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Additional Assistance for People with Disabilities

If you or someone in your household has a disability, CHA is here to help. Learn how to request a reasonable accommodation to make your apartment more comfortable and accessible.

Reasonable Accommodations: You may ask for changes to your unit, a transfer to an accessible unit, or other accommodations to ensure full access and enjoyment of your CHA unit. Some examples of reasonable accommodations include:

- Installation of grab bars.
- Replacement of carpet with vinyl flooring.
- Addition of a live-in aide to your lease.
- Approval of a service or emotional support animal.
- Transfer to an accessible unit or a unit without stairs.

How to Request Help:

- Reasonable accommodation requests may be submitted [online here](#).

What Happens Next: Once you submit your request, CHA will review it, request more information if needed, and provide a decision letter with the approval or denial of the request. Decisions on reasonable accommodations are based on a connection between a disability and the requested accommodation.

ADA Compliance: CHA follows the Americans with Disabilities Act (ADA) to ensure residents with disabilities have equal access to housing and services.

[Visit CHA's Reasonable Accommodations Page here.](#)

Need to file a grievance?

Chicago Housing Authority establishes a grievance procedure providing for prompt and fair-minded resolutions to reasonable accommodation grievances.

- [ADA Grievance Procedure](#)
- [Grievance Form](#)