

## HCVP West Regional Office Move Frequently Asked Questions

### **Is the Arthington office moving?**

Yes. CHA is moving its HCV West Regional office from 3333 W. Arthington Street to the Chicago Christian Industrial Building at 2750 W. Roosevelt Road, on the corner of Roosevelt and California.

### **When is the office moving?**

The new office will open on Monday, March 1 at 1:00 p.m. The last day of operations for the Arthington office will be Thursday, February 25 when we close at 2:00 p.m. The Arthington office will be closed all day Friday, February 26 to prepare for the move.

### **What should families and owners do if they have business during the move?**

Voucher holders and families who have business that cannot wait until 1:00 p.m. Monday, March 1 can visit any of our other HCV offices listed below:

- 60 E. Van Buren Street, Chicago, IL 60605
- 1741-49 E. 75th Street, Chicago, IL 60649
- 1550 W. 88th Street, 1st Floor, Chicago, IL 60620

### **Will the telephone number change?**

No. Telephone, fax and TTY numbers will remain the same. Individual staff members will also have the same direct lines.

### **Will the office hours change?**

No. Office hours will be the same, from 8:30 a.m. to 5:00 p.m. Monday through Friday

### **Are the other HCV offices moving?**

No. Only the west regional office is moving at this time.

### **What families and owners will be assigned to the Roosevelt Office?**

The Roosevelt office will serve the same families and owners that the Arthington office served. If you conduct voucher-program related business at the Arthington office you will now conduct that business at the Roosevelt location. If you conduct business at one of the other office locations, you will continue to do so.

### **Will CHA send out written notices?**

Yes. Participating families and owners who will be served by the Roosevelt office will receive a postcard with the new address. All correspondence and appointment letters will carry the new address, as well. As always, be sure to read appointment letters and notices carefully. They will include the time, date and address of your appointment.

### **Why is the HCV West Regional Office moving?**

Located less than a mile away from the Arthington office, the new office will feature modern office space; a larger reception area; state-of-the art meeting rooms for briefings, information sessions and workshops; an expanded Resource Area and on-street parking. In addition to better facilities, the area also offers amenities and services that will benefit families and property owners.

**Will the Roosevelt office offer the same services?**

Yes. Participating families and owners will be able to conduct the same business at the Roosevelt office. This includes reexamination, briefings, dropping off paperwork as well as information sessions and workshops.

**Is the new location accessible by public transportation?**

Yes. It is accessible via the Green Line - California station, and the No. 12-Roosevelt and No. 94-South California buses.

**Is it accessible to people with disabilities?**

Yes.

**Is there parking?**

Yes. There is ample on-street parking.