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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 HQS 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

### HCV Program FAQs

Do you have questions about the HCV Program? We've got answers! Whether it's about using CHA's online account management tool, RENTCafé, the moving process, inspections or something else, CHA staff will be on hand to answer the most common questions and concerns regarding the HCV Program.

**Tuesday, January 28, 1 p.m. to 2:30 p.m. | [Click Here to Register](#) and Submit Questions**

### How to Navigate RENTCafé

Did you know RENTCafé gives HCV participants access to manage their CHA account 24/7? That's right! No phone call or office visit needed! Join us to learn how you can use RENTCafé to complete your Re-Examination online, request a change in income and/or household composition, download important documents, view appointments and high-level inspection results, and more.

**Tuesday, February 18, 1 p.m. to 2:30 p.m. | [Click Here to Register](#)**

### Cybersecurity 101

We live in a digital world with access to various online tools that help us connect with others as well as simplify daily tasks. But with technology comes risk. That's why it's important to practice digital

safety! Hear from experts as they discuss how to protect yourself online, including spotting scams, keeping your financial information safe, and more.

**Tuesday, February 25, 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](#)

[HCV Health and Wellness Program](#)

[Request for Reasonable Accommodation Form](#)

## **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 Your Housing Choice Voucher](#)

## **Newsletter for HCV Participants — Going Places**

The HCV Program's quarterly participant newsletter, *Going Places*, keeps you informed of CHA policy and resource changes and includes tips to help you in your daily life as well as information about upcoming events and educational opportunities.

Check out the latest issues below:

[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.