



CHICAGO HOUSING
AUTHORITY™

Conducting Business with the HCV Program during COVID-19

Frequently Asked Questions | Revised October 2, 2020

PAYMENTS

I am a property owner and should have received a Housing Assistance Payment on the first of the month. However, I don't see the payment in my account. When will I receive payment?

Unless the unit is in abatement or the HAP Contract has been terminated, HCV property owners should continue to receive Housing Assistance Payments on the 1st business day of the month.

- If a new HAP Contract has just been executed, the property owner may receive the first payment on the 15th (or subsequent business day) of the month.
- If the participant has recently completed an Interim Re-Examination, it may take multiple check-run cycles for the portion adjustment to reflect in the payments. Please refer to your Amendment to the HAP Contract letter for more information.

Property owners can see the status of their properties as well as HAP statements on the Owner Portal at chahcvportal.org.

To learn more about lifting an abatement, please see the **INSPECTIONS** section of this document.

If none of these situations apply and you believe that you should have received a Housing Assistance Payment, please contact the Owner Services Department via the Owner Portal at chahcvportal.org or by email at ownerinfo@thecha.org.

I am a participant and should have received a Utility Reimbursement Payment on the 1st of the month. However, I don't see the payment in my account. When will I receive payment?

Utility Reimbursement Payments are not typically deposited in a participant's account until the afternoon of the 1st business day of the month.

- If you have recently moved, you may receive the first reimbursement payment on the 15th (or subsequent business day) of the month.
- If you have recently completed an Interim Re-Examination, it may take multiple check-run cycles for the new or adjusted reimbursement payment to appear in your account.

If none of these situations apply and you believe that you should have received a Utility Reimbursement Payment, please contact the CHA Customer Call Center via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at **312-935-2600**. For fastest processing, please include "MISSING URP" in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

I saw that CHA postponed rent collection for Public Housing residents. As a HCV participant, am I still required to pay my rent portion?

HCV participants should continue to pay their rent portion to the property owner. While some property

owners may choose to postpone rent collection from their tenants, CHA cannot compel HCV property owners to postpone rent collection. However, CHA has asked property owners to consider extending similar rent relief to their subsidized tenants.

If you cannot afford to pay your rent portion due to a decrease in income, report the change to CHA immediately. Please see the **REPORTING & REQUESTING CHANGES** section of this document for instructions on how to submit an Interim Re-Examination.

I am a participant, and I cannot afford to pay my rent portion. Can CHA help me?

If you cannot afford to pay your rent portion due to a decrease in income, report the change to CHA immediately! Please see the **REPORTING & REQUESTING CHANGES** section of this document for instructions on how to submit an Interim Re-Examination.

Note: It is imperative that participants submit an Interim Re-Examination request as soon as possible after experiencing a decrease in income in order to prevent an unnecessary financial burden. Participants who are not able to report a decrease in income in a timely manner due to extenuating circumstances will be reviewed on a case-by-case basis.

Additionally, CHA recommends that participants notify the property owner when they have submitted an Interim Re-Examination request due to a decrease in income as part of a larger conversation to discuss options for payment of any outstanding rent.

What eviction protections are in place?

Both the State of Illinois and City of Chicago have enacted protections for renters facing eviction for non-payment of rent during the COVID-19 pandemic.

However, as a HCV participant, you should immediately contact CHA if you are unable to pay your rent portion, as your level of assistance is based on your reported income. Please see the **REPORTING & REQUESTING CHANGES** section of this document for instructions on how to submit an Interim Re-Examination.

If you have additional questions about how these protections impact your specific circumstance, CHA recommends that you seek legal counsel.

I saw that the Chicago Residential Landlord and Tenant Ordinance was amended in July. Does this impact any CHA processes?

Yes, Chicago City Council passed the Fair Notice Ordinance, an addendum to the Chicago Residential Landlord and Tenant Ordinance (RLTO) on July 22, 2020. Among other changes, the ordinance amends the advance notice period for non-renewal or termination of a lease and adds a notice period for increasing the monthly rent.

In compliance with these notice requirements, CHA has revised its rent increase effective date policy to either 60 or 120 days after submission, based on length of tenancy. Additionally, the Rent Increase Request form has been updated to require a property owner certification that the tenant has been appropriately notified of the pending increase.

If you have additional questions about how changes to the RLTO impact your specific circumstance, CHA recommends that you seek legal counsel.

I saw that CHA updated the Payment Standards and Utility Allowances effective October 1, 2020. How does that affect my rent?

Every fall, CHA reviews and updates the Payment Standards and Utility Allowances to reflect the market, viewable at www.thecha.org/residents/housing-choice-voucher-hcv-program. You can also find these amounts on the Participant Portal at cha.participantportal.org and on the Owner Portal at chahcvportal.org under RESOURCES.

The updated Payment Standards and Utility Allowance amounts will be used for any rent determination or approved rent increase processed on or after the effective date. In addition, when participants are due for their Re-Examination, they will have the latest Payment Standard and Utility Allowance applied to their rent portion calculations.

For more information about how Payment Standards and Utility Allowances impact rent calculations, please see the Participant Guidebook or the Property Owner Guidebook. You can download these guidebooks on the CHA website at www.thecha.org/forms, on the Owner Portal at chahcvportal.org and on the Participant Portal at cha.participantportal.org.

REPORTING AND REQUESTING CHANGES

I received a stimulus payment from the IRS. Do I need to report that money as income?

No, you do not need to report your stimulus payment from the IRS as income.

Note: Families without bank account information on file with the IRS may receive their stimulus payment on a pre-paid VISA debit card, issued by MetaBank, instead of a check. For more information, visit www.eipcard.com.

I need to report a change in my income. How can I do that?

To report a change in your income, you must submit an Interim Re-Examination request and provide supporting documents, such as check stubs or a letter from your employer. For convenience, CHA will accept photos of these documents, as well as written self-certification or oral third-party verification of the change.

There are four (4) ways you can submit your Interim Re-Examination request:

1. Log in to RENTCafé®, CHA's new online account management tool for Re-Examinations and Interim Re-Examinations, at res-par.thecha.org.

In order to request an Interim Re-Examination through RENTCafé, you must first set up an account using the personalized registration code included in your RENTCafé welcome letter. Participants with a valid email address on file with CHA received this letter as an email.

If you cannot find your welcome letter or registration code, please contact the CHA Customer Call Center by email at hcv@thecha.org or by phone at **312-935-2600**.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

2. Email the Interim Re-Examination request and supporting documents to hcv@thecha.org and include "INTERIM" in the subject line.

3. Drop off the Interim Re-Examination request and supporting documents at a “no contact” drop box, located at the HCV Central Office (60 E. Van Buren St.), HCV South Office (10 W. 35th St.) and HCV West Office (1852 S. Albany Ave.).
4. Mail the Interim Re-Examination request and supporting documents to any of our HCV Regional Offices, listed above.

Note: U.S. Mail has been experiencing delays, and so this option is least preferred.

The Interim Re-Examination request is downloadable on the CHA website at www.thecha.org/forms or the Participant Portal at cha.participantportal.org under FORMS.

I submitted an Interim Re-Examination request to CHA. How long will my request take to process?

CHA will approve or deny your Interim Re-Examination request within 30 days of receiving the request and supporting documents.

Approved Interim Re-Examination requests are effective starting the first of the month following the submitted request, regardless of processing time. For example, if an Interim request is received on March 25th, but not processed until April 10th, the change effective date will be backdated to April 1st. Similarly, if an Interim request is received on April 2nd and processed on April 10th, the change will be effective on May 1st.

Note: It is imperative that participants submit an Interim Re-Examination request as soon as possible after experiencing a decrease in income in order to prevent an unnecessary financial burden. Participants who are not able to report a decrease in income in a timely manner due to extenuating circumstances will be reviewed on a case-by-case basis.

Additionally, CHA recommends that participants notify the property owner when they have submitted an Interim Re-Examination request due to a decrease in income as part of a larger conversation to discuss options for payment of any outstanding rent.

APPOINTMENTS

I was scheduled for a remote Re-Examination appointment. How does this process work?

As of March 18th, the HCV Regional Offices are closed to the public. As such, CHA is conducting Re-Examination interviews with participants by email, phone, U.S. Mail, and/or through RENTCafé®, CHA’s new online account management tool for Re-Examinations and Interim Re-Examinations.

- In order to complete a Re-Examination through RENTCafé, you must first set up an account using the personalized registration code included in your RENTCafé welcome letter. Participants with a valid email address on file with CHA received this letter as an email.
- If you cannot find your welcome letter or registration code, please contact the CHA Customer Call Center by email at hcv@thecha.org or by phone at **312-935-2600**.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

To ensure that participants are available and prepared when a housing specialist calls, CHA is sending “remote” appointment notices by email and U.S. Mail.

- Just like an in-person appointment notice, the remote appointment notice will list the date, time and information you will need to successfully complete the appointment.
- At the appointed time, a housing specialist will call at the number listed on the appointment notice and guide you through the appointment. If the housing specialist cannot reach you, they will leave a message with call back information and try to call again.
- During the appointment, you will be required to sign documents. If you have access to a smart phone, tablet or computer, the specialist will have you sign documents digitally. If not, the housing specialist will send documents for you to sign and return via U.S. Mail.

Note: As U.S. Mail has been experiencing delays, CHA is encouraging participants to provide an email address to facilitate important account transactions. If you do not have an email address, you can create one for free through **Google, Yahoo** or **Microsoft**.

If you have experienced a change that you were planning to report at your Re-Examination appointment, you should report the change to CHA immediately. Please see the **REPORTING & REQUESTING CHANGES** section of this document for instructions on how to submit an Interim Re-Examination.

I missed a call from a housing specialist for a remote appointment. How do I reach them?

If the housing specialist cannot reach you by phone for your remote appointment, they will leave a message with call back information and try to call again. You can also connect with them by calling the CHA Customer Call Center at **312-935-2600**.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

INSPECTIONS

The unit is scheduled for an inspection. How has CHA updated their inspection protocols to ensure the safety of the tenants residing in the units?

Wherever possible, CHA has expanded the opportunities for inspection compliance to be demonstrated without an in-person inspection.

- Select Regular Inspections will now be eligible for a hybrid virtual Inspection via video conference and self-assessment.
- Property owners and participants have the option to self-certify select minor fail items in place of a Re-Inspection.
- Select non-emergency fail items that cannot be self-certified may be eligible for a virtual Re-Inspection via video conference.

If an in-person inspection is required, the CHA Inspector will conduct the inspection with local health and safety guidance in mind:

- The Inspector will wear a mask, shoe covers and gloves during the inspection. Shoe covers and gloves will be changed between each inspection.
- Participants will be required to complete and return a health questionnaire prior to the inspection and will be additionally asked to verify their health status when the Inspector arrives at the unit. If either the questionnaire or the day-of verification indicates that conducting the

in-person inspection that day would endanger the participant family and/or Inspector, the inspection will be rescheduled. CHA asks that participants and property owners wear a face covering and maintain a distance of 6 feet wherever possible.

- During the inspection, as few people as possible should gather in the unit.
- CHA asks that any persons present for the inspection over the age of 2 wear a face covering and maintain a distance of 6 feet from the Inspector wherever possible.

How does CHA determine if a unit is eligible for a virtual inspection?

CHA has begun to conduct virtual inspections via video conference for Regular Inspections, Re-Inspections and Complaint Inspections that meet specific criteria.

Hazards that cannot be inspected virtually include, but are not limited to:

- Lead-based paint
- Mold or air-quality
- Infestation
- Flooding or sewage

To be eligible for a virtual Regular Inspection, the unit must not require a lead-based paint visual assessment (i.e. must not be built prior to 1978 with a resident child under the age of 6).

To be eligible for a virtual Re-Inspection or Complaint Inspection, the unit must have 10 or fewer eligible non-life threatening hazards. If the unit is selected for a virtual inspection, the Inspections Department will contact the property owner and/or participant to schedule the inspection and will email a unique link to join the video conference at the appointed time.

I have been scheduled for a virtual inspection. How does this process work?

To conduct a virtual inspection, the property owner or participant must have the following available:

- A smart phone, tablet or other portable internet-connected device with a fully charged battery, a camera and the ability to run a Zoom meeting.
- A strong, reliable internet connection that supports video conferencing.
- Tools to verify the repaired items such as a flashlight, measuring tape, level, laser temperature reader or outlet tester.

While it is helpful for the property owner or participant who will be assisting with the virtual inspection to have experience with Zoom, the CHA Inspector will provide instructions regarding joining the video conference. To learn more about Zoom, please visit the “Get Started with Zoom” Frequently Asked Questions page on Zoom’s website at bit.ly/2MxknDv.

Note: In some cases, a property owner or participant may elect to have the other party assist in conducting the inspection. As a reminder, the property owner or participant is still accountable for their respective failed items, regardless of whether they are present for the virtual inspection.

I cannot make my scheduled virtual inspection. What is your cancellation or no-show policy?

As with in-person inspections, CHA observes the following policies regarding “no show” and “no access” for virtual inspections.

- The Inspector will wait in the Zoom meeting for up to 15 minutes and will attempt to contact the property owner or participant by phone before leaving the meeting room and classifying the inspection as a “no show”.

Note: CHA asks that property owners and participants wait up to 15 minutes for an Inspector who may be coming from an inspection running longer than expected.

- Participants who refuse to grant access to the unit for a virtual Re-Inspection will be referred to the Program Integrity department for appropriate enforcement action.

If you are unable to make your scheduled inspection, please contact the Inspections Department as soon as possible via the Participant Portal at cha.participantportal.org, via the Owner Portal at chahcvportal.org, by email at hcvpinpections@thecha.org or by phone at **312-935-2600**. For fastest processing, please include “RESCHEDULE” in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

What items is the Inspector looking for during a virtual inspection?

During the virtual inspection, the same HQS criteria will be used to verify repairs. The Inspector will instruct the property owner or participant on the items that need to be reviewed and will ask for the camera to be held over specific items so a photo/screenshot can be taken.

If you have additional questions about virtual inspections, please contact the Inspections Department via the Owner Portal at chahcvportal.org, via the Participant Portal at cha.participantportal.org, by email at hcvpinpections@thecha.org or by phone at **312-935-2600**. For fastest processing, please include “VIRTUAL INSPECTION” in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

There is an issue with the unit. How can I request a Complaint Inspection?

CHA is scheduling in-person Complaint Inspections for concerns that are life-threatening, emergency hazards.

- You can view a list of hazards that CHA considers emergencies in the HQS Inspection Guidebook, which is downloadable on the CHA website at www.thecha.org/forms as well as the Owner Portal at chahcvportal.org and the Participant Portal at cha.participantportal.org under RESOURCES.
- To request an emergency Complaint Inspection, contact the Inspections Department via the Owner Portal at chahcvportal.org, via the Participant Portal at cha.participantportal.org, by email at hcvpinpections@thecha.org or by phone at **312-935-2600**. For fastest processing, please include “EMERGENCY INSPECTION” in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

For non-life threatening health and safety concerns, CHA encourages property owners/managers and participants to communicate with each other and work together to resolve the hazards before requesting a Complaint Inspection.

- If CHA receives a Complaint Inspection request for a non-life threatening concern, CHA will request additional information, including photos where possible, to determine if the hazards can be identified and a repair verified without an inspection. If an inspection is needed, CHA will schedule either a virtual or in-person Complaint Inspection.

I submitted a Request for Tenancy Approval (RTA) packet for a move. When will the Initial Inspection be scheduled?

CHA continues to schedule in-person Initial Inspections for unoccupied units.

- The Inspections Department will contact the property owner via email to schedule the inspection and asks property owners to ensure that the unit is “rent ready”, as described on page 28 of the Property Owner Guidebook.

Download the Property Owner Guidebook on the CHA website at www.thecha.org/forms as well as the Owner Portal at chahcvportal.org under RESOURCES.

If the unit is currently occupied, the Inspections Department will schedule the Initial Inspection on a case-by-case basis.

- In rare instances, CHA may allow the participant and property owner to certify that there are no known life-threatening hazards. For these cases, CHA will contact the property owner and participant at a later date to schedule an Initial Inspection on the property and confirm compliance with HQS.

Note: CHA now allows property owners to self-certify minor fail items identified during an Initial Inspection. Select non-emergency fail items that cannot be self-certified may be eligible for a virtual Re-Inspection via video conference.

The unit was scheduled for a Regular (annual or biennial) Inspection, but it was cancelled. When will it be rescheduled?

CHA is in the process of rescheduling all outstanding Regular Inspections (annual or biennial) as either in-person Inspections or hybrid virtual Inspections, which are a combination of a self-assessment and inspection via video conference. In either case, both the property owner and participant will receive 30 days’ advance notice of the scheduled inspection date.

The unit recently failed an inspection. When will my Re-Inspection be scheduled?

Based on the fail items identified in the inspection, CHA will take one or more of the following approaches to re-inspect the unit. If a virtual or in-person Re-Inspection is required, both the property owner and participant will receive at least 14 days’ advance notice of the scheduled Re-Inspection appointment date.

- CHA allows property owners and participants to self-certify minor fail items identified during an inspection in the place of a Re-Inspection.
- Select non-emergency fail items that cannot be self-certified may be eligible for a virtual Re-Inspection via video conference.
- Re-Inspections with emergency fail items or non-emergency fail items that cannot be verified remotely will require an in-person Re-Inspection.

The unit failed two or more inspections. Will the unit go into abatement? Will the participant be issued an Intent to Terminate notice?

Property owners who have failed two or more inspections will have an abatement placed on the 1st of the month following the failed Re-Inspection. See below for more information on lifting abatement.

Participants who have failed two or more inspections will be referred to the Program Integrity department for appropriate enforcement action.

The unit is in abatement, but I have made the repairs. How can I have the abatement lifted?

Property owners in abatement are required to pay the \$75 fee at chareinspection.nanmckay.com to request a Re-Inspection for failed items.

Once payment is made, the Inspections Department will contact you to determine if the repairs can be inspected virtually via video conference. If the repairs cannot be verified virtually, CHA will schedule an in-person Re-Inspection, as an abatement cannot be lifted unless the unit passes inspection.

Note: When the unit ultimately passes inspection, the Housing Assistance Payment will be paid out from the date the \$75 fee was paid.

The unit is in abatement, but repairs cannot be completed due to challenges related to the COVID-19 pandemic. Can I request an extension?

CHA may grant a Non-Weather Related Extension for circumstances beyond a property owner's control on a case-by-case basis. The property owner must provide third-party documentation to CHA verifying the unique circumstances. Property owners can download and submit a Non-Weather Related Extension request on the Owner Portal at chahcvportal.org.

For more information regarding Non-Weather Related Extensions, please contact the Inspections Department by email at hcvinspections@thecha.org or by phone at **312-935-2600**. For fastest processing, please include "ABATEMENT" in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

The unit is in abatement due to a building code violation. What are my options for resolution?

Abatements related to City Code violations may be pushed back on a case-by-case basis.

To provide documentation of your future court date or attempts to resolve or cure your building code violations, please contact the Inspections Department via the Owner Portal at chahcvportal.org, by email at hcvinspections@thecha.org or by phone at **312-935-2600**. For fastest processing, please include "ABATEMENT" in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

MOVING***I want to move. How can I request moving papers?***

There are three (3) ways you can request moving papers:

1. Visit the Participant Portal at cha.participantportal.org. Under the MOVES menu, click on “Request a Move”, then follow the prompts to submit your request.
2. Contact the CHA Customer Call Center at **312-935-2600**.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

3. Email hcv@thecha.org. For fastest processing, please include “MOVES REQUEST” in the subject line of your email.

Note: In order to request moving papers, you must be eligible to move. To learn more about eligibility to move and the moving process, visit the Participant Portal at cha.participantportal.org and click on the MOVES menu.

I requested moving papers. How will I receive them?

Once CHA receives a request to move, the participant will be screened for eligibility to move. CHA will then contact the participant by phone, email and/or U.S. Mail to coordinate an appointment and issue moving papers.

Note: As U.S. Mail has been experiencing delays, CHA is encouraging participants to provide an email address to facilitate important account transactions. If you do not have an email address, you can create one for free through [Google](#), [Yahoo](#) or [Microsoft](#).

I am required to move. How will I receive moving papers?

CHA defines “required moves” as participants living in units without a HAP Contract, participants living in units under abatement and participants seeking protections under the Violence Against Women Act.

Note: The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, and stalking. For more information about your occupancy rights under VAWA, visit www.thecha.org/VAWA.

CHA will contact participants who are required to move by phone, email and/or U.S. Mail to coordinate an appointment and issue moving papers remotely.

Note: As U.S. Mail has been experiencing delays, CHA is encouraging participants to provide an email address to facilitate important account transactions. If you do not have an email address, you can create one for free through [Google](#), [Yahoo](#) or [Microsoft](#).

If you have questions about your requirement to move, please contact the CHA Customer Call Center via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at **312-935-2600**. For fastest processing, please include “REQUIRED MOVE” in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

I have my moving papers, but my voucher expires soon. How can I request an extension?

All participants with moving papers that expired between February 29, 2020 and August 31, 2020 were automatically granted an extension of at least 60 days to continue their search for a unit. Participants did not need to contact CHA to receive this extension.

Participants with moving papers that expire after August 31st can request an extension of up to 60 days to continue their search.

To request an extension, or if you have found a unit that you wish to rent and the property owner needs a copy of the voucher extension, please contact the Moves Team via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at **312-935-2600**. For fastest processing, please include "VOUCHER EXTENSION" in the subject line of your email.

I was already issued moving papers, but I need a duplicate set. How can I request those?

If you have already been issued your moving papers and have found a unit that you wish to rent, CHA can email a duplicate set of your moving papers directly to the prospective property owner. If you are still looking for a unit, CHA can also send a set of your moving papers to you directly.

Note: As U.S. Mail has been experiencing delays, CHA is encouraging participants to provide an email address to facilitate important account transactions. If you do not have an email address, you can create one for free through [Google](#), [Yahoo](#) or [Microsoft](#).

To request a duplicate set of moving papers, please contact the Moves Team via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at **312-935-2600**. For fastest processing, please include "DUPLICATE PAPERS" in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

I would like to move outside of the city of Chicago. How can I move with my voucher?

If you have already been issued your moving papers, you can request to "Port Out" by contacting the Moves Team via the Participant Portal at cha.participantportal.org, by email at hcv@thecha.org or by phone at **312-935-2600**. For fastest processing, please include "PORT OUT" in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

The Moves Team will ask you to complete a Port Out Request form, which you can return by email or at a "no contact" drop box, located at the HCV Central Office (60 E. Van Buren St.), HCV South Office (10 W. 35th St.) and HCV West Office (1852 S. Albany Ave.).

Note: Many Housing Authorities are operating differently due to COVID-19. Before submitting a request, CHA highly recommends that participants first contact the new Housing Authority to learn how that agency is currently processing "Port Ins".

If you have not already been issued moving papers and wish to "Port Out", you must first request moving papers or be considered a "required move". Please see the beginning of this section for more information on requesting to move.

How do I submit a completed Request for Tenancy Approval (RTA) packet to CHA? Can I bring it in to the office?

As of March 18th, the HCV Regional Offices are closed to the public. There are three (3) ways a property owner can submit a completed RTA packet:

1. **Current HCV Property Owners Only:** Visit the Owner Portal at chahcvportal.org, log in and click “Upload My RTA” under the MOVES menu.

Note: Step-by-step instructions for how to create an account and navigate the Owner Portal are available on the login page at chahcvportal.org.

2. Email the RTA packet to ownerinfo@thecha.org and include “RTA” and the participant’s voucher number in the subject line.
3. Drop off the RTA packet at a “no contact” drop box, located at the HCV Central Office (60 E. Van Buren St.), HCV South Office (10 W. 35th St.) and HCV West Office (1852 S. Albany Ave.).

If you have questions about how to complete a RTA packet, contact the Owner Services Department by email at ownerinfo@thecha.org.

Has COVID-19 impacted the timeline for processing moves?

CHA continues to issue moving papers and process RTA packets within standard time frames. In some cases, a delay may occur at the Inspections stage, as the Inspections Department considers many health and safety factors when scheduling and conducting Initial Inspections. For more information on Initial Inspections, please see the **INSPECTIONS** section of this document.

More information on moving is available in the Participant Guidebook and Property Owner Guidebook, which are downloadable on the CHA website at www.thecha.org/forms as well as the Owner Portal at chahcvportal.org and the Participant Portal at cha.participantportal.org under RESOURCES.

WAITING LIST***I am on the HCV waiting list. When will I be selected?***

The HCV Program continues to follow normal procedures for pulling applicants from the waiting list and screening families for eligibility. To look up your status and to update your application information, visit applyonline.thecha.org.

I was selected from the waiting list and screened for eligibility. Can I check my eligibility status?

Applicants seeking more information about their eligibility status can contact the Intake Team by email at hcv@thecha.org or by phone at **312-935-2600**. For fastest processing, please include “APPLICANT” in the subject line of your email.

Note: For security purposes, the Call Center requires callers with account-specific questions to verify account information such as the voucher number, Social Security number and/or current address.

I was selected from the HCV waiting list. How will I receive my voucher?

While CHA’s offices are closed to the public, eligible applicants pulled from the HCV waiting list are not required to attend an in-person briefing in order to receive a voucher. Instead, eligible applicants will be directed to watch an online briefing presentation or receive an oral briefing by phone.

Are there any waiting lists open for families who need housing?

CHA waiting lists for Public Housing and the Project-Based Voucher (PBV) Program are currently open and accepting applications. To apply for these waiting lists, visit applyonline.thecha.org.

To learn more about the waiting list requirements, visit www.thecha.org and click on “How Do I Apply for Housing” under the RESIDENTS menu.

Note: The Housing Choice Voucher (HCV) Program waiting list is currently closed.

CHA SERVICES***I lost my job due to COVID-19. Can CHA help me find employment?***

Yes, HCV participants can receive job search assistance and job training through CHA’s Employment Placement Services (EPS) program. Please contact any of the following workforce providers for assistance:

- **Centers for New Horizons** | Call [773-373-5700](tel:773-373-5700) or visit www.cnh.org
- **Employment & Employer Services** | Call [312-629-4761](tel:312-629-4761) or visit www.eesforjobs.com
- **Phalanx Family Services** | Call [773-291-1086](tel:773-291-1086) or visit www.phalanxgrpservices.org

Additionally, the city of Chicago has partnered with the following organizations to connect persons looking for work with open positions.

- **Skills for Chicagoland’s Future** | Call [312-906-7200](tel:312-906-7200) or visit www.scfjobs.com
- **Chicago Cook Workforce Partnership** | Text WORK NOW to [474747](tel:474747) or visit chicookworks.org

I am interested in joining the Family Self-Sufficiency (FSS) Program. Can I still enroll?

If you attended a FSS Information Session in the last 6 months and you are ready to join, please call the FSS Hotline at [773-672-6644](tel:773-672-6644) to discuss available enrollment options.

If you have not attended an information session, or it has been longer than 6 months since you last attended a session, you will have to attend before you can enroll. To view the information session schedule, visit www.thecha.org/fss. For more information, call the FSS Hotline at [773-672-6644](tel:773-672-6644).

I am currently enrolled in the FSS Program. How does COVID-19 affect my participation?

While CHA’s offices are closed to the public, temporary processes are in place to assist participants in fulfilling their requirements. Additionally, CHA will consider circumstances surrounding the COVID-19 pandemic as a good cause for granting FSS Program contract extensions.

- If you have been FURLOUGHED (i.e. still employed on a non-pay status and will return to work), you are still considered EMPLOYED for FSS purposes. This will not affect your employment goal as you work toward graduation.
- If you have been LAID OFF (i.e. you are no longer working, even if you expect to be re-hired), you are considered UNEMPLOYED for FSS purposes. This will affect your employment goal, depending on how long you are out of work.
- All previously scheduled in-person financial literacy classes have been cancelled; however, online courses are available.

Please contact your FSS coordinator for information specific to your situation. If you do not have contact information for your FSS coordinator, please email fss@thecha.org.

I am interested in the Choose to Own (CTO) Homeownership Program. Can I still apply?

In order to apply for the CTO Homeownership Program, you must attend a virtual orientation. To be scheduled for an orientation, please email CTOprogram@thecha.org.

For more information and to view the CTO Homeownership Program eligibility criteria, please visit www.thecha.org/residents/services/choose-to-own-homeownership-program.

I am in the CTO Homeownership Program. How does COVID-19 affect my participation?

If you are already in the process of purchasing a home through the CTO Homeownership Program, CTO staff should be in contact with you regarding any next steps. To reach the CTO staff, please email CTOprogram@thecha.org.

I am a person with a disability. Can CHA offer me assistance in navigating the HCV Program?

If you are a person with a disability (a physical or mental impairment that substantially limits one or more major life activities) and need assistance to comply with Program requirements or use and enjoy your unit/building, you may be eligible for a reasonable accommodation. Accommodations include, but are not limited to, extra bedrooms, live-in aides, alternate communication (braille, sign-language interpretation), an exception payment standard, renting from a relative, or additional utility allowance.

To request a reasonable accommodation, complete the Request for Reasonable Accommodation form which is downloadable on the CHA website at www.thecha.org/forms as well as the Participant Portal at cha.participantportal.org under FORMS.

- Submit the completed form via email to hcv@thecha.org. For fastest processing, please include “REASONABLE ACCOMMODATION” in the subject line of your email.
- You can also submit the completed form at a “no contact” drop box, located at the HCV Central Office (60 E. Van Buren St.), HCV South Office (10 W. 35th St.) and HCV West Office (1852 S. Albany Ave.).

For more information on reasonable accommodations, please contact the HCV Fair Housing Department by email at fairhousing@thecha.org or by phone at **312-913-7062**.

I'm interested in enrolling my child in a Chicago Park District Camp. How is CHA distributing “park vouchers” for discounted camp enrollment?

Starting in Fall 2020, HCV participants no longer need the paper “park voucher” to register for Chicago Park District programs. Instead, HCV participants must obtain a CHA Park District membership and register for programs online or in person. For instructions on how to register under the paperless system, please visit bit.ly/2RC50ky.

Note: The Chicago Park District has modified all programs in response to city and state guidance. Registration and programming calendars have been re-structured, enrollment capacity has been significantly reduced and Day Camp health and safety measures have been added. These plans are subject to change based on local public health guidance.

For more information, visit www.chicagoparkdistrict.com/programs-memberships/day-camp.

GENERAL SUPPORT SERVICES

I think I am experiencing COVID-19 symptoms. Who should I contact for help?

If you believe you are experiencing an emergency, call 911.

For non-emergency cases, the Remote Patient Monitoring Program serves Illinoisans potentially infected with COVID-19 who should be able to recover from the safety of their homes. These resources are available for anyone in the state, no matter what form of insurance they have. Chicago-area virtual care is being provided by Advocate Aurora Healthcare.

If you think you have been exposed to COVID-19 or are experiencing symptoms, call **866-442-2584** or visit **www.advocateaurorahealth.org/coronavirus-disease-2019**.

Those around me (such as property owners, participants and/or neighbors) are not obeying the Chicago-area guidance regarding face covering and/or social distancing. What should I do?

It is up to all of us to do our part to prevent the spread of COVID-19. Remind them that doing this will protect their safety as well as yours. We must be “all in” to stay well.

The city of Chicago offers more information about the “Protecting Chicago” opening framework online at **www.chicago.gov/reopening**.

Who can I contact for food assistance?

If your family is experiencing food insecurity, contact the Greater Chicago Food Depository by phone at **773-247-FOOD (3663)** or visit **www.chicagosfoodbank.org** for information on nearby food pantries. The Food Depository’s benefits outreach team is also available to help Chicagoans apply for Supplemental Nutrition Assistance Program (SNAP) and Medicaid benefits.

Who can I contact for crisis support?

HCV participants can contact CHA FamilyWorks providers for a variety of support services. For more information about FamilyWorks or for help locating your case management provider, please visit **www.thecha.org/familyworks**, call **312-935-2625** or email **familyworks@thecha.org**.

In addition, the following organizations offer free crisis counseling and mental health resources to all Chicago residents by phone and/or text:

- **Bright Star Community Outreach Trauma Counseling Helpline** | Call **833-TURN-123**
- **Call4Calm** | Text TALK or HABLAR to **552020**
- **Chicago Department of Public Health Teletherapy** | Call **312-747-1020**
- **City of Chicago Domestic Violence Helpline** | Call **877-863-6338** or visit **www.CHI.gov/dvhelp**
- **Crisis Text Line** | Text HELLO to **741741**
- **NAMI Chicago Mental Health Helpline** | Call **833-626-4244**
- **U.S. Disaster Distress Helpline** | Call **1-800-985-5990** or text TalkWithUs to **66746**

Where can I find additional COVID-19 resources for Chicago residents?

The city of Chicago has assembled a comprehensive list of resources to support all Chicago residents and provide information regarding the COVID-19 pandemic. These resources include assistance

related to health, mental health, food, housing, utilities, schools, employment, immigration and more. You can access all of these resources online at www.chicago.gov/coronavirus.

LEARN MORE

How do speak to someone regarding my account?

As of March 18th, the HCV Regional Offices are closed to the public. However, CHA staff continue to provide service to participants and property owners by phone, email, portal and U.S Mail.

Note: As U.S. Mail has been experiencing delays, CHA is encouraging participants to provide an email address to facilitate important account transactions. If you do not have an email address, you can create one for free through [Google](#), [Yahoo](#) or [Microsoft](#).

You can reach CHA through the following means:

Online:

- Participant Portal | cha.participantportal.org
- Owner Portal | chahcvportal.org
- Waiting List | applyonline.thecha.org

By Email:

- General Inquiries | hcv@thecha.org
- Owner Services | ownerinfo@thecha.org
- Inspections | hcvinspections@thecha.org

By Phone:

- CHA Customer Call Center | [312-935-2600](tel:312-935-2600) (TTY: [312-461-0079](tel:312-461-0079))
Monday – Friday, 8:00 a.m. to 5:00 p.m

How can I learn more about the HCV Owner Portal or Participant Portal?

CHA has recently updated Frequently Asked Questions documents for both the Owner and Participant Portals. They are available for download on the Owner Portal at chahcvportal.org or the Participant Portal at cha.participantportal.org by clicking on the “How to Navigate” link on the login page.

How can I learn more about HCV Program policies and initiatives?

CHA offers dozens of forms, flyers, newsletters and guidebooks that you can download as well as helpful links to partner sites. To find these resources, visit the CHA website at www.thecha.org, the Owner Portal at chahcvportal.org and the Participant Portal at cha.participantportal.org.

To view resources on either of the Portals, log in and click on RESOURCES in the menu bar. Resources are categorized by subject and clicking on an item will start the download or direct you off the Portal to a partner site.