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Manage My Voucher

Successfully managing your voucher with the Chicago Housing Authority is essential to maintaining your housing benefits and ensuring a stable living situation. Here are some tips to help you navigate the process smoothly and remain in good standing.

Keep your contact information up to date.

CHA often sends communications via email regarding updates and initiatives as well as invitations to various networking, employment and educational events. In addition, letters are sent to notify you of changes, including any shifts in the subsidy paid by CHA or your portion of the rent due to self-reported changes in household income or family composition.

Register for a [RENTCafé](#) account.

Manage your voucher through RENTCafé, CHA's secure online account management tool that allows HCV and PBV participants to report changes, view and download Program resources, complete forms, scan or upload documents and submit requests to CHA online. It's available 24/7 so there's no need to come into the office, call the CHA Customer Call Center or send an email! Click [here](#) to watch a short video on how to sign up.

Complete required Re-Examinations.

Every 1-3 years, CHA schedules HCV and PBV families for a Re-Examination. Like the eligibility screening, during a Re-Examination, CHA reviews the family's household composition, income and certain expenses to confirm their ongoing eligibility and ensure they are receiving the correct amount of subsidy. Re-Examinations are scheduled about 120 days before their effective date, to allow time for processing and verification.

HCV and PBV participants should complete Re-Examinations through [RENTCafé](#), CHA's online account management tool. The system is accessible from a computer or phone, and securely collects family information and supporting documents. To guide you through the process, CHA has several [resources](#) available, including a [comprehensive video](#).

Report household changes timely.

If an HCV or PBV participant has a change in family composition, income or certain expenses, at any time, they should request an Interim Re-Examination, or Interim. Since these factors impact how much subsidy a participant family receives, it's important to request an Interim as soon as possible after the change occurs, to avoid any unnecessary financial burden. **Remember:** If you are ever in doubt about whether you should request an Interim, ask!

As with regular Re-Examinations, HCV and PBV participants should request Interims through [RENTCafé](#) (download CHA's [step-by-step instructional guide](#) for assistance).

Prepare early for ongoing inspections.

After the unit passes an initial inspection and you move in, CHA is required to conduct ongoing inspections at least every year or two (depending on the program, occupants and/or ownership). Make sure to maintain your home in good condition, promptly address any issues or concerns, and communicate often with your property owner or manager to ensure you are both ready for the next inspection.

Abide by the lease and comply with HUD and CHA's rules and regulations.

To remain in good standing, all household members must follow the terms of the lease and tenancy addendum as well as the Family Obligations (HCV) or Statement of Family Responsibility (PBV). In addition, make sure to familiarize yourself with any rules and regulations of the property, understand your responsibilities and pay your portion of the rent and any tenant-paid utilities on time.

Take advantage of other CHA programs and services, if applicable.

CHA offers a variety of support resources, services and programs to assist HCV and PBV families in navigating life beyond housing ... fostering mental and physical well-being, achieving personal goals and unlocking economic power. Click [here](#) to explore your options.

To guide you throughout your housing experience and help with your success, CHA has several [resources](#) available, including the [Participant Guidebook](#). Download it today and keep it as reference so that you can make the most out of your participation.