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Building a Stronger Chicago: Reshaping Housing for a Thriving City

Published on June 7, 2025





CHA recently released its [2024 Impact Report](#). As the city's largest rental property owner, CHA plays a crucial role in expanding affordable housing, ensuring that residents of all income levels have a place to call home.

In 2024, CHA launched a redesigned website to enhance public access to critical information, opened hundreds of new affordable apartments, and introduced the CHA Customer Experience Team to better connect with residents. This report highlights all those accomplishments and more. In 2025, CHA's Year of Renewal, the agency is building on these achievements to strengthen oversight, expand resident engagement, and rebuild trust. Meaningful change takes time, but together, we are laying the foundation for a more transparent, equitable, and inclusive future.