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2025 CHA Resident Engagement Survey

The survey is now closed.

[Read the press release.](#)

Frequently Asked Questions

What is the purpose of the survey?

This survey is designed to help the Chicago Housing Authority better understand how residents feel about their housing and the services they receive. Your feedback will help identify areas that are working well and those that may need improvement.

Who is conducting the survey?

The survey is being conducted by Orange Grove Consulting, an outside organization. They are managing the process to protect your privacy and ensure that your responses remain confidential.

Who should take the survey?

Only the head of the household should fill it out.

Are my answers private?

Yes. Your answers will be kept confidential and shared only in a way that doesn't identify you. You'll be asked what property you live at, but your name will not be linked to your answers.

What if I write something negative?

That's okay. Honest feedback is helpful. Comments will be grouped with others and shared anonymously so no one is singled out.

How long does it take?

The survey takes approximately 15 to 20 minutes for most people, however some people may take longer to complete it.

Do I need to finish it all at once?

The survey is set to save your answers as you go, but to avoid losing any progress, it's best to complete it in one sitting.

Can I change my answers after I submit?

No. Once you click submit, your answers can't be changed.

When is the deadline?

The survey is now closed.

Who do I contact if I have questions?

Contact CHA at 312-742-8500 for support.