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Para adquirir la versión traducida, por favor comuníquese al 312-935-2600.

INFORMAL REVIEWS AND INFORMAL HEARINGS

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

Applicants/Participants of the Housing Choice Voucher (HCV) Program have the right to:

- Request, in writing, an Informal Review (applicants) or an Informal Hearing (participants).
- Examine HCV Program documents directly related to their case.
- Be represented by counsel or by other advocates (at their own expense).
- Present documents, evidence or information in support of their case.

How do I submit a written request for an Informal Review or Informal Hearing?

Note: Before submitting your written request, please review the letter you received from the HCV Program to determine if there are any steps you can take to stop the action for which you are disputing.

- You can write a personal letter explaining the reason(s) for the request or complete the HCV Program Informal Hearing Request form (available at all HCV Program offices).
- All requests must include your name, registration or voucher number, current address, subsidized address (if different than the current address), telephone number and a brief statement explaining the reason(s) for the request.
- Your written request must be received by the HCV Program no later than 10 calendar days for an Informal Review or 30 calendar days for an Informal Hearing from the date of the original decision notification that is in dispute. Your request should be submitted via email to hcv@thecha.org or dropped off at any of the HCV Program Regional Office locations.

CHA **will** grant an Informal Review or Informal Hearing for the following reasons:

Informal Review	Informal Hearing
<ul style="list-style-type: none">• Withdrawal from the waiting list• Denial of participation in the HCV Program• Not meeting eligibility requirements• Termination, denial or delay of assistance because of ineligible immigration status	<ul style="list-style-type: none">• Termination of assistance• Calculation of Total Tenant Payment (TTP) or participant rent• Determination of Utility Allowance• Determination of unit size• Termination, denial or delay of assistance because of ineligible immigration status• Exceptions to minimum rent requirements

CHA **will not** grant an Informal Review or Informal Hearing for any of the following:

- Unit size under HCV Program subsidy standards
- Unit that fails a Housing Quality Standards (HQS) inspection
- Unit not in accordance with family size
- Disapproval of a property owner's lease
- Extension of the voucher
- General policy issues or class grievances
- Discretionary administrative determinations by the HCV Program or CHA

If you have any questions, please contact the CHA Customer Call Center at 312-935-2600 or hcv@thecha.org.