

WHAT IS THE HOUSING CHOICE VOUCHER PROGRAM (HCVP)?

The Housing Choice Voucher Program (formerly Section 8) was created by Congress as part of the Housing and Community Development Act of 1974. The U.S. Department of Housing and Urban Development (HUD) funds the program and provides regulations and guidelines for the Chicago Housing Authority (CHA). The HCVP provides rental assistance to eligible low-income families, elderly, and disabled persons in the private rental market. The program is designed to provide improved living conditions for low-income families while maintaining their rent payments at an affordable level. Families have a variety of housing opportunities to use their Voucher subsidy. This includes apartments, duplexes, single-family homes, townhouses, condos, etc. In order to qualify for the subsidy, an applicant must:

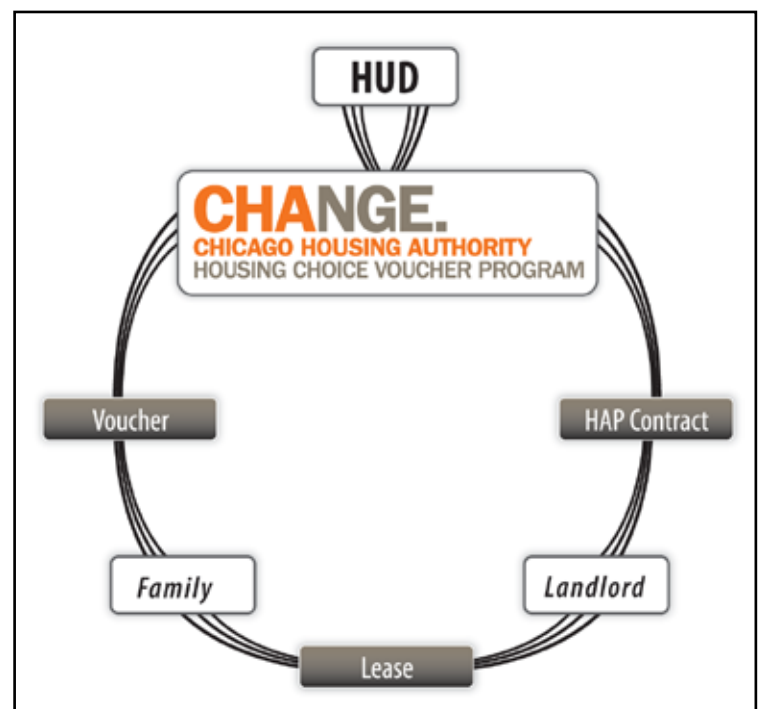
- Furnish social security numbers for household members
- Furnish evidence of citizenship/eligible immigrant status
- Meet the definition of a “family”
- Meet income guidelines
- Pass a criminal background check

Each partner — HUD, the Chicago Housing Authority, the Property Owner, and the Voucher Family — has different responsibilities. These responsibilities are featured on the following page in Exhibit 1.1.

The contractual relationships between the parties is illustrated in Exhibit 1.2 and is outlined below.

- HUD and CHA enter into a contract for the funding and administration of the program.
- Voucher Family signs the Voucher with CHA which spells out the Voucher Family’s obligations to the program.
- CHA and the Property Owner enter into a Housing Assistance Payments (HAP) contract to establish the subsidy arrangement.
- Property Owner and the Voucher Family enter into a Lease and Lease Addendum which govern the landlord/tenant relationship.

Exhibit 1.2: Relationship of HCVP Partners



The HCV Program is a four-way partnership between HUD, CHA, the Voucher Family and the Property Owner.

PROGRAM OVERVIEW

Exhibit 1.1: Responsibilities Of Housing Choice Voucher Program Partners

U. S. Department of Housing and Urban Development (HUD) Responsibilities

- Allocate Housing Choice Voucher Program funds to CHA.
- Develop policy, regulations, handbooks, notices, and other tools that implement and explain the housing legislation.
- Contract with CHA to administer the Housing Choice Voucher Program. CHA signs the Annual Contributions Contract with HUD.
- Provide technical assistance and training to CHA concerning policies and regulations.
- Monitor CHA compliance with policies, regulations, and program administration through reviews and audits.

CHA's Responsibilities

- Manage daily operations with fiscal integrity and in accordance with federal rules and regulations.
- Meet all goals and objectives established by the Chicago Housing Authority.
- Provide Families and Owners with prompt, professional service.
- Determine eligibility for applicants and participants; conduct biennial, triennial, and interim reexaminations for continued eligibility.
- Terminate assistance to families who violate program rules.
- Explain all the rules and regulations to current and prospective Property Owners.
- Conduct Housing Quality Standards (HQS) inspections.
- Ensure the unit meets federal guidelines in terms of health and safety standards.
- Determine and pay the Housing Assistance Payment (HAP) to the Owner on behalf of the Voucher Holder.
- Monitor Voucher Participants and Property Owners to ensure compliance with program rules and regulations.
- Seek expanded opportunities for assisted families to locate housing outside areas of concentrated poverty.

Property Owner's Responsibilities

- Screen families for suitability as residents and lease the unit.
- Collect amounts due from the Voucher Family under the lease (resident rent, security deposit, late fees, and other resident charges i.e. damages to the unit).
- Comply with the terms of the Housing Assistance Contract, lease, and lease addendum.
- Permit inspections.
- Pay for Owner supplied utilities and services.
- Make timely repairs to keep the property in good condition resulting from normal wear and tear.
- Manage lease including evictions for lease violations.
- Comply with Fair Housing, Landlord and Tenant Laws.

Voucher Family's Responsibilities

- Find a suitable housing unit.
- Comply with program rules and regulations and the terms of their lease and lease addendum with Property Owners.
- Allow CHA and Owner to inspect the unit.
- Pay rent and any utilities that are not furnished by the Owner.
- Provide and maintain any appliance that the Owner does not furnish.
- Report income and household composition needed to verify and certify eligibility for annual, biennial, triennial, and interim reexaminations.
- Keep the unit in good condition, safe, decent and sanitary.
- Abide by all *Family Obligations* (Please refer to Exhibit 1.3).

Exhibit 1.3: CHA Family Obligations For Program Participants (page 1 of 3)

CHANGE.

CHICAGO HOUSING AUTHORITY
HOUSING CHOICE VOUCHER PROGRAM

¡Este documento es importante, tradúzcalo inmediatamente!

Chicago Housing Choice Voucher Program Family Obligations

As a family receiving assistance through the Chicago Housing Authority's (CHA) Housing Choice Voucher Program, you have certain obligations. You are required to follow program rules, comply with the terms of the lease and lease addendum, maintain a safe and clean unit and be a good neighbor.

Families who fail to comply with *Family Obligations* will be terminated from the voucher program. For this reason, it is important that you read this document carefully and make sure you understand it before signing it.

Under the terms of its voucher, **the family must:**

Certification, Reexaminations and Interim Obligations:

1. Supply such certification, release information or documentation as the CHA determines necessary, including evidence of citizenship or eligible immigration status, and information for a regularly scheduled reexamination or interim reexamination of family income and composition. Families are required to report increases in income or changes in family composition at the time of its regular reexamination.
2. Report any change in income at the scheduled regular reexamination. Families with zero income are required to report all increases in earned income when annual income would exceed \$3,000, including new employment, within 30 calendar days of the date the change takes effect.
3. The family must request and obtain CHA approval before adding a live-in-aide to the household.
4. Report benefits income from Social Security, pension, new job, and changing from part-time to full-time work at the scheduled regular reexamination.
5. Notify CHA of the birth, adoption, or court awarded custody of a child age 6 or under or the death of any family member within 30 days. Any other change in the household composition will be completed at the scheduled regular reexamination.
6. Request the owner's written approval prior to adding any other family member as an occupant to the unit. Only owner approved members of the family may reside in the subsidized unit.
7. Attend certifications, reexaminations, informational briefings, or inspection appointments.

Social Security Number and Consent Form Obligations:

8. Disclose and verify social security numbers for all family members.
9. Sign and submit consent forms for obtaining information.

PROGRAM OVERVIEW

Exhibit 1.3: CHA Family Obligations For Program Participants (page 2 of 3)

Residency Obligations

10. Use the assisted dwelling unit solely for residence by the family that is listed on the HAP Contract and Lease. The unit must be the family's only residence.
11. Not assign the lease or transfer the unit.
12. Not sublease or sublet the unit.
13. Request and receive prior written approval from the CHA to change the head of household.

Absence from the Unit Obligations

14. Report and obtain prior written approval from the CHA if any individual household member will be absent from the assisted unit more than 30 days.
15. Provide written notification to the owner and the CHA at least 30 days before vacating an assisted unit and provide the CHA with a copy of the notice that the family submitted to the owner.
16. Report to the CHA any absence of the entire household of more than 30 days; this means circumstances in which all family members are absent and the unit has no occupants.
17. Not leave the unit for more than 90 days for a reason other than medical need and without prior written approval from the CHA.

Inspection Obligations

18. Maintain the assisted unit in accordance with Housing Quality Standards (HQS).
19. Allow the CHA and/or owner to inspect the dwelling unit at reasonable times and after reasonable notice, and the family must allow the owner/landlord access to the unit to make repairs.
20. Pay tenant-supplied utilities. Supply and maintain appliances that the Owner is not required to provide under the lease.
21. Not damage the unit or premises, excluding ordinary wear and tear; and must not permit any guest to damage the unit or premises.
22. Within 24 hours, correct any life-threatening HQS violations that the family has caused and within 30 days, correct any other HQS violations that the family has caused.

Leasing Obligations

The Family (including each family member) must not:

23. Receive Housing Choice Voucher Program housing assistance while residing in a unit owned by a spouse, parent, child, grandparent, grandchild, sister, brother or in-law of any member of the family. An exception is when the CHA has determined and notified the Owner and the Voucher Family that approving rental of such unit provides a reasonable accommodation for a disabled person who is a member of the family.
24. Own or have any interest in the dwelling unit except as a participant in the Choose to Own (CTO) Homeownership Option Program. If the Owner is a cooperative, the Voucher Family may be a member of the cooperative.
25. Receive Housing Choice Voucher Program housing assistance while receiving another housing subsidy for the same or a different unit under any other federal, state or local housing assistance program.

Exhibit 1.3: CHA Family Obligations For Program Participants (page 3 of 3)

Criminal Activity Violations Obligations

26. Commit fraud, bribery or any other corrupt criminal act in connection with the CHA Housing Choice Voucher Program. The family's guest must also abide by this obligation.
27. Engage in any drug-related criminal activity (including use of an illegal drug) or violent criminal activity or illegally possess weapons or other criminal activity or the abuse of alcohol that threatens the health, safety or the right of peaceful enjoyment of other residents and persons in the immediate vicinity of the premises. The family's guest must also abide by this obligation.
28. Have been convicted of drug-related crime for the manufacturing or production of methamphetamine on the premises of federally assisted housing.
29. Be subject to a lifetime sex offender registration or lesser registration, including the ten-year, Illinois State Sex Offender Registration Act; in the State where the family resides and in other States where the household members are known to have resided.
30. Threaten or engage in abusive or violent behavior toward CHA personnel or its representatives. The family's guest must also abide by this obligation.

Notice to Vacate Obligation

31. The family must comply with the terms of the lease and not commit serious or repeated violations of the lease, including behavior that affect the health, safety or right to peaceful enjoyment of other residents and persons in the community of the premises. Families evicted for any cause will be terminated from the program. The family must give the CHA a copy of any Owner Eviction Notice.

Financial Obligation

32. The family must pay any outstanding debt or enter into a re-payment agreement for monies owed to the CHA and/or the owner; all payments must be made timely as outlined in the agreement.

The CHA has adopted the following policy for all Relocates from Public Housing.

33. Temporary Relocates, at least annually, must provide CHA with proof of being up-to-date on utility, gas, water, and /or electric payments.

Failure of CHA Relocates to comply with this policy may affect their right of return and lead to a loss of a right of return to public housing.

34. ANY INFORMATION THE FAMILY SUPPLIES MUST BE TRUE AND COMPLETE.

I understand any violation of my family obligations will result in my family's termination from the program.

Print Name: _____ Signature: _____
(Head of Household)

Date: _____ Voucher Holder's Number: _____

PROGRAM OVERVIEW

CUSTOMER CALL CENTER

CHA Call Center (312) 935-2600
TTY (312) 461-0079

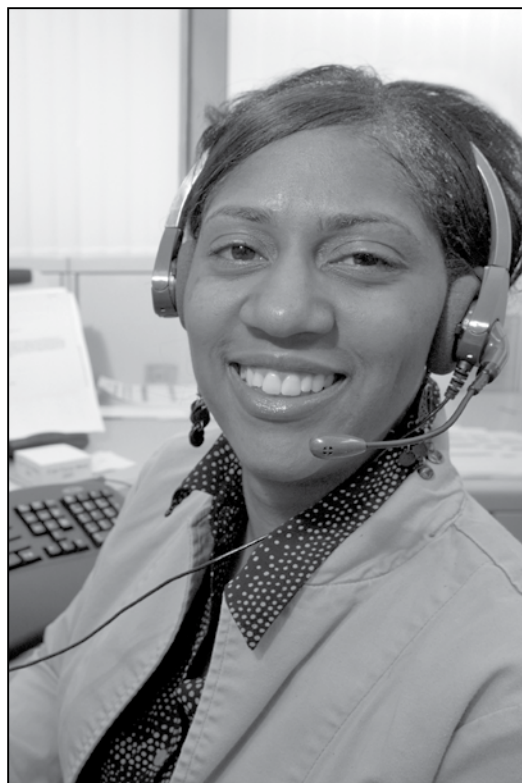
Did you know that CHA's Call Center Specialists receive more than 2,000 calls daily? These calls come from more than 16,000 Property Owners and 36,000 program participants. The CHA Call Center is designed to be your first point-of-contact with our agency. Our priority is to take care of your needs as quickly and as efficiently as possible.

Please contact the Call Center first when you have questions, even if you are accustomed to working directly with a Housing Specialist at one of the Satellite offices. A Call Center Specialist can almost always provide you with the information you seek immediately. If the Call Center Specialist is unable to answer your question(s), your inquiry will be forwarded to a representative who can respond via an electronic message, also known as a *case*. A reference number will be provided to you at the conclusion of your call. *Always remember to request and document your assigned case number for future reference.* Generally, responses to electronic inquiries are received within three to five business days.

Representatives are available to assist you Monday through Friday, from 8:30 a.m. to 5:00 p.m. The Call Center is dedicated to providing excellent service to our customers and strives to keep on-hold time to less than two minutes. Callers will typically experience less on-hold time Wednesdays through Friday, when call volume is at its lowest.

The Housing Choice Voucher Program Call Center can assist you with the following:

- General Program Information
- Applicant Status
- HAP/Utility Allowance Inquiries
- Move Process Questions
- Moving Paper Status
- Changes in Household
- Reexamination Status
- Inspection Inquiries
- Rent Increase Requests/Status
- Contract Status
- Waiting List Information
- Portability Process
- Special Program Information
- Reasonable Accommodations Request
- Interpreter Services
- Other Resources



CHA HCVP OFFICES TO SERVE YOU

The Housing Choice Voucher Program Central and Satellite Offices are open Monday through Friday. Hours of operation are from 8:30 a.m. to 5:00 p.m. Additionally, Satellite 33, 75, and 88 are open the first and third Saturday of each month.

Most participants can conduct virtually all of their business in their assigned satellite office. Services performed at satellite offices include: annual and interim reexaminations, moving papers, program terminations, and zero income reexaminations.

Each office's corresponding zip codes are listed below in Table 1.1. Zip code exceptions are noted beneath the table.

Note: a zip code's designated office may change periodically so check CHA's website for the most current information.

Table: 1.1: CHA Office Locations

Central Office	South Satellite Office	West Satellite Office	Southwest Satellite
CENTRAL 60 60 E. Van Buren Street Chicago, IL 60605	SATELLITE 75 1749 E. 75th Street Chicago, IL 60649	SATELLITE 33 3333 W. Arthington Ave. Suite 220 Chicago, IL 60624	SATELLITE 88 1550 W. 88th Street Chicago, IL 60620
Zip Codes Served 60040, 60104, 60153, 60155, 60409, 60411, 60419, 60425, 60426, 60429, 60438, 60473, 60478, 60601, 60602, 60603, 60604, 60606, 60610, 60611, 60613, 60614, 60616, 60618, 60622, 60625, 60626, 60630, 60631, 60634, 60635, 60639, 60640, 60641, 60645, 60646, 60647, 60651, 60654, 60656, 60657, 60659, 60660, 60699, 60706, 60707	Zip Codes Served 60615, 60637, 60649, 60653	Zip Codes Served 60605, 60607, 60608, 60612, 60623, 60624, 60644	Zip Codes Served 60609, 60617, 60619, 60620, 60621, 60627, 60628, 60629, 60632, 60633, 60636, 60638, 60642, 60643, 60652, 60655, 60803, 60805, 60827

Zip Code Exceptions

If you are participating in one of CHA's Special Programs, you will always conduct your program business at the Central 60 Office (address listed above) regardless of your zip code. Special Programs include:

- Family Self-Sufficiency (FSS)
- Choose to Own (CTO) Homeownership Program
- Family Unification Program (FUP)
- Housing Opportunity Program (HOP)

