



Housing Choice Voucher (HCV) Program

How to manage your HCV account
and conduct business remotely

Online:

Participant Portal | cha.participantportal.org

Owner Portal | chahcvportal.org

Waiting List Status | 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

312-461-0079 (TTY)

No Contact Document Drop Boxes:

HCV South Office

10 W. 35th St.

Chicago, IL 60616

HCV West Office

1852 S. Albany Ave.

Chicago, IL 60623

Staff Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.