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Resources for Voucher Holders

Account Management

CHA primarily conducts business with HCV applicants, participants and property owners/managers via online portals, email and phone. While in-person appointments and paper forms are available by request, CHA encourages everyone to try the remote and paperless system first. Digital requests are more easily tracked, which limits repeat requests and therefore processing delays.

CHA's primary account management tool for HCV participants is [RENTCafé](#), where you can:

- View your family information, such as household members and income affiliated with the account.
- Access HCV Resources and read important news and announcements from CHA.
- View your inspection information, including appointments and high-level results.
- Complete your Re-Examination appointment (when it's time).
- Request an Interim when you experience changes in your household (loss of income, the addition/removal of a household member, etc.).
- And more

Ready to manage your account online? Click [here](#) to log in or see below for guides and videos to help you get started!

Events and Education

Home Safety: How to Improve the Quality of Your Home

Are you looking to improve the level of safety in your home? Join us to learn how to promote a healthy home and eliminate hazardous materials such as lead, pests, mold and more. This session will also cover how to make sure your home is prepared when it comes to any damaging effects of weather.

Tuesday, November 4, 1 p.m. to 2:30 p.m. | [Click Here to Register](#)

Chicago City Services

Did you know rodent control, forestry and graffiti removal are some of the services provided by the city of Chicago's Department of Streets and Sanitation (DSS)? Join us to learn more about all the critical services the Department provides and how its team of over 2,000 can help improve your community.

Tuesday, December 9, 1 p.m. to 2:30 p.m. | [Click Here to Register](#)

Can't make a session or looking for a specific topic? There are dozens of on-demand webinars available online. [Click here](#) to view the most popular recordings of all our past sessions.

Have an idea about HCV Education and Events? We want to hear from you! Whether you've never attended one of our sessions before, or attend every week, share your suggestions. [Click here](#) to complete a short survey.

Forms & Documents

[CHA Mobility Areas Map](#)

[CHA Utility Allowances - HCV](#)

[Expanding Opportunities in Housing](#)

[Fraud Report Form](#)

[HCV Health and Wellness Program](#)

[Problem Property Form](#)

[Request for Reasonable Accommodation Form](#)

[The Ins and Outs of Porting into Chicago](#)

Guides and Videos

[HCV Applicants: How to Register for RENTCafé](#)

[HCV At a Glance Flyer](#) | [HCV en resumen](#)

[How to Complete Your Upcoming Online Re-Examination Appointment](#)

[How to Report Household Changes Using RENTCafé](#)

[HQS Inspection Guidebook](#)

[Participant Guidebook](#)

[Participant Pocket Guide](#) | [Guía de Bolsillo para el Participante](#)

[Video: How to Complete Your Upcoming Re-Examination Online](#)

[Video: How to Register for a RENTCafé Account](#)

[Video: Moving with a Housing Choice Voucher](#)

[Webinar: How to Navigate RENTCafé](#)

Newsletter for HCV Participants — *Going Places*

Going Places, the HCV Program's participant newsletter delivered via email each March, June, September and December, includes information on CHA policy changes, available resources, daily life tips, upcoming events, educational opportunities, and more.

Note: *If you do not currently receive the e-newsletter directly in your inbox, please [contact CHA](#) to add a personal email to your account. Just remember, if possible, the email you put on file should be your own, since CHA also uses it for sensitive account-related information.*

Check out the latest issues below:

[Going Places Q3 2025](#)

[Going Places Q3 2025 - Spanish](#)

[Going Places Q2 2025](#)

[Going Places Q2 2025 - Spanish](#)

[Going Places Q1 2025](#)

[Going Places Q1 2025 - Spanish](#)

[Going Places Q4 2024](#)

[Going Places Q4 2024 - Spanish](#)

[Going Places Q3 2024](#)

[Going Places Q3 2024 - Spanish](#)

Looking for previous issues of *Going Places*? Log in to your [RENTCafé](#) account and click on 'HCV Resources' from your dashboard.