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Chicago Housing Authority releases Resident Survey as part of “Year of Renewal” campaign

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Survey will assess how residents feel about housing and services to shape the agency's future

CHICAGO (June 12, 2025) - As part of the Chicago Housing Authority's "Year of Renewal," the agency has released a [Resident Survey](#) this week designed to help it better understand how residents feel about their housing and the services they receive. The feedback will be used to shape policies and programs and to foster operational excellence. The resident survey builds on a comprehensive CHA employee survey conducted at the end of 2024

The survey is being conducted by Orange Grove Consulting, an external vendor that will manage the process to protect privacy and ensure resident responses are confidential. The survey is scheduled to close on July 9.

"For the first time in CHA's recent history, we are surveying the residents to ask them specifically what needs to improve," said CHA Interim CEO Angela Hurlock "This is about listening and being open to feedback so we can make the meaningful changes necessary to shape the agency's future."

Residents that are being invited to take the survey will receive a link via email or text. Answers are confidential, and residents are being asked questions in a way that keeps them from being identified.

Other 2025 "Year of Renewal" initiatives include:

- **Inclusive CEO Search Committee:** CHA has formed a diverse and inclusive Search Committee to guide the selection of its next Chief Executive Officer. The committee, which is in the process of recommending candidates to the mayor's office, includes CHA resident leaders, government partners, and Board members. The new CEO is expected to be named this summer.

- Greater Collaboration with the City of Chicago: CHA is expanding its collaboration with the City of Chicago, playing a critical role in the development of the Department of Housing's 5-year Housing Plan and other strategic partnerships.
- Establishing a Strategic Vision: CHA will initiate a comprehensive long-term strategic planning process, aligning the launch of the process with the arrival of its new CEO. The process will begin by the end of 2025.
- Reorganizing for Accountability: CHA is implementing organizational changes to its Property and Asset Management team to foster increased accountability, including adding a new division of Healthy Homes to proactively address environmental issues related to its housing.
- Commitment to Transparency & Impact: CHA is dedicated to providing regular updates on these efforts and more throughout the agency's Year of Renewal, ensuring transparency and accountability. Stay informed and engaged through CHA's new centralized [Data and Impact Hub](#), which provides public access to critical information.

"This year is all about being intentional and inclusive as we amplify key stakeholder voices and begin to rebuild trust through openness, collaboration and long-term strategic planning," Hurlock said.

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About the Chicago Housing Authority (CHA): CHA is the third largest public housing authority in the nation and the largest single owner of rental housing in Chicago. Through its public housing and voucher programs, CHA serves 135,000 people in 65,000 households across all 77 of Chicago's community areas. CHA's mission is to create and sustain strong communities where seniors thrive and everyone can unlock their economic power, ensuring that every neighborhood in Chicago has quality affordable housing and everyone feels welcome. For more information, visit www.thecha.org