exercise or not to exercise any right or remedy against an owner under a HAP contract 	Program Compliance Participant
185	Am I able to review my file?	Yes, you must submit a written request to your servicing office to review your file.	Program Compliance Participant
186	How can I reschedule my hearing?	Please contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist email us at hcv@thecha.org . A representative from our office will contact you within one business day to address your inquiry or forward it to the Servicing Team for resolution.	Program Compliance Participant
187	I attended an Informal Hearing, when will I receive my decision letter?	Decisions are rendered 30 days after the hearing date.	Program Compliance Participant
188	My hearing decision letter required me to attend a meeting and/or submit required documentation to be reinstated into the program. How can I submit the documentation?	You may submit the required documentation in person at your Regional Office, email them to hcv@thecha.org , or contact our Call Center at (312)935-2600 to request an appointment.	Program Compliance Participant
189	I received a final termination notice, when is the last month my owner will receive payment from CHA?	The owner's HAP will stop the first day of the month following the effective date of termination.	Program Compliance Participant
190	I was terminated from the CHA HCV Program, is there anything else I can do?	Participants that were terminated from the CHA HCV program, may petition to the Circuit Court of Cook County, [www.cookcountyclerkofcourt.org] for reinstatement to the CHA HCV Program.	Program Compliance Participant
191	While I am appealing my termination from the HCV Program to Circuit Court, who is responsible for the rent?	After participation and the HAP contract have been terminated, the Participant is responsible for the full rent in the occupied unit amount unless it is directed by the circuit court for CHA to pay the rent.	Program Compliance Participant
192	Where is the Owner Services Department located?	The HCV Owner Services Department is located at 60 E. Van Buren, 9th Floor, Chicago, IL. 60605. You may also access any account information 24/7 via the Owner Portal www.chahcvportal.org .	Owner Services
193	Does the Owner Services Department assist all property owners within the HCVP?	Yes, but the Owner Services Department assist all property owners within the CHA HCV program. Owners may also access account information 24/7 via the Owner Portal www.chahcvportal.org .	Owner Services
194	What are the Owner Services' business hours?	The Owner Services business hours are Monday-Friday, 8:00am- 5:00pm. You may also access account information 24/7 via the Owner Portal www.chahcvportal.org .	Owner Services
195	What is the walk in policy for the Owner Services Department?	Owners may walk into the Central Office during the Owner Services walk-in hours; Monday through Friday 8:00am-4:30pm. You may also access account information 24/7 via the Owner Portal www.chahcvportal.org .	Owner Services
196	How often does the Owner Services Department conduct Owner Briefings?	Owner Briefings are typically held twice a month. Property Owners must register for an Owner Briefing to attend. For a list of dates and times, please visit www.thecha.org/ownerbrief . All new property owners are required to attend a briefing within 90 days of submission of the RTA paperwork.	Owner Services
197	Why is a certificate of good standing from the State of Illinois required for LLC's?	In an effort to maintain Program integrity, property owners undergo a criminal background check. If the property is owned by a corporation or LLC, the company's principles will have been cleared by the State of Illinois prior to a Certificate of Good Standing being issued.	Owner Services

Count	Questions	Answer	Category of Question
198	What identifications are required from the Owner and the Property Manager?	Property Owners and Managers must have and provide a valid picture ID.	Owner Services
199	What documents are required to link an Owner/Manager to a particular property?	The Property Owner must provide proof of ownership and have a valid picture ID. Property Managers must provide a management agreement and valid picture ID. If the property is in Trust, the proper supporting Trust documents must be submitted.	Owner Services
200	Are background checks conducted for prospective property owners?	Yes, background checks conducted for prospective property owners as a part of determining the eligibility of a property owner, the Owner Services Department checks an owner's background for foreclosures and possible criminal activity.	Owner Services
201	What is the process for property owners registering for the direct deposit program?	All HAP payments will be disbursed via electronic funds transfer. As a property owner, you are required to submit the Direct Deposit Form and a voided check or savings deposit slip with your new RTA paperwork.	Owner Services
202	I submitted all of the requested documentation to have my funds deposited directly into my account. How can I check the status of that?	To check the status of your submission, you may contact our Customer Service Call Center at (312) 935-2600, to bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Owner Management Team.	Owner Services
203	I received an RTA and made the repairs needed to pass the initial inspection. Does the Participant have the right to change their mind?	Yes, until the Participant signs a lease entering them into a legally binding contract, they have every right to change their mind.	Owner Services
204	What is the process for a Change of Ownership/ Management Request?	If the ownership of the property has changed, the new owner must complete the Change of Ownership/Management Form before HAP issuance will be modified. The Change of Ownership/Management form may be downloaded [http://www.thecha.org/filebin/hcv/CHA-0022.pdf] or obtained via the Owner Portal www.chahcvportal.org . Once completed, return via mail, or email to ownerservices@thecha.org , or faxed: 312-786-6966.	Owner Services
205	What is the procedure for a property owner requesting to change his/her address?	If your mailing address changes you must complete the Change of Address Form. The form may be downloaded from our website at http://www.thecha.org/filebin/hcv/Change_of_Address_Form_Packet.pdf , or via the Owner Portal www.chahcvportal.org . Once completed, the form may be returned via mail, ownerservices@thecha.org , or faxed: 312-786-6966.	Owner Services
206	What is the processing timeframe for a Change of Address/ Management/Ownership?	Once the Change of Address/ Management/Ownership form is completed there is no additional documentation required. The average processing timeframe for a Change of Address/Management/Ownership is generally up to 30 days after all of the required documentation is received. If additional documentation is required, you will have 10 days to submit failure to do so may be subject the HAP contract to be terminated.	Owner Services
207	I would like to check the status for Change of Address/Management/Ownership?	To check the status of the Change of Address/Management/Ownership, please visit the Owner Portal at www.chahcvportal.org or contact our Customer Service Call Center at (312) 935-2600. To bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Owner Management Team.	Owner Services
208	What is the procedure for a property owner who wants to advertise their property on the CHA website?	You may list any available units by visiting www.thecha.org/post . You may also call (877) 428-8844. In most cases the set-up time for this process takes less than five minutes.	Owner Services
209	How does CHA determine the rent?	CHA performs a rent reasonableness determination, after a passed inspection. The comparison take in consideration factors including unit age, location, condition, market area, structure type, amenities, tenant paid utilities and supplied appliances, and family composition. This study ultimately determines the rental amount supported by similar properties in the market and ensures that the approved rent is consistent with the private market.	Owner Services
210	Why does the rent offer differ from tenant to tenant even though the units are identical?	Rents are based upon the market area comparable rents at the time of leasing. Although the units are identical, families may have vouchers that vary in size. The family composition, income, and allowances will not be identical, resulting in differing rents.	Owner Services
211	How long after a passed inspection should a property owner expect to be contacted for rent determination?	Within 3-5 business days of your unit passing inspection, the owner will receive a phone call from our rent determination staff informing of the rent amount to be offered.	Owner Services
212	I have not been contacted regarding the rent determination, who should I speak with?	From the time the unit passes inspection, you will be contacted within 3-5 business days for rent determination. If we have exceeded that timeframe, please contact our Customer Service Call Center at (312) 935-2600.	Owner Services
213	What is the timeframe for an owner to receive a HAP contract?	After the property owner accepts the rent offer, the HAP contract may be emailed, faxed or accessed via the Owner Portal at www.chahcvportal.org within five business days. The method of delivery is determined based upon the property owner's preference.	Owner Services
214	What is the procedure that a property owner must follow to submit a request for a rent increase?	Property owners may only submit rent increase requests once per year via the Owner Portal at www.chahcvportal.org . You may also download the form from our website - [http://www.thecha.org/filebin/hcv/8_300_13_CHA-0115_Rent_Increase_Request.pdf].	Owner Services
215	What is the processing timeframe for rent increase requests?	The typical processing timeframe for a rent increase request is up to 30 days from the date that all of the required documentation is received.	Owner Services
216	Does a participant have to sign a rent increase prior to it being approved?	No, the participant's signature is not required for a rent increase request, however, a "Notice to Participant of Rent Increase Request" will be mailed to inform the participant of the owner's request and intent.	Owner Services
217	How may I obtain the status of a rent increase request that was submitted to your office?	If you have not received notification within 30 days, please contact our Call Center at (312) 935-2600; to bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry or forward it to the Owner Management Team.	Owner Services
218	If my Rent Increase Request is approved, will CHA or the tenant pay the increase?	If the rent increase is approved, the increased amount may be paid by the CHA or the family, depending on the family's income level at that time.	Owner Services
219	Can my rent decrease, if I request a rent increase?	Yes, a rent increase request may result in a rent decrease, if comparable rents in the area have decreased.	Owner Services
220	Can a property owner appeal a rent increase denial?	Yes, a property owner may appeal a rent increase denial by submitting an appeal. The rent increase appeal letter can be provided in writing via email to rentincrease@thecha.org or by fax at (312) 913-7865. Your appeal must include supporting documentation.	Owner Services

Count	Questions	Answer	Category of Question
221	If a property owner wants to change the utility responsibility, what is the process?	If a property owner wants to change the utility responsibility they may only after the initial lease term. Owners should be submitted and select the utility responsibility changes on the Rent Increase Request Form . To indicate that the participant and property owner agree with the changes, both parties will need to sign the form. The Rent Increase Form can be sent via e-mail to rentincrease@thecha.org or by fax (312) 913-7865.	Owner Services
222	What is the fax number for the Owner Services Department?	Each member of Owner Services has a personal E-fax. Each form has a fax number for its return.	Owner Services
223	As a Property Owner, can I insist that the family acquire renters insurance?	You are within your right to require Renters Insurance be included in the terms of your lease, but this must be disclosed and agreed upon prior to lease signing.	Owner Services
224	As a Property Owner, can I charge the renter for excessive water usage?	You are within your right to require renters pay excessive water charges as a term of your lease, but this must be disclosed and agreed upon prior to lease signing.	Owner Services
225	As a Property Owner, can I charge the renter for pets?	You are within your right to require a pet deposit as a term of your lease, but this must be disclosed and agreed upon prior to lease signing.	Owner Services
226	How do I report fraud?	Anyone may report fraud at our HCV Program Integrity Hotline: 1-800-533-0441, or by mail Chicago Housing Authority, Attn: HCV Program Compliance 60 E. Van Buren Street, 8th Floor Chicago, IL. 60605, or fax 312-786-3663 Attn: HCV Compliance.	Program Compliance - Owner
227	How do I report violent and criminal activity or disturbances in my neighborhood?	To report violent and criminal activity or disturbances in my neighborhood, download and complete the Problem Property Report Form. Return the form by mail to 60 E. Van Buren Chicago, IL. 60605, or walk-in at the one of the Servicing Offices or email it to HCVIPI@thecha.org . In addition, you may contact (1) the property owner (2) law enforcement, or (3) your local City Official to file a complaint.	Program Compliance - Owner
228	I am an owner and the participant has caused damages to the unit and violated the lease by getting into fights and using drugs. Will you get them out of my unit?	Chicago Housing Authority is not a party to the lease agreement. The owner must enforce the lease in accordance with the Chicago Residential Landlord Tenant Ordinance. You may submit complaints in writing to the CHA Enforcement Department on any notices that are issued. Correspondence may be faxed to 312.913.7315 or emailed to adminenforce@thecha.org .	Program Compliance - Owner
229	How often do I have to attend an Own	New Property owners must an Owner Briefing prior to the execution of the HAP contract and it is recommended for existing owners to attend at least once a year.	Program Compliance - Owner
230	My contract was terminated due to an abatement, can you explain?	After failing two required HQS inspections the owners housing assistance payments is stopped. If the owner fails to comply with the correction of the HQS deficiencies within the allowed abate cure period, the HAP contract will be terminated.	Program Compliance - Owner
231	My contract was terminated due to outstanding documents, can you explain?	To ensure that CHA has the most current, accurate information on file at all times, a property owner may be obligated to resubmit certain documentation. Some examples would include the RTA, lease, HAP Contract, and Lead Based Paint Form. If the owner does not comply by submitting all of the required documentation within the specified timeframe, the HAP contract will be subject to termination.	Program Compliance - Owner
232	I received a notice to attend a Prohibitive Activity and Conduct (PAC) meeting, what is that?	The Prohibitive Activity and Conduct (PAC) meeting is an opportunity for the property owner and CHA to meet and discuss owner compliance to ensure continued participation in the HCV Program.	Program Compliance - Owner
233	What is the Mobility Counseling Program?	The Mobility Counseling Program assists families in the Housing Choice Voucher (HCV) program to move into CHA designated Opportunity Areas within the City of Chicago. Opportunity Areas are specifically identified neighborhoods that offer quality housing and positive economic characteristics. Current HCV participants that do not currently live in Opportunity Areas, new admissions, and families porting-in from another Housing Authority are eligible to request to participate in the Mobility Counseling Program.	Special Progrmas
234	Does the Mobility Counseling Program offer Security Deposit Loans? What are the benefits of the mobility counseling program?	No, the Mobility Counseling Program does not offer Security Deposit Loans. The Mobility Counseling Program services include: Community tours to Opportunity Areas, unit search, workshops, and a one time incentive of up to \$500 incentive toward security deposit OR furniture voucher OR drivers license training courses if moving into an Opportunity Area.	Special Progrmas
235	How do I enroll in the Mobility Counseling Program?	For the referral/enrollment process, you may contact the Housing Choice Partners (HCP) at 773-451-0203.	Special Progrmas
236	Can I move to an Opportunity Area if I don't go through the Mobility Program?	Yes, you can move to any Opportunity Area without the Mobility Counseling Program. Once your chosen unit has been confirmed as located in an Opportunity Area, CHA will provide rental assistance up to 300% above the fair market rent. However, you will not benefit from the services offered through the Mobility Counseling Program.	Special Progrmas
237	If I fail to lease up by the end of my 90 day voucher under the Mobility Counseling Program, are extensions available?	Extensions requests can be made to your servicing office. However, you are not guaranteed an extension under the Mobility Counseling Program. You must apply for an extension at your Servicing Office.	Special Progrmas
238	What is the Homeownership Program?	The Homeownership Program also known as the Choose To Own Program, prepares qualified households to apply their housing subsidy to mortgage payments within the city of Chicago. Services include referrals to credit repair resources, pre-purchase and post-purchase home buyer counseling.	Special Progrmas
239	What qualifies a family to participate in the Homeownership Program?	You must be a participant in compliance with the HCV Program and your lease. You must have an annual household income of a minimum of \$14,500. Also, a credit score of 620 or higher and maintaining personal savings to be used toward a down payment if necessary. There are income exceptions for seniors and heads of household with a disability.	Special Progrmas
240	How do I enroll in the Homeownership Program?	To enroll in the Homeownership Program, you must attend a homeownership orientation, complete and application, and provide authorization for release of credit report. Enrolled participants must complete pre-purchase counseling with a designated homeownership counseling agency. For additional information, you may contact the Homeownership Manager at 312-786-3196, or the Homeownership Coordinator at 312-786-3340. A complete list of upcoming orientation sessions can be found on the CHA website http://www.thecha.org	Special Progrmas
241	What is the Family Self-Sufficiency Program?	The Family Self-Sufficiency (FSS) program is a HUD program that allows families participating in the HCV program and public housing residents to build financial assets as the household increases earned-income from wages. Participation generally lasts 5 years, during which participants identify educational, professional, and personal goals.	Special Progrmas
242	What services does the FSS Program offer?	FSS Program services include: an assigned FSS Coordinator, Financial Literacy Courses, assistance with work readiness and skill development, and career and educational advancement opportunities.	Special Progrmas

Count	Questions	Answer	Category of Question
243	How do I enroll in the FSS Program?	To enroll in the FSS Program please contact the Chicago Housing Authority's Resident Services Hotline at 312-935-2626 for more information.	Special Programs
244	I am currently in the FSS Program and I need to speak with my FSS Coordinator.	Please contact our Customer Service Call Center at (312) 935-2600; to bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day.	Special Programs
245	I am currently in the FSS Program and I have a question about the Financial Literacy Courses / my work readiness and skill development / my career and educational advancement opportunities / my progress towards my goals.	Please contact our Customer Service Call Center at (312) 935-2600; to bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day.	Special Programs
246	I am currently in the FSS Program and I have a question about my re-examination / interim request / moving papers.	Please contact our Customer Service Call Center at (312) 935-2600; to bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day.	Special Programs
247	What are the obligations of the participant under the Mobility Counseling Program?	Along with the briefing appointment, the participant must also attend a required information session and remain in communication with the Mobility Counselors.	Special Programs
248	Are there non-housing/social service programs that CHA can assist me with?	Yes. Our staff can help you connect to [Youth Problems], [Home Ownership], [Insurance Enrollment], [Chicago Park District Voucher], [Apprenticeships], [College Education], [Family Self-Sufficiency Program], and [Mobility Program]. Non-CHA sponsored: The Chicago Housing Authority partners with Health Leads Chicago to offer resource referrals on : Adult Education, Commodities , Childcare, Employment , Financial, Food , Health, Transportation., Utilities], Non-CHA Housing , Disability Assistance, and ESL.	Particioaant Resources
249	Where can I receive information on these non-housing/social service related programs?	All information is accessible on our website, can be obtained at your Servicing Office or by contacting the Customer Call Center at (312) 935-2600; to bypass holding to speak to a Specialist email us at hcv@thecha.org. A representative from our office will contact you within one business day to address your inquiry.	Particioaant Resources
250	Are there organizations that can help me with security deposit or moving fees when I move to a new unit?	The HCVP does not provide assistance with these services, however; both CARPLS (Coordinated Advice & Referral Program for Legal Services) - (312) 738-9200 and Legal Assistance Foundation of Metro Chicago - (312) 341-1070, may provide these services.	Particioaant Resources
251	Are there onsite resources available at my Regional Office for non-voucher related topics?	Yes, periodically CHA partners with organizations that provide additional services such as health care assistance and higher education programs.	Particioaant Resources
252	I work throughout the summer but I do not have adequate childcare. Are there any programs or resources available to me as a HCVP participant?	CHA provides programs for HCV participants through One Chicago Summer [hyperlink] and the Chicago Park District [hyperlink]. You can also visit our Child-related program page here [hyperlink].	Particioaant Resources
253	I am uninsured, are there programs for me to receive healthcare services?	Yes. If you want to learn more about the Affordable Care Act and the enrollment process, please visit get covered Illinois [hyperlink]. CHA also provides on-site consultation for Health Care Enrollment through Thresholds . West Office: Every Monday 12PM-5PM . South Office: Every Thursday 8:30AM-12:30PM. You can also visit our Health Care Information page here [hyperlink] or fill out a Social Service Request Form [hyperlink]	Particioaant Resources
254	I know someone who has a case worker from Family Works, can Family Works help me too?	Family Works is a voluntary case management program servicing Public Housing and 10/1/99 relocate residents. If you are unsure whether you qualify for Family Works please contact The Family Works Hotline at 312-935-2625	Particioaant Resources
255	Where can I get fast reliable information regarding social services in Chicago?	CHA provides a reliable database of social services throughout Chicago along with CHA-sponsored programs. Click [insert link] to learn about the services in your zip code. You may also visit the City of Chicago's website at www.cityofchicago.org for additional resources.	Particioaant Resources
256	If my landlord refuses to return my security deposit, can CHA assist in enforcing payment?	No, Chicago Housing Authority cannot enforce the security deposit. Contact the Metropolitan Tenants Organization Hotline (773-292-4988 Monday-Friday 1pm-5pm). You may also contact Lawyers Committee for Better Housing at (312) 784-3527 for assistance.	Particioaant Resources
257	How much notice does the property owner have to provide to access my unit?	You may refer to your lease and the Chicago Residential Landlord and Tenant Ordinance.	Particioaant Resources
258	How can I find out when payments will be processed?	The payment processing schedule is avilable on the CHA website, please visit [http://www.thecha.org/pages/forms_downloads/109.php].	Owner Resources
259	How do I register for the Owner Portal?	To register for the Owner Portal go to www.chahcvportal.org and click "Sign Up." You will be required to complete all of the required fields to register. Once you have created your portal account, you will receive an email with a link confirming your registration.	Owner Resources
260	How do I submit documents to CHA?	You may submit documents via the Owner Portal [www.thecha.org/hcvportal] or in person in the owner Services department located at 60 E Van Buren, 9th floor, Chicago, IL.	Owner Resources
261	How do I post my unit or property?	You may post units for rent by registering online at [http://www.socialserve.com/landlord/HelpfulLinks.html?city_id=43730&ch=CHI] [hyperlink] or call 877-428-8844 for assistance.	Owner Resources
262	How do I check the results of my inspection?	You may view inspection results by visiting the owner portal [www.thecha.org/hcvportal] or by visiting http://www.chainspections.org/	Owner Resources
263	What is the Tax Savings Program and how do I apply?	Property Owners who rent to participants in the HCV Program may be eligible to receive property tax abatement ("tax savings"). To determine eligibility and apply visit http://www.thecha.org/pages/tax_savings_program/82.php	Owner Resources
264	Where can I find additional resources for property management/landlord-tenant law, rental applications, leases, etc.?	Resources for property management may include: Community Investment Corporation 222 S. Riverside Plaza Chicago, IL. 60606 (312) 775-9008 Chicagoland Apartment Association 557 W. Randolph Street, Chicago Il. 60661 (312) 207-1890 Property Law Group 1040 E. 47th Street Suite 2N Chicago, IL. 60653 (773) 268-4340	Owner Resources
265	Where can I get a copy of the Property Owner Reference Manual?	Copies of the Property Owner Reference Manual are distributed at HCV Owner Briefings that are held twice a month. They are also available in the Owner Services Department at the Central Office location 60 E. VanBuren, 9th Floor, Chicago, IL. 60605.	Owner Resources

Count	Questions	Answer	Category of Question
266	What is the Owner Symposium?	The Owner Symposium is an annual CHA event for property owners and managers who are interested in partnering with the CHA. Attendees receive valuable resources to help improve their business, as well as learn about topics such as property management, HCV rent determination and increases, evictions, property taxes, lead-based paint, inspections, saving money by increasing energy efficiency, bed bug treatment and prevention, and so much more. You may visit http://chaownersymposium.org/ for more information.	Owner Resources
267	I am an owner and I want to connect my tenant to a social service, where can I advise them to go?	You can advise your tenant to visit the CHA website, their Regional Office, or contact the Customer Service Call Center at (312) 935-2600. They can also fill out a Social Service Request Form Here [hyperlink] .	Owner Resources