

Chicago Housing Authority Housing Choice Voucher Program



CHICAGO HOUSING  
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# Participant Guidebook



June 2025

[www.thecha.org/voucher-holders](http://www.thecha.org/voucher-holders)



Dear Families,

If you are a new participant, we'd like to welcome you to the Chicago Housing Authority's Housing Choice Voucher (HCV) Program! If you're already a participant in the Program, hello again — we are happy to have you.

The Chicago Housing Authority (CHA) helps families find and afford safe, decent and sanitary homes throughout Chicago's unique neighborhoods. We are proud to currently house over 47,000 participants and their families.

Reading this Guidebook is the first step in your journey to a new HCV Program home. The book was designed to help you navigate the Program and make you more comfortable with its policies and procedures. The HCV Program can seem complicated at times, so it is very important that you learn as much as you can to make the moving process as smooth as possible. Please take time to read through this book and keep it as a reference throughout your time as an HCV Program participant.

You are a crucial part of the HCV Program's success. We expect the best out of our families and we can't succeed without your promise to meet those expectations and be a positive member of your community.

Now that you have your resource guide, enjoy your journey!



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# **Getting Started in the HCV Program**





# Program Overview

## What is the Housing Choice Voucher (HCV) Program?

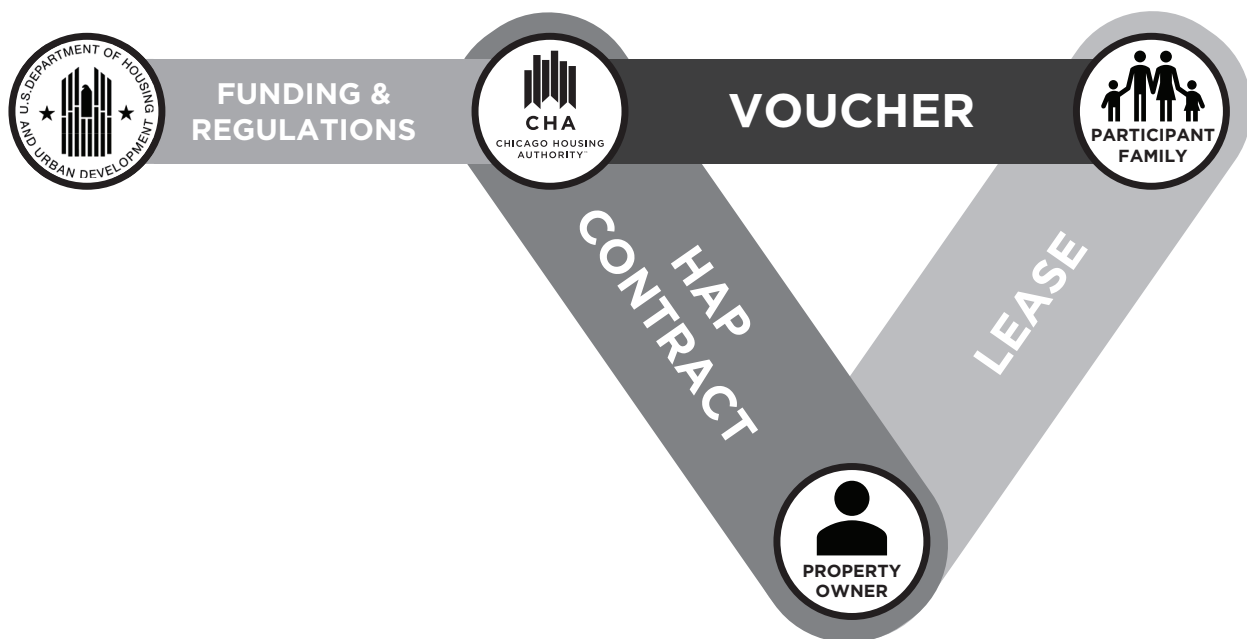
The HCV Program is the largest of CHA's programs, playing a vital role in housing families with children, the elderly and people with disabilities across Chicago. Through the HCV Program, CHA provides subsidized rent that allows eligible families to secure quality housing in the private market, including apartments, duplexes, condominiums, townhouses and single-family homes. The HCV Program gives residents more choices about where they live.

As an HCV Program participant, you will pay the property owner or manager a portion of your monthly rent (based on your ability to pay) and CHA pays the rest.

## Who manages the HCV Program?

The United States Congress created the HCV Program by passing a law called the Housing and Community Development Act of 1974. This act enabled the U.S. Department of Housing and Urban Development (HUD) to give money to Public Housing Authorities to operate HCV Programs locally. HUD also writes rules and regulations regarding the HCV Program, which CHA and other Public Housing Authorities across the country must follow.

The graphic below shows how different groups work together to make the HCV Program work.



## HUD and CHA

The U.S. Department of Housing and Urban Development writes the Program's rules and gives money to local agencies like CHA to run the Program. CHA uses the funds to run the Program and to pay part of families' rent to property owners.

## Participants and CHA

Chicago residents who qualify for the Program receive vouchers from CHA to help them pay for a rental unit anywhere in the city.



### ***Property Owners and CHA***

When a property owner wants to rent a unit to a voucher holder, CHA and the property owner sign a Housing Assistance Payment (HAP) Contract in which CHA agrees to pay a portion of the voucher holder's rent each month.

### ***Property Owners and Participants***

Property owners rent their units to participants and sign contracts (called *leases*) with them. The lease contains details about the rental agreement, including the total rent, the length of time the voucher holder will live there and other rules that the property owner and participant agree to follow.

### **Who are the responsible partners of the HCV Program?**

The following lists show the responsibilities of each group:

#### ***U.S. Department of Housing and Urban Development***

- Sign contracts with CHA allowing CHA to run the HCV Program.
- Give funds to CHA for the HCV Program.
- Write and send out regulations and other information regarding housing laws.
- Train and support CHA regarding HUD regulations.
- Make sure CHA follows HUD policies, regulations and runs the HCV Program correctly.

#### ***Chicago Housing Authority (and Its Contractors)***

- Provide overall management of the HCV Program.
- Meet goals set by CHA.
- Give applicants, voucher holders, participants, property owners and managers timely, professional service.
- Decide who qualifies for the HCV Program and conduct regular Re-Examinations to make sure they still qualify.
- Monitor participants and property owners to be sure they follow HCV Program rules and regulations.
- Terminate participants from the Program if they disobey rules or regulations.
- Educate participants, property owners and managers on HCV Program rules and regulations.
- Conduct inspections to ensure rental units meet federal guidelines for health and safety standards.
- Decide on and distribute Housing Assistance Payments to property owners.
- Assist participants in moving to Mobility Areas in Chicago.

### *Property Owners/Managers*

- Find families that will make good tenants and rent a unit to them.
- Collect money owed by the participant for rent, security deposit, late fees, repair fees and other charges.
- Follow the terms written in the HAP Contract with CHA, the lease with the participant and any additions or extensions to the lease.
- Enforce the terms of the lease.
- Allow CHA to inspect the unit to be rented.
- Pay for any utilities/services the lease specifies are to be paid by the property owner.
- Keep the property in good condition by making repairs regularly and on time.
- Evict participants for violating the lease.
- Follow Fair Housing and Landlord/Tenant laws.

### *Participants*

- Find a quality housing unit.
- Follow the rules and regulations of the HCV Program and the terms of the lease.
- Allow CHA and the property owner/manager to inspect the unit and make necessary repairs.
- Pay rent not paid by CHA and any utility bills that are not the responsibility of the property owner.
- Supply and maintain any appliances not supplied by the property owner.
- Provide CHA with any information needed to verify qualification for the Program.
- Keep the unit in decent, safe and sanitary condition.



### *Important Terms and Abbreviations*

**CHA:** Chicago Housing Authority

**HAP:** Housing Assistance Payment  
(payment CHA makes to property owner to cover a portion of participant's rent)

**HCV Program:** Housing Choice Voucher Program

**RTA Packet:** Request for Tenancy Approval Packet (forms that must be submitted to CHA prior to moving into a unit, also called "moving papers")

**Applicant:** Individual or family who is selected from the wait list and is applying for a voucher

**Participant:** Person living in a unit with rental assistance from CHA

**Voucher:** Form from CHA that enables a participant family to receive subsidy for a unit



[illegible]



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# Contacting CHA

## CHA Customer Call Center

Whenever you have a question, you should first contact the CHA Customer Call Center.

**Phone: 312-935-2600 (TTY: 312-461-0079)**

**Email: [hcv@thecha.org](mailto:hcv@thecha.org)**

A call center specialist can give you the information you need quickly.

The CHA Customer Call Center is open Monday – Friday from 8:30 a.m. to 5:00 p.m.



Our specialists work to give you the information you need as fast as they can and do their best to keep you on hold for less than two minutes at a time or respond to your email within 24 hours. Usually, you will not have to wait on hold as long if you call on Tuesdays, Wednesdays, Thursdays or Fridays. If a call center specialist cannot answer your question(s), they will forward your inquiry to someone who can.

At the conclusion of the call or within the text of the email response, the specialist will give you a reference or case number. Always remember to keep your case number for future reference. Generally, if your question(s) cannot be answered during your initial contact, CHA will respond within three to five business days.

## The CHA Customer Call Center can give you information on the following:

- A general overview of the HCV Program
- The status of your application
- The amount of money you have to pay each month for rent
- Moving papers
- Household changes
- Re-Examinations (the process you go through to make sure you are receiving the correct amount of assistance)
- Inspections
- Waiting list
- Portability (moving out of Chicago)
- Reasonable accommodations (assistance for people with disabilities and others)
- Special programs
- Interpreters
- Upcoming workshops, webinars or other CHA events



*The best days to call the CHA Customer Call Center are Tuesdays, Wednesdays, Thursdays and Fridays.*



## CHA Regional Offices

While you should always contact the CHA Customer Call Center first, there are times when you will want or need to meet with a CHA representative in person. CHA operates three Regional Offices to accommodate in-person visits. You will go to one of these offices to receive moving papers and attend appointments such as Re-Examinations, Informal Hearings and Informal Reviews.

All HCV Program offices are open from 8:30 a.m. – 5:00 p.m., Monday through Friday.

Your servicing office depends on your ZIP code or special program enrollment. Please reference this chart to see which office services your area.

*Note: The ZIP code chart does occasionally change. Make sure to check CHA's website at **[www.thecha.org](http://www.thecha.org)** or contact the CHA Customer Call Center at **312-935-2600** or **[hcv@thecha.org](mailto:hcv@thecha.org)** for the most up-to-date information about your ZIP code.*

HCV Central Office	HCV South Office	HCV West Office
60 E. Van Buren Chicago, IL 60605	3617 S. State St. Chicago, IL 60609	1852 S. Albany Ave. Chicago, IL 60623
60601    60613    60654	60615    60637	60607    60630    60646
60602    60614    60657	60616    60643	60608    60631    60647
60603    60622    60659	60617    60649	60609    60632    60651
60604    60625    60660	60619    60653	60612    60634    60652
60605    60626    60661	60620    60655	60618    60636    60656
60606    60640	60628    60827	60621    60638    60707
60610    60642	60633	60623    60639
60611    60645		60624    60641
		60629    60644
New Admissions, Port-ins, PBV Program, VASH Program		

If you participate in any of CHA's special programs, such as those listed below, you will do business at the Central Office.

- LevelUp Program (formerly known as the Family Self-Sufficiency (FSS) Program)
- HOME (Home Ownership Made Easy) Program (includes Choose To Own (CTO) Homeownership and Down Payment Assistance (DPA) Programs)
- Mobility Counseling Program

For assistance, contact the CHA Customer Call Center at **312-935-2600** or **[hcv@thecha.org](mailto:hcv@thecha.org)** or visit **[www.thecha.org/appointments](http://www.thecha.org/appointments)** and scroll to the bottom to schedule an in-person appointment at any of the Regional Offices.

# CHA Ethics Policy

Taxpayers are responsible for funding the Housing Choice Voucher (HCV) Program, and any appearance of fraud or corruption in the system could affect the public's confidence. Without the public's trust, the HCV Program risks losing public funding.

It's imperative that everyone involved in the Program look out for fraud and corruption within the system. Ethics are truly everyone's responsibility, including yours as an HCV participant.



## CHA Staff Ethics

CHA has developed an ethics policy to fight fraud and corruption by preventing employees and contractors from using or appearing to use their position for personal gain.

Ethics violations for **any** CHA employee or contractor include:

- Accepting gifts of any value at any time.
- Charging an applicant, voucher holder or participant any fees for HCV Program-related services (excluding exceptions defined in the CHA HCV Program Administrative Plan).
- Improperly approving any Program transaction in exchange for any gift, payment or favor.
- Owning or having a controlling interest in a property involved in the HCV Program.
- Charging fees for a priority place on any waiting list.

Additionally, ethics violations for CHA Inspectors include:

- Allowing a unit that fails an inspection to pass in exchange for gifts, payment or favor.
- Offering to repair or remediate any failed areas of an inspection outside of his/her working hours in exchange for gifts, payment or favor.

If you witness a CHA employee violating any of these policies or engaging in any other questionable behavior, please call the CHA Fraud Hotline at **800-533-0441**. Staff will handle your call promptly and confidentially.

## Participant Ethics — Side Payments

CHA instructs participants to immediately report any instances of a property owner/manager asking for a payment outside the agreed upon rent. A property owner asking for side payments from HCV Program participants is committing a serious offense that is punishable under federal law. Property owners who ask for these side payments will be removed from the HCV Program. Additionally, a participant who pays a side payment may also be removed from the Program.

## Changes in Utility Responsibility

Participants are only responsible for the utilities that are listed as "tenant-provided" in CHA's records. If you or the property owner wants to change the utility responsibilities, you must first establish CHA approval, a new lease and a new contract.

## HUD Form 1140 — Things You Should Know

The U.S. Department of Housing and Urban Development (HUD) has published a document that outlines the information you need to provide when applying for assistance, and the penalties for providing false information. This form (1140) is reprinted on the next two pages for your reference.

U.S. Department of Housing and Urban Development  
Office of Inspector General



November 2004

# Things You Should Know

Don't risk your chances for Federally assisted housing by providing false, incomplete, or inaccurate information on your application forms.

Purpose	This is to inform you that there is certain information you must provide when applying for assisted housing. There are penalties that apply if you knowingly omit information or give false information.
Penalties for Committing Fraud	<p>The United States Department of Housing and Urban Development (HUD) places a high priority on preventing fraud. If your application or recertification forms contain false or incomplete information, you may be:</p> <ul style="list-style-type: none"> <li>▫ Evicted from your apartment or house:</li> <li>▫ Required to repay all overpaid rental assistance you received:</li> <li>▫ Fined up to \$10,000:</li> <li>▫ Imprisoned for up to 5 years; and/or</li> <li>▫ Prohibited from receiving future assistance.</li> </ul> <p>Your State and local governments may have other laws and penalties as well.</p>
Asking Questions	When you meet with the person who is to fill out your application, you should know what is expected of you. If you do not understand something, ask for clarification. That person can answer your question or find out what the answer is.
Completing The Application	When you answer application questions, you must include the following information:
Income	<ul style="list-style-type: none"> <li>▫ All sources of money you or any member of your household receive (wages, welfare payments, alimony, social security, pension, etc.):</li> <li>▫ Any money you receive on behalf of your children (child support, social security for children, etc.);</li> <li>▫ Income from assets (interest from a savings account, credit union, or certificate of deposit; dividends from stock, etc.);</li> <li>▫ Earnings from second job or part time job;</li> <li>▫ Any anticipated income (such as a bonus or pay raise you expect to receive)</li> </ul>
Assets	<ul style="list-style-type: none"> <li>▫ All bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc.. that are owned by you and any adult member of your family's household who will be living with you.</li> </ul>



- Any business or asset you sold in the last 2 years for less than its full value, such as your home to your children.
- The names of all of the people (adults and children) who will actually be living with you, whether or not they are related to you.

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**Signing the Application**

- Do not sign any form unless you have read it, understand it, and are sure everything is complete and accurate.
- When you sign the application and certification forms, you are claiming that they are complete to the best of your knowledge and belief. You are committing fraud if you sign a form knowing that it contains false or misleading information.
- Information you give on your application will be verified by your housing agency. In addition, HUD may do computer matches of the income you report with various Federal, State, or private agencies to verify that it is correct.

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**Recertifications**

You must provide updated information at least once a year. Some programs require that you report any changes in income or family/household composition immediately. Be sure to ask when you must recertify. You must report on recertification forms:

- All income changes, such as increases of pay and/or benefits, change or loss of job and/or benefits, etc., for all household members.
- Any move in or out of a household member; and,
- All assets that you or your household members own and any assets that was sold in the last 2 years for less than its full value.

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**Beware of Fraud**

You should be aware of the following fraud schemes:

- Do not pay any money to file an application;
- Do not pay any money to move up on the waiting list;
- Do not pay for anything not covered by your lease;
- Get a receipt for any money you pay; and,
- Get a written explanation if you are required to pay for anything other than rent (such as maintenance charges).

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**Reporting Abuse**

If you are aware of anyone who has falsified an application, or if anyone tries to persuade you to make false statements, report them to the manager of your complex or your PHA. If that is not possible, then call the local HUD office or the HUD Office of Inspector General (OIG) Hotline at (800) 347-3735. You can also write to: HUD-OIG HOTLINE, (GFI) 451 Seventh Street, S.W., Washington, DC. 20410.

HUD- 1140-OIG      THIS DOCUMENT MAY BE REPRODUCED WITHOUT PERMISSION



# Fair Housing

## What is Fair Housing?

Fair housing is the right for a person to choose where they want to live, free from unlawful discrimination. Fair Housing laws work to provide housing seekers with equal access to housing opportunities and apply to both individuals and families.

*Note: A property owner CANNOT use your status as a voucher holder to deny you tenancy. In the city of Chicago and throughout Cook County, property owners MUST consider the voucher as a source of income when determining an individual's suitability as a tenant.*



There are different laws that protect you from discrimination based on the following:

- race
- ancestry
- disability
- familial status
- sexual orientation
- covered criminal history
- color
- religion
- sex
- marital status
- military discharge
- national origin
- age
- gender Identity
- housing status
- source of income

*Note: Not all protected classes are covered under all of the laws.*

While all property owners must adhere to Fair Housing laws, they have the right to screen applicants based on legal guidelines and procedures. The screening process will vary. Some property owners/managers will just talk to you and make a decision. Others will require you to go through a formal screening process that may include:

- Checking credit history and references.
- Conducting a criminal background check (in accordance with the Just Housing Amendment to the Cook County Human Rights Ordinance).
- Reviewing previous rental history.
- Filling out an application form.
- Making home visits.

Under the Fair Housing Act, it is against the law for property owners, managers and any of their employees/representatives to:

- Refuse to rent or negotiate because of a person's protected status.
- Impose different terms or conditions because of a person's protected status.
- Make discriminatory statements or publish discriminatory communications.
- Lie about the availability of a dwelling because of a person's protected status.

- Coerce or intimidate an applicant who has filed a fair housing complaint.
- "Steer" applicants (illegally guide renters to a particular area based on the 'makeup' of the building or neighborhood).
- Sexually harass an applicant or tenant (i.e., unwelcome advances, suggestive messages).

### **Where can I find more information?**

To learn more about housing discrimination under the Fair Housing Act and how you can file a claim, visit **[www.hud.gov](http://www.hud.gov)**.

In addition, the U.S. Department of Justice (DOJ) Civil Rights Division has launched an initiative to combat sexual harassment in housing. To view available resources for victims of sexual harassment, visit **[www.justice.gov/crt](http://www.justice.gov/crt)**. Or, to connect directly with the DOJ, call the Sexual Harassment in Housing Initiative Line at **844-380-6178** or send an email to **[fairhousing@usdoj.gov](mailto:fairhousing@usdoj.gov)**.

### **Reasonable Accommodations for People with Disabilities**

If you or anyone in your family has a disability and you require a specific accommodation in order to fully utilize our Program and services, please contact the CHA Customer Call Center at **312-935-2600** or **[hcv@thecha.org](mailto:hcv@thecha.org)**. CHA asks that applicants, voucher holders and participants make requests for reasonable accommodations in writing using the Request for Reasonable Accommodation form (see pages 128-130).

To learn more about CHA's resources for people with disabilities, including reasonable accommodations and structural modifications, see pages 76-77 of this Guidebook.



*For more information on  
Fair Housing Laws:*

HUD Office of Fair Housing  
and Equal Opportunity

312-913-8453

or

800-765-9372

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CHA Fair Housing Support

312-913-7062

## Notes

[illegible]



# **8 Steps to Success in the HCV Program**

- |               |                                              |
|---------------|----------------------------------------------|
| <b>Step 1</b> | <b>Apply &amp; Interview</b>                 |
| <b>Step 2</b> | <b>Attend a Voucher Briefing</b>             |
| <b>Step 3</b> | <b>Select a Unit &amp; Submit RTA Packet</b> |
| <b>Step 4</b> | <b>Await Rent Decision</b>                   |
| <b>Step 5</b> | <b>Await Inspection Results</b>              |
| <b>Step 6</b> | <b>Sign the Lease</b>                        |
| <b>Step 7</b> | <b>Move in, Pay Rent &amp; Utilities</b>     |
| <b>Step 8</b> | <b>Be a Positive Part of the HCV Program</b> |







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# Step 1 — Apply & Interview



If you are reading this Guidebook, you have probably already gone through the application and interview process. Applicants receive this material when they attend their Voucher Briefing. For reference, here's a brief overview of the application and interview process.

## Who can take part in the HCV Program?

If a family wants to participate in the HCV Program, the following must be true:

- The family is on the HCV Program waiting list.
- The family passes a background check (once initial eligibility has been determined).

*Note: When CHA runs a criminal background check, you can request a copy of the results for a fee of \$25 through the Enforcement Department.*

- The family's income is not more than HUD's income limits for Chicago.

*Note: HUD Income Limits may change annually. For the most up-to-date Area Median Income (AMI) Chart, visit [www.chicago.gov/housing](http://www.chicago.gov/housing) and click the 'For Renters' link.*

## How does the waiting list work?

CHA uses a waiting list to administer the HCV Program to eligible families. Names are randomly selected for the waiting list using a lottery process. The waiting list is opened periodically to new applicants. When CHA opens the HCV Program waiting list, we will advertise the re-opening in local media and through social service agencies.

## Relocation from Public Housing

CHA allows families that are being relocated from public housing ("relocatees") the opportunity to relocate to other Chicago neighborhoods using a voucher, without being placed on the waiting list.

## Porting

If a voucher family relocates to Chicago from another Housing Authority in a different city or state, they may use their existing voucher to continue receiving assistance through CHA. This is called "porting." A voucher family living in Chicago may also use their CHA-issued voucher to port to another Housing Authority's jurisdiction. More information on porting is on page 69 of this Guidebook.

## Why would CHA reject my application and what can I do about it?

To evaluate your application, CHA will consult a HUD database of information about participants who have been subsidized in any HUD rental assistance program. The database includes information on debts a former participant may owe to any Public Housing Authority (PHA) or reasons a PHA terminated a participant's rental assistance, including details on program violations. See the HUD "Debts Owed to Public Housing Agencies and Terminations" form on pages 164-165 to learn more.

CHA might reject an application to the HCV Program for the reasons below:

- The family owes money to CHA or another PHA in another city or state.
- CHA or another PHA evicted a family member from subsidized housing in the last three years.
- CHA or another PHA terminated Program assistance for any member of the family within the last three years (excluding voluntary terminations).

If CHA denies your entry into the Program, you will receive a denial letter that will tell you the reasons for the rejection as well as how you can schedule an Informal Review to take a second look at the decision.

### *Informal Review*

If CHA rejects your application, you have the right to an Informal Review. You have 10 days after you receive a denial letter to ask CHA for an Informal Review (see page 131 of this Guidebook for a sample Ineligibility and Right to Informal Review Notice).

### **What are the income limits for the Program?**

To qualify for the HCV Program in the Chicago metro area, your income must be less than or equal to the limits established annually by the U.S. Department of Housing and Urban Development (HUD). For the most up-to-date Area Median Income (AMI) Chart, visit [www.chicago.gov/housing](http://www.chicago.gov/housing) and click the 'For Renters' link.

When your name is chosen from the waiting list — or if you are a relocatee or a family porting from another Housing Authority — you will complete an application. On the application, you will give CHA information about your income and your family composition.

### **How does CHA calculate my income?**

To decide how much you will pay for rent and utilities in your new home, CHA will add up any income (money or other forms) that you or your family members receive annually. While CHA may not **count** all of your annual income, you must **report** all of it. Based on HUD rules, CHA will decide what income will or will not be counted, as shown in the following table:

<b>Income CHA Will Count</b>	<b>Income CHA Will NOT Count</b>
Employment (gross)	Live-in aides' income
Net business income	Foster children/adult's income
Regular gifts or contributions	Employment income of children under 18 years of age
Net income from real estate or personal property	Employment income above \$480 per year for full-time students 18 years of age or older
Unemployment	Food Stamps
Pensions	Adoption care income above \$480 per year, for each child
Child Support	Non-recurring income (i.e., stimulus payments, federal or state tax refunds/credits, lump-sum lottery payments)
Worker's Compensation	Income that will repeat in the coming year but will end before the next Re-Examination (i.e., Guaranteed Basic Income programs with beginning and end dates, research stipends)
Welfare Assistance	
Alimony	
Social Security benefits	
Military pay	
Supplemental Security Income (SSI)	
Assets — Income from assets	

### ***Welfare Income Reduction Due to Fraud or Program Violation***

If a family member receives welfare income and the amount is reduced due to fraud or a violation of the welfare agency's rules, CHA will continue to count the original income amount. For example, if a family received \$500 a month in benefits from a welfare agency, but the agency reduced the payment to \$300 a month because of fraud, CHA will still count the income source as \$500 a month. CHA will verify the amount, the terms and the reason for the payment reduction with the welfare agency.

### ***Adjusted Income***

CHA calculates your adjusted income by taking your annual income and subtracting the following deductions approved by HUD:

- \$480 for each child under the age of 18 and for people 18 years of age and above who are full-time students or persons with disabilities (not including heads of household or their spouses).
- One-time \$400 deduction if the head of household or spouse is 62 or older or has a disability.
- Reasonable childcare costs for children 12 years old and younger that allow a family member to work, attend school full time or find employment.
- Medical expenses for all family members when the head of household, spouse or co-head of household is elderly or disabled, if the expense is greater than three percent of your annual income.
- Disability assistance expenses that are greater than three percent of your annual income, if the assistance allows a family member to work.
- Required child support payments made by all working adult household members.

Once a family is accepted for the HCV Program, CHA will verify the family's income, process all documentation and give them a voucher. The voucher issuance allows a family to start looking for a place to live.

### **How much rent will I pay as a participant?**

#### ***Total Tenant Payment (TTP)***

Your Total Tenant Payment is the minimum amount you will pay for rent and utilities such as cooking gas, heating gas and electricity. The Request for Tenancy Approval (RTA) form and lease will say what utility bills you need to pay. See page 25 of this Guidebook for a sample TTP calculation.

CHA calculates your TTP based on your income. Your TTP is the HIGHEST of the following amounts:

- 10 percent of your family's gross monthly income (your annual income, without any of the deductions, divided by 12)
- 30 percent of your family's monthly adjusted income (your annual income minus any deductions, divided by 12)
- \$75 minimum rent

***Note: In certain cases, you may pay up to 40 percent of your family's monthly adjusted income. For more information, please refer to Step 4, "Await Rent Decision" beginning on page 36 of this Guidebook.***

At your Voucher Briefing, the presenter will tell you what your TTP is and estimate how much of your rent CHA will pay. This allows you to look for units in your price range.

### *Minimum Rent*

The minimum rent you will pay monthly is \$75. If you currently pay \$75 or less to the property owner each month and cannot afford it, you can request a hardship exemption. Under Chapter 6-II.B. of the CHA HCV Program Administrative Plan, CHA may grant a hardship exemption in certain situations, including:

- You lost your federal, state or local assistance, or you are waiting for a decision about receiving federal, state or local assistance.
- You would be evicted because you cannot pay the minimum rent.
- You have lost some of your income because of changed family circumstances, including the loss of a job.
- You have a financial hardship due to a death in the family.

To request a hardship exemption from the minimum rent, you need to complete the Hardship Exemption Request form (available on CHA's RENTCafé at **[res-par.thecha.org](https://res-par.thecha.org)**) and submit it to CHA along with any required documents. If CHA approves your request, the minimum rent will be suspended starting the month after your request was received. If your hardship is only temporary, CHA will suspend your rent for 90 days from the date of your request. At the end of the 90 days, you must repay the minimum rent for that time through a repayment agreement.

If your hardship is long-term (longer than 90 days), you will not need to pay the minimum rent until the hardship no longer exists. In addition, you will not need to pay CHA back for the exemption period.





## Sample TTP Calculation — Jane Smith

CHA uses a specific set of calculations to determine a participant family's Total Tenant Payment. The following scenario demonstrates these calculations for our example participant, Jane Smith.

- Jane's Total Annual Income is \$5,688. Under HUD regulations, she is eligible to deduct \$480 per year, per child from that number. Since Jane has three children, she is able to deduct \$1,440 ( $\$480 \times 3$ ). The resulting number is \$4,248, and is known as the Adjusted Annual Income.
- The Adjusted Annual Income is divided by 12 (months in a year) to determine the Adjusted Monthly Income. In Jane's case, this is  $\$4,248 \div 12 = \$354$ .
- HUD regulations state that the participant is responsible for paying 30% of the family's Adjusted Monthly Income toward rent. In Jane's case, this is 30% of \$354, or \$106.  
*Note: If a unit's Gross Rent is above the Payment Standard, that percentage is raised to 40%.*
- CHA then compares 30% of the Adjusted Monthly Income (in Jane's case, \$106) against two other calculations:
  1. 10% of the family's Total Monthly Income (not Adjusted). In Jane's case, that is \$47. That number is calculated from Jane's Total Annual Income divided by 12 ( $\$5,688 \div 12 = \$474$ ) and then 10% of that amount (10% of \$474 = \$47).
  2. The established Minimum Monthly Rent that every HCV Program participant family is required to pay, regardless of income. This number is always \$75.
- Whichever of the three numbers is higher (30% of Adjusted Monthly Income, 10% of Total Monthly Income or the Minimum Monthly Rent) is the number that CHA uses as the participant family's Total Tenant Payment.

The calculations look like this:

Total Annual Income	\$5,688
– Deductions for three children ( $\$480 \times 3$ )	<u>\$1,440</u>
= Adjusted Annual Income	\$4,248
Total Monthly Income (Total Annual/12)	\$474
Adjusted Monthly Income (Adjusted Annual/12)	\$354
30% of Adjusted Monthly Income	\$106
10% of Total Monthly Income	\$ 47
Minimum Monthly Payment	\$ 75
Highest of these three (3) amounts	\$106
= Total Tenant Payment/TTP	\$106

CHA looks for the highest of these 3 numbers

## Step 2 — Attend a Voucher Briefing

### What is a Voucher Briefing?

After you submit your application and are approved by CHA, you will attend an informational meeting about the HCV Program called a Voucher Briefing. At the briefing, you will learn about how the Program works and be issued a Request for Tenancy Approval (RTA) packet — commonly known as "moving papers" — which are the forms and other documents you and the property owner need to complete once you find a unit.

At the briefing, CHA will also explain the Family Obligations to you (these rules are printed on your voucher and included on pages 59-62 of this Guidebook). When CHA accepts your Request for Tenancy Approval and you move in to your unit, you must continue to abide by the Family Obligations in order to continue receiving rental assistance.

### What is a voucher?

Your voucher is the HUD form that allows you to begin looking for housing. You will get a voucher when you enter the HCV Program and when you move. The voucher says how many bedrooms your subsidy payment will pay for and when the voucher will expire. The voucher also includes the Family Obligations that your family must follow. A portion of a sample voucher, with some of the more important areas marked, is printed on the next page. A complete sample voucher can be found on pages 89-91 of this Guidebook.

When you sign the voucher, you agree to follow the rules. If you do not follow the Family Obligations, as stated earlier, CHA may remove you from the HCV Program.

You must read and agree to follow the Family Obligations when you enter the Program and when you move from one unit to another. If CHA or HUD changes or adds any obligations, you may also need to read and agree to the updated Family Obligations at a Re-Examination.



In addition to the initial briefing, all HCV Program participants must complete regular Re-Examinations to remain on the Program.

Re-Examinations are usually held every two years (more or less often in special cases).

See pages 54-55 for more information.

# Sample Voucher

1. Unit Size The unit size that the family is eligible for, which is used to determine the amount of assistance that CHA pays.	2. Issue Date Day the family receives their voucher.	3. Expiration Date Date the voucher expires (120 days from issue date).
<p><b>Voucher</b> <b>Housing Choice Voucher Program</b></p> <p>U.S. Department of Housing and Urban Development</p> <p>OMB No. 2577-0169 (exp. 04/30/2026)</p> <p><b>Office of Public and Indian Housing</b> <b>OMB Burden Statement:</b> The public reporting burden for this information collection is estimated to be up to 0.05 hours, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This collection of information is required for participation in the housing choice voucher program. Assurances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Office of Public and Indian Housing, U.S. Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.</p> <p><b>Privacy Act Statement.</b> The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by 24 CFR § 982.302. The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program. The Personally Identifiable Information (PII) data collected on this form are not stored or retrieved within a system of record.</p> <p>Please read <b>entire</b> document before completing form. Fill in all blanks below. Type or print clearly.</p>		
1. Insert <b>unit size</b> in number of bedrooms. (This is the number of bedrooms for which the Family qualifies, and is used in determining the amount of assistance to be paid on behalf of the Family to the owner.)		Voucher Number
2. <b>Date Voucher Issued (mm/dd/yyyy)</b> Insert actual date the Voucher is issued to the Family.	1. Unit Size	2. Issue Date (mm/dd/yyyy)
3. <b>Date Voucher Expires (mm/dd/yyyy)</b> must be at least sixty days after date Voucher is issued. (See Section 6 of this form.)	3. Expiration Date (mm/dd/yyyy)	
4. <b>Date Extension Expires</b> (if applicable)(mm/dd/yyyy) (See Section 6. of this form)	4. Date Extension Expires (mm/dd/yyyy)	
5. Name of Family Representative	6. Signature of Family Representative	Date Signed (mm/dd/yyyy)
7. Name of Public Housing Agency (PHA) Chicago Housing Authority		
8. Name and Title of PHA Official	9. Signature of PHA Official	Date Signed (mm/dd/yyyy)

**5. Name of Family Representative**  
Name of the head of household who is receiving the voucher.

**6. Signature of Family Representative**  
Signature of the head of household who is receiving the voucher.

**Date Signed**  
Date the head of household received the voucher.  
*Note: Should be the SAME as the issuance day.*

**9. Signature of PHA Official**  
Must be signed by CHA to be valid.

## Step 3 — Select a Unit & Submit RTA Packet



### How do I find housing?

At the Voucher Briefing, you will learn how many bedrooms your family qualifies for and how much assistance you will receive from CHA. With this information (the maximum rent you can pay and the number of bedrooms you need), you can begin looking for units that match your needs.

Finding a suitable unit is your responsibility. CHA does not get involved in a participant family's search for a unit, with the exception of the Mobility Counseling Program (information on this program is detailed later in this section). CHA suggests several resources to assist you in finding a unit:

- Online at **[www.AffordableHousing.com](http://www.AffordableHousing.com)**
- Flyers posted at HCV Program offices
- Apartment Guides
- Real estate agents
- Online classified ad sites (Craigslist, rent.com)
- Friends/neighbors/co-workers
- "For Rent" signs posted on/around units

### How does CHA decide how many bedrooms my family needs?

CHA assigns one bedroom for the head of household and the spouse/co-head of household to share. After that, CHA uses what's called the "two heartbeat" rule, which means you are assigned one additional bedroom for every two people in the family, regardless of age or gender. For example, if you are married and have two children, you are eligible for a 2-bedroom voucher.

If you or someone in your family requires a live-in aide, CHA assigns one bedroom for that aide, regardless of whether or not that aide lives with other people. For example, if you have a live-in aide who has a spouse and a child, they will only be assigned one bedroom. Additionally, a live-in aide has no rights to the voucher and is not considered a household member.

The table below shows examples of the bedroom guidelines, and how the number of people considered part of the household (on your voucher) may differ from the number of people authorized to live in the unit:

Number of Bedrooms	Minimum Number of Persons in Household	Maximum Number of Persons in Household*	Maximum Number of Persons with a Living Room/Sleeping Area*
0	1	1	1
1	1	2	4
2	2	4	6
3	4	6	8
4	6	8	10
5	8	10	12
6	10	12	14

*\*Persons in Household refers to the # of people with rights to the voucher. The # of Persons with a Living Room/Sleeping Area might differ if the household has a live-in aide and members of the aide's family are living in the unit.*

### How do I know how much rent I can afford?

You need to have an idea of how much of your rent will be paid by CHA and how much you will be your responsibility. CHA will let you know these amounts in advance. Your total monthly housing costs will include both the monthly rent paid to the property owner (your portion and CHA's portion) and any monthly utility expenses. The maximum amount of rent that CHA will pay on your behalf is based on the current Payment Standards issued by HUD. CHA will pay no more than the Payment Standard minus your Total Tenant Payment or TTP (the amount CHA determines you can afford to pay toward rent and utilities).

For example, if you need a 2-bedroom unit for your family, CHA will use the 2-bedroom Payment Standard to help determine the maximum amount of assistance you will receive. See the box below for a more detailed example.

#### Helping a Family Determine Affordable Rent

In the example below, the family needs a 2-bedroom unit and their Total Tenant Payment is \$210 (30 percent of their Adjusted Monthly Income). In special cases, the family may pay up to 40 percent of their Adjusted Monthly Income (in the example below, that amount is \$280).

Minimum Family TTP	=	\$210
Maximum Rent Assistance Provided by CHA (Payment Standard minus Total Tenant Payment)	$\$1,392 - \$210 =$	\$1,182
Affordable Rent <i>and</i> Utilities (CHA Assistance + 30% of Adjusted Monthly Income)	$\$1,182 + 210 =$	\$1,392
Maximum Affordable Rent <i>and</i> Utilities (CHA Assistance + 40% of Adjusted Monthly Income)	$\$1,182 + 280 =$	\$1,462

In this example, the family should look for a unit with rent plus utilities (or rent that includes utilities) preferably below \$1,392 but no more than \$1,462.

Keep in mind, CHA cannot calculate the exact amount of the rent (your portion of the rent and utilities added to CHA's portion) until you choose a unit.

### How long do I have to find housing with my voucher?

Once you receive your voucher at the Voucher Briefing, you'll want to begin looking for housing right away. You might even want to start looking before your initial briefing date as you have 120 days after you receive the voucher to look for housing. If you do not find housing during those 120 days, you will lose the voucher and will need to re-apply for a new voucher when the waiting list re-opens.

*Note: If you have requested to move and still reside in your current subsidized unit, but have not found new housing within the 120 days, you will probably be able to remain in your current unit. However, if you have moved out of the unit CHA last subsidized for you, you will lose your voucher. In addition, if you are required to move and don't find new housing within 120 days, you will lose your voucher. For more information, please see the "Moving with Your Voucher" section, beginning on page 63.*

CHA may give you a 60-day extension in some cases, including:

- You or another member of your household has a disability.
- There is a serious illness or death in your family.
- Your job prevents you from finding a home in a timely manner.

You will need to ask for an extension in writing and include the reason for the extension request and any evidence to prove your need.



### What is tolling?

CHA realizes that once you submit your Request for Tenancy Approval (RTA) packet, you have no control over the time it takes for the forms to be processed. During this processing time, the time left on your voucher is temporarily "frozen" and doesn't count against you in the event that the RTA is denied. This is known as "tolling" time.

Tolling time begins the day you submit your RTA packet and continues until you are notified in writing that the RTA has been denied. When you are issued a new set of moving papers, your voucher expiration will be extended for the number of days spent in tolling time, to give you more time to look for another unit.

### How do I choose a neighborhood that is right for me?

You are the best person to decide what neighborhood is best for you. Each Chicago neighborhood will offer something different to a family so you should figure out what things are important to you. Some neighborhoods have lower crime rates than others, some are closer to stores and parks and some give you access to better schools and jobs.

To get to know a neighborhood, walk around it. You may even want to think about some of the questions in the table below when choosing a neighborhood:

Questions to Ask	Where to Look for Answers
How good are the schools?	<a href="http://www.cps.edu/schools">www.cps.edu/schools</a> <a href="http://www.isbe.net/ilreportcard">www.isbe.net/ilreportcard</a>
How safe is the neighborhood?	<a href="http://gis.chicagopolice.org">gis.chicagopolice.org</a> (CPD CLEARMap site) <a href="http://www.neighborhoodscout.com">www.neighborhoodscout.com</a> <a href="http://www.spotcrime.com">www.spotcrime.com</a>
How close is public transportation?	<a href="http://www.transitchicago.com">www.transitchicago.com</a>

Other questions that might be important to you when choosing a neighborhood:

- How close is it to your job?
- Is it easy to park in the neighborhood?
- Are there playgrounds nearby?
- Are there churches you can join in the area?
- How close are medical services?

## Mobility Areas and the Mobility Counseling Program

The Mobility Counseling Program helps families with children ages 0-16 use their voucher to move in to designated "Mobility Areas" located throughout Chicago. CHA defines these communities as having "less than 20% of its families with income below the poverty level and a below median reported violent crime count (normalized by the area's total population)." Some areas with improving poverty and violent crime rates along with job opportunity clusters are also designated as Mobility Areas.

Mobility Areas offer:

- Better quality of life for your family
- Safe and diverse neighborhoods
- Access to better schools and parks
- Higher quality housing and shopping options

Units in these areas demand higher rents than those in other neighborhoods. For that reason, HUD allows CHA to increase the Payment Standard in these areas to pay market comparable rent. In a Mobility Area, CHA is able to subsidize up to 150% of the Fair Market Rent (FMR) for units.

Current CHA voucher holders with one or more youth dependents up to age 16 are eligible to join the Mobility Counseling Program and take advantage of the following benefits, all while Mobility Counselors help through every step of the leasing process:

- Unit search assistance.
- Workshops and training on budgeting, understanding the lease, moving tips, home maintenance, fair housing and tenant rights.
- Access to listings of apartments and houses.
- Up to \$1,000 incentive to be used toward a security deposit, move-in fee or other moving expenses.\*

*\*Families already living in Mobility Areas or who previously participated in the Mobility Counseling Program are not eligible for the \$1,000 incentive.*

For more information about the Mobility Counseling Program, visit **[www.thecha.org/mobility](http://www.thecha.org/mobility)**.

### How Payment Standards are Calculated in a Mobility Area

Units that fall under the Mobility Counseling Program and/or are located in a Mobility Area undergo the same process for rent determination as those in other areas. However, CHA may apply a Payment Standard up to 150% of the Fair Market Rent as set by HUD.

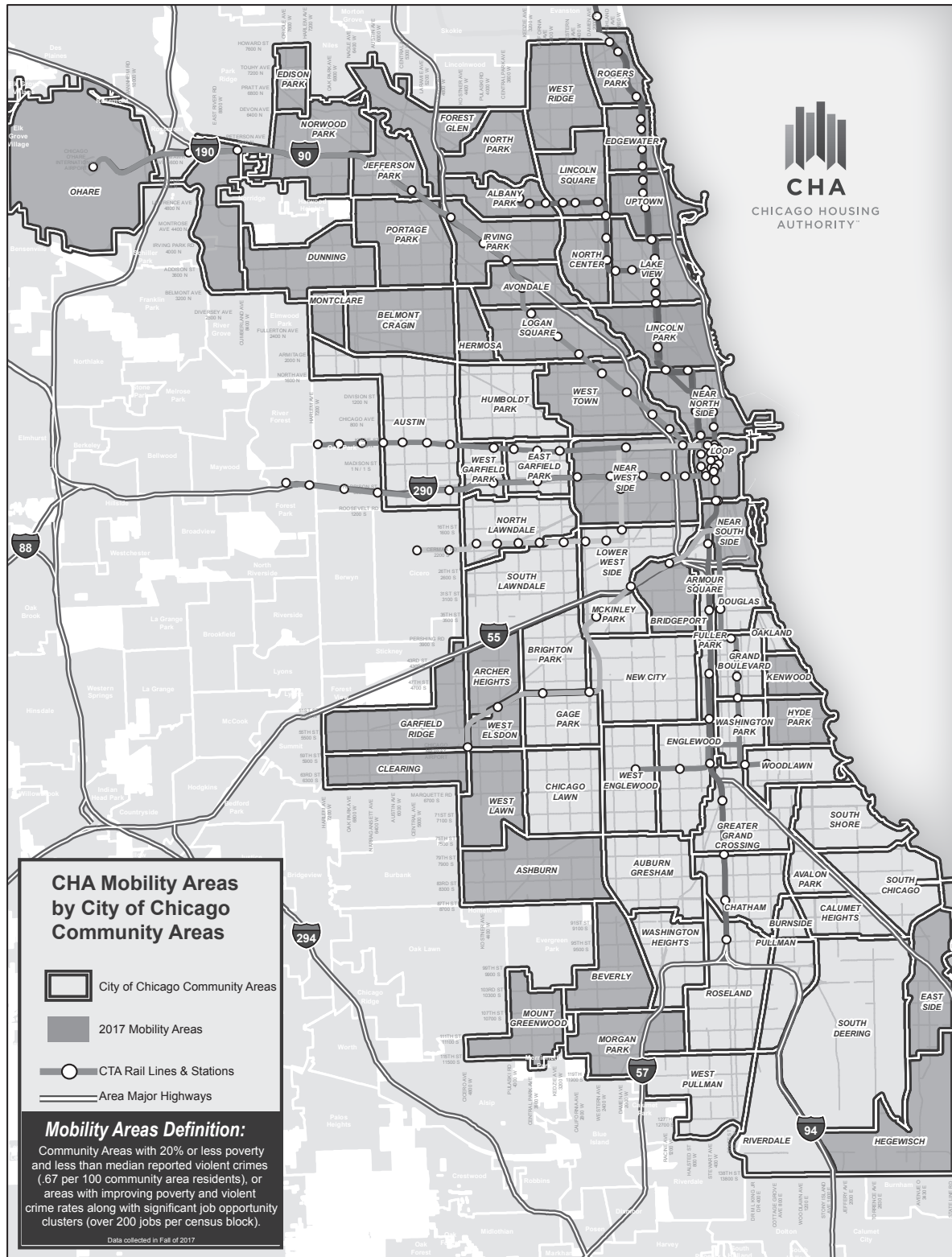
Example: Ms. Jones is eligible for a 2-bedroom subsidy. She locates a unit in a Mobility Area. The Fair Market Rent for a 2-bedroom subsidy is \$1,456.

$\$1,456 \times 150\% = \$2,184$ , the maximum Payment Standard (or allowable subsidy) for Ms. Jones

*Note: Other factors will be considered in addition to the Payment Standard including, but not limited to, comparable units and your income (see Step 4, Await Rent Determination).*

## CHA Mobility Areas

For an online version of this map, visit [www.thecha.org/mobility](http://www.thecha.org/mobility). In addition, the website offers an interactive feature that allows you to enter a street address and see if it is located in a Mobility Area.



## **Selecting a Unit That Fits Your Family**

Moving is stressful and expensive, so it's very important to find a home that you and your family will enjoy living in for a long time.

There are many considerations when selecting the right unit for your family:

- Is there enough space for you and your family?
- Are pets allowed?
- Is there yard space or nearby parks for your children to play and exercise?
- Are there too many stairs to get to your unit?
- Are the heating and cooling systems controlled by the tenants or the property owner?
- Are utilities included in the rent?

## **Choosing a "Healthy" Unit**

As you look for your new home, it is important to pick the healthiest one for you and your family. This is especially important if someone in your family has a health problem or if you have young children. For example, many apartments have carpeting, which may collect dust and other pollutants that can cause asthma attacks. If you or a family member has asthma, an apartment without carpeting would be the healthier choice. Consider the following health and safety items when selecting a unit.

### ***Smoke-Free Housing***

Illinois law allows apartment buildings to be smoke-free. Smoke-free housing means that people cannot smoke in common areas (hallways, foyer) and cannot smoke in the apartments. Smoke-free housing helps to protect you from tobacco smoke because even if you don't smoke, the smoke from another apartment can enter your apartment through the heating ducts.

### ***Fire Safety***

Does the apartment have working smoke detectors? Are there fire exits (more than one way to exit)?

### ***Bed Bugs***

Chicago ordinance requires that property owners/managers get rid of bed bugs. They are required to give you information about what to do if you have bed bugs when you sign your lease.

### ***Lead-Based Paint***

Does the unit have lead-based paint? Children can get lead poisoning by eating lead paint chips and breathing dust from lead paint. Lead poisoning can cause behavior problems, learning difficulties and other developmental problems. See pages 41 and 139-163 of this Guidebook for more information about lead-based paint.

### ***Properly Working Windows***

It is important for all units, and especially those where children reside, to have properly working windows for adequate ventilation, safety and security. Below are items to check:

- The windows open from the top and bottom.
- All the windows have screens.
- The windows lock.

### ***Breathing Conditions***

If you or a family member have breathing problems (asthma, chronic obstructive pulmonary disease (COPD), etc.), please review the table below.

<b>What to look for if you or a family member have trouble breathing:</b>	
<b>Problem:</b>	<b>What to do:</b>
Tobacco smoke	Choose a unit that is smoke-free. Ask the property owner how the policy is enforced. Also, look for signs regarding the policy, and watch for cigarette butts around the property.
Carpeting	When possible, choose a unit without carpeting. Also, newer carpeting is healthier than old carpeting.
Pets	Choose a building that doesn't allow pets. Ask the property owner if previous tenants owned pets.
Cockroaches and mice	Look in kitchen cabinets and behind the stove for signs of pests. Ask the property owner about how a pest problem would be handled.
Mold	Look under sinks, in closets and in the bathroom for signs of moisture or mold.
Water leaks	Look for water stains on the ceiling and walls.
Gas stove	Ensure there is proper ventilation.

### **Presenting Yourself to the Property Owner**

When you go looking for a new house or apartment, you should treat the visits like job interviews. At your first meeting, a property owner will decide if you will be a good neighbor and tenant, just like a company would decide if you would be a good employee. Dress appropriately and be courteous.

Aside from first impressions, here are some other things that property owners look for in a tenant:

- Good rental history
- Stable income (regular employment, Social Security benefits or a retirement pension)
- Good credit history
- Good references from employers or clergy
- Good telephone etiquette (for example, if you need to leave a message, be sure to speak clearly and professionally and leave your name, phone number and the reason for your call)

### **Questions to Ask the Property Owner**

Before you view a unit, you should contact the property owner over the phone. You will want to make a good first impression so that the property owner thinks of you as someone who will be a good tenant and neighbor.

You may want to ask the following questions about the apartment or house you want to rent:

- How much is the rent?
- How much is the security deposit?
- Do you allow pets? Are there any pet fees?
- What amenities do you offer?
- Are there any application, association, condominium or other rental fees?
- What utilities will I pay?
- Who is responsible for pest control?
- Does the unit have central heating and/or air conditioning?
- How do I request repairs?
- Does the unit include a stove or refrigerator? Do I need to provide my own appliance(s)?

### **What to Bring When You View a Unit**

When you visit the unit, you will need to bring some information with you to show the property owner and help you when you fill out an application. These items include:

- Personal identification
- Names and phone numbers of your references
- Employment information
- Contact information for the property owner(s)/manager(s) of your current and past rental units
- Your voucher and Request for Tenancy Approval (RTA) packet

Everyone who rents a unit must fill out an application. In addition, many property owners will ask you for an application fee to process your application and perform a credit check.

### **What Happens Once You're Approved**

When your application to rent the unit is approved, you, along with the property owner, will need to complete and submit the RTA packet to CHA. You can find an example of the RTA packet forms on pages 92-110 of this Guidebook. CHA will then begin the process of approving your unit and allowing you to move in to your new home:

1. The completed RTA packet is signed by you and the property owner and submitted to CHA.
2. CHA will complete an eligibility screening of the property owner that includes a review of the tax and ownership status of the property as well as a background check (for individuals) or verification of a Certificate of Good Standing from the Secretary of State (for LLCs).
3. After the property owner passes eligibility, CHA will decide whether the asking rent is reasonable, how much of the rent you will pay and how much CHA will pay the property owner directly. CHA will also decide if you will receive a Utility Reimbursement Payment to help pay for your utilities.
4. CHA will send a rent offer to the property owner.
5. Once the rent offer is accepted, CHA will work with the property owner to schedule and complete an initial inspection of the unit according to CHA Inspection Standards.
6. If the property owner needs to make repairs to the unit, they will contact CHA once repairs are done to schedule a re-inspection (must be within 14 days of the initial inspection).
7. After the unit passes inspection, you and the property owner will determine a move-in date and sign a lease. At this time, CHA will also send a Housing Assistance Payment (HAP) Contract to the property owner for review and signature.
8. Once all documents have been signed and returned to CHA, and you receive the keys to the unit, the unit is yours.

*Note: Once you have accepted the keys, you are responsible for adhering to the Family Obligations (pages 59-62) and all terms of the lease and Tenancy Addendum (pages 120-124).*



## Step 4 — Await Rent Decision

The property owner will indicate the amount of rent he or she would like to receive for your desired unit on the Request for Tenancy Approval (RTA) form. After receiving that rent request, CHA uses a pre-determined set of calculations to determine if it will accept that rent amount — and if not, CHA will offer the property owner a different rent amount, which the property owner can either accept or deny.



### How does CHA decide if the rent for a unit is reasonable?

CHA will compare the rent that the property owner asks for to the market rent for similar unassisted units to make sure that the property owner's requested rent is not too high. To do this, CHA considers a number of things like location, amenities, affordability, condition, utilities and what is called Fair Market Rent, or FMR — a number provided by HUD.

### Fair Market Rent

Each year, HUD announces the Fair Market Rent for units according to the bedroom size and location. HUD bases this number on a survey that collects information about rental rates for various unassisted units. For example, HUD may say that the Fair Market Rent for a one-bedroom unit is \$1,234 based on what property owners typically charge for one-bedroom units. CHA uses this number to calculate the amount of assistance the HCV Program will provide.

### How does CHA decide how much they will pay the property owner?

CHA can only decide how much assistance to provide once you have selected a unit and turned in your completed RTA packet.

### *Housing Assistance Payment (HAP)*

The amount of money that CHA pays to a property owner to help you with your rent is called a **Housing Assistance Payment (HAP)**. CHA may only pay part of the rent. You pay the remaining portion. CHA decides the amount of the HAP based on your income, the amount you will pay for utilities, the **Asking Rent** (amount of rent requested by the property owner) and other items.

### *Utility Allowance*

Your **Utility Allowance** is the amount of money CHA expects you will have to pay for utilities for your unit. CHA estimates your Utility Allowance based on the size and structure type of your unit and the type of utility. **Note: The Utility Allowance is based on the lower of the unit size or the voucher size.** If a family's Total Tenant Payment (TTP) is lower than the Utility Allowance, they may receive a Utility Reimbursement Payment from CHA via a debit card to cover the difference. For a listing of Utility Allowances for different types of units, visit CHA's website at [www.thecha.org/hcvresources](http://www.thecha.org/hcvresources).

### *Gross Rent and Payment Standard*

CHA uses the smaller of two numbers to calculate the amount it will pay the property owner (the HAP) — the Gross Rent for the unit or the Payment Standard for your family. Remember, the **Payment Standard** is a pre-determined maximum amount that CHA will pay toward a unit, based on the number of bedrooms. The **Gross Rent** is the property owner's requested rent for the unit plus your Utility Allowance for the utilities you need to pay.

### How much of the rent will I pay?

You will pay the portion of the rent not paid by CHA. Depending on your lease, you may also need to pay some of the utilities.

The maximum rent that CHA will provide for you is the Payment Standard for the size of your voucher subsidy amount minus your Total Tenant Payment. The amount of rent that you will pay to the property owner or manager each month equals your Total Tenant Payment minus the cost of utilities for which you are responsible. You will then pay those utility costs to the appropriate party (utility company or property owner/manager). Remember, you will be expected to pay 30 percent of your Adjusted Monthly Income toward rent and utilities. In special cases, you may be allowed to pay up to 40 percent of your Adjusted Monthly Income if the Gross Rent (Asking Rent plus utilities) of your unit is greater than CHA's Payment Standard for your family.

The list below describes the process CHA follows to calculate the HAP:

1. Looks at the rent amount asked for by the property owner — this is called Asking Rent.
2. Assigns you a Utility Allowance based on the utilities you are responsible for and the number of bedrooms in your unit (*visit [www.thecha.org/hcvresources](http://www.thecha.org/hcvresources) to view the most up-to-date Utility Allowance tables*).
3. Adds the Asking Rent and your Utility Allowance — this is called Gross Rent.
4. Compares the Gross Rent and Payment Standard (based on your voucher size, no matter the size of your unit) and selects the lower of the two.
5. Subtracts your Total Tenant Payment from the lower amount to get the HAP.

If the Gross Rent (rent to the property owner plus utilities) is higher than the Payment Standard for your unit, you will need to pay the additional amount. As an HCV Program participant, however, you cannot pay more than 40 percent of your Adjusted Monthly Income in any one month.

#### *Calculating the HAP*

In the example below, the family wants to rent a 2-bedroom, single-family home.

- The property owner is requesting a monthly rent of **\$1,200**.
- The family's Total Tenant Payment was calculated at **\$215** (see pages 23-25 for more on TTP).
- The lease states that the family will pay for heating gas, cooking gas and electricity. Their Utility Allowance will be **\$176** according to the most recent tables.

Asking Rent	=	\$1,200
Utility Allowance (Consideration for utility expenses that the tenant is responsible for paying)	=	\$176
Gross Rent (Asking Rent plus Utility Allowance)	$\$1,200 + \$176 =$	\$1,376
Payment Standard (for a 2-bedroom unit)	=	\$1,392
CHA selects <b>Gross Rent</b> because Gross Rent (\$1,376) is less than the Payment Standard (\$1,392)	=	\$1,376
Housing Assistance Payment (HAP) (Gross Rent minus TTP)	$\$1,376 - \$215 =$	\$1,161
Tenant Rent Payment to Property Owner (Total Tenant Payment minus the Utility Allowance)	$\$215 - \$176 =$	\$39

In this example, CHA will pay the property owner \$1,161 on behalf of the family each month. The family will pay a total of \$39. The total rent payment to the property owner will be \$1,200.

### How much will I have to pay for utilities?

Your Utility Allowance is the amount of money CHA expects you will have to pay for utilities for your unit. CHA estimates your Utility Allowance based on the following:

- Unit size (not the size of your voucher)
- Unit type — single-family or multi-family, including semi-detached/row house, duplex, townhouse, elevator/high-rise apartment and garden/walk-up apartment
- Type of fuel used to provide heat, hot water and cooking

*Note: The Utility Allowance amounts may change annually. For the most up-to-date tables, visit CHA's website at [www.thecha.org/hcvresources](http://www.thecha.org/hcvresources).*

To help you understand how all of these different numbers work together to determine your rental amount (Payment Standard, Total Tenant Payment, Utility Allowance, etc.), you can review several different examples of rent calculations below and on the next page.

### Sample Rent Calculations

Elderly Head of Household (HoH), 1 Dependent	
Income Information	
HoH Income (SSI)	\$585/mo
Dependent Income ( <i>child support</i> )	\$65/wk
Annual Income	\$10,400
Adjusted Income (\$480 <i>child deduction</i> & \$400 <i>elderly deduction</i> )	\$9,520
Total Tenant Payment	
Total Monthly Income	\$867
10% of Total Monthly Income	\$87
Adjusted Monthly Income	\$793
30% of Adjusted Monthly Income	\$238
Minimum Rent	\$75
TTP	\$238
Tenant Rent Calculation	
Payment Standard (2-bedroom unit)	\$1,392
Contract Rent Amount	\$950
Utility Allowance	\$163
Gross Rent of Unit	\$1,113
TTP	\$238
Total HAP ( <i>Gross Rent - TTP</i> )	\$875
Owner HAP ( <i>Lesser of Contract Rent or HAP</i> )	\$875
Tenant Rent ( <i>Contract Rent - Owner HAP</i> )	\$75

Elderly HoH, 1 Dependent, No Income	
Income Information	
HoH Income	\$0
Dependent Income	\$0
Annual Income	\$0
Adjusted Income	\$0
Total Tenant Payment	
Total Monthly Income	\$0
10% of Total Monthly Income	\$0
Adjusted Monthly Income	\$0
30% of Adjusted Monthly Income	\$0
Minimum Rent	\$75
TTP	\$75
Tenant Rent Calculation	
Payment Standard (2-bedroom unit)	\$1,392
Contract Rent Amount	\$985
Utility Allowance	\$143
Gross Rent of Unit	\$1,128
TTP	\$75
Total HAP ( <i>Gross Rent - TTP</i> )	\$1,053
Owner HAP ( <i>Lesser of Contract Rent or HAP</i> )	\$985
Tenant Rent ( <i>Contract Rent - Owner HAP</i> )	\$0

Employed HoH, 2 Dependents, no other deductions	
Income Information	
HoH Income ( <i>part-time job</i> )	\$360/ bi-weekly
Dependent Income	\$0
Annual Income	\$9,360
Adjusted Income (\$960 child deductions)	\$8,400
Total Tenant Payment	
Total Monthly Income	\$780
10% of Total Monthly Income	\$78
Adjusted Monthly Income	\$700
30% of Adjusted Monthly Income	\$210
Minimum Rent	\$75
TTP	\$210
Tenant Rent Calculation	
Payment Standard (2-bedroom unit)	\$1,392
Contract Rent Amount	\$1,100
Utility Allowance	\$186
Gross Rent of Unit	\$1,286
TTP	\$210
Total HAP (Gross Rent - TTP)	\$1,076
Owner HAP (Lesser of Contract Rent or HAP)	\$1,076
Tenant Rent (Contract Rent - Owner HAP)	\$24

Employed HoH, Employed Spouse, 2 Dependents	
Income Information	
HoH Income ( <i>full-time job</i> )	\$23,000/ year
Dependent Income ( <i>full-time job</i> )	\$21,000/ year
Annual Income	\$44,000
Adjusted Income (\$960 child deductions & \$3,000 child care expense deduction)	\$40,040
Total Tenant Payment	
Total Monthly Income	\$3,667
10% of Total Monthly Income	\$367
Adjusted Monthly Income	\$3,337
30% of Adjusted Monthly Income	\$1,001
Minimum Rent	\$75
TTP	\$1,001
Tenant Rent Calculation	
Payment Standard (2-bedroom unit)	\$1,392
Contract Rent Amount	\$1,150
Utility Allowance	\$172
Gross Rent of Unit	\$1,322
TTP	\$1,001
Total HAP (Gross Rent - TTP)	\$321
Owner HAP (Lesser of Contract Rent or HAP)	\$321
Tenant Rent (Contract Rent - Owner HAP)	\$829



Remember the Total Tenant Payment calculation we reviewed on page 25 of this Guidebook:

**TOTAL  
TENANT  
PAYMENT**

= The  
**HIGHEST**  
of



**10%**

of TOTAL  
Monthly Income

OR



**30%**

of ADJUSTED  
Monthly Income

OR



**\$75**

Minimum  
Rent

## Step 5 — Await Inspection Results

CHA needs to ensure that a unit is in decent, safe and sanitary condition before allowing a participant family to move in. Therefore, every unit must pass an inspection by CHA before your Request for Tenancy Approval (RTA) is approved.

After the property owner passes eligibility and the rent offer has been accepted, CHA will schedule an initial inspection of the unit.

### Can I be present at the inspection?

CHA works directly with the property owner to handle these inspections. CHA does permit a prospective tenant to be present during the course of an initial inspection, but it is up to the property owner to communicate with you regarding the inspection date and time. Because no lease is in effect yet, CHA cannot force a property owner to have the prospective tenant present, so it would be your responsibility to make arrangements with the property owner if you would like to witness the inspection. If you are not present at the inspection, you should stay in contact with the property owner during the process so you are aware of the status.



### What happens if the unit fails inspection?

If the unit fails the initial inspection, the property owner has 14 days to make the necessary repairs and schedule a re-inspection. If the unit fails a second time, your RTA will be denied and you will be issued another set of moving papers so you can find another unit.

### What are CHA-conducted inspections?

When performing any inspection, CHA uses federal inspection protocols as established by HUD. For more information, and to learn about additional inspections performed after you move in to a unit, please refer to pages 51-53 of this Guidebook.

CHA-conducted inspections focus on these basic items in every unit:

- Sanitary facilities
- Food preparation and refuse disposal
- Space and security
- Thermal environment (heat)
- Illumination (lighting) and electricity
- Structure and materials
- Interior air quality
- Water supply
- Lead-based paint
- Access
- Site and neighborhood
- Sanitary conditions
- Smoke and carbon monoxide detectors

When a CHA inspector comes out to your unit, they are looking mainly at these categories. If your unit is not up to standards in other respects, such as cosmetically (e.g., the house needs to be re-painted (with the exception of lead-based paint), the blinds need to be replaced, the property owner agreed to replace the carpeting with hardwood, etc.), those factors are not covered under CHA's requirements and it is your responsibility to follow up with the property owner prior to signing the lease.

## Lead-Based Paint

The primary cause of childhood lead poisoning is the ingestion of deteriorated lead-based paint. Since the U.S. banned lead-based paint in 1978, this hazard is restricted to older homes. However, most of Chicago's rental housing was built prior to 1978, so lead-based paint is definitely an issue. Children under the age of six are particularly susceptible to the potential neurological problems caused by lead poisoning because their nervous systems are still developing. They also tend to play on the floor where paint chips and dust collect, and have a habit of putting things in their mouths. Lead poisoning can cause severe learning disabilities, hearing loss, brain and nerve damage, and even death.

To help protect these children, CHA will perform a visual paint assessment during an inspection if a building meets all of the following conditions:

- Built before 1978
- Has not been gutted and rehabilitated since 1978
- Is (or will be) occupied by a child under the age of six

Any paint deterioration (cracking, chipping, chalking or peeling) requires action, but substantial paint deterioration may require a lead clearance exam performed by a certified laboratory. To provide lead-safe environments for their tenants, property owners should address any significant peeling paint issues as soon as discovered or regularly re-paint to seal surfaces and trap any lead-based paint that may be present.

CHA provides a Lead Education Initiative Packet, including informational brochures about lead poisoning that detail its effects and prevention (see pages 139-163 of this Guidebook) to all participants at Voucher Briefings, when they receive moving papers and at Re-Examination interviews. The packet is also available on CHA's RENTCafé at **res-par.thecha.org**. In addition, participants must sign a Release Form and Checklist to confirm receipt and understanding of these materials.

## A Word on Mold

Due to health effects and risks, current inspection guidelines require property owners to remove any existing mold-like substances from surfaces in areas accessible to the tenants. Allergic reactions (especially respiratory problems) are the most common health effects of mold. Tenants should be aware that bathroom surfaces, particularly tile around the tub and shower, commonly tend to generate mold and mildew because of heat and moisture accumulation. A poorly maintained bathroom area can easily allow for mildew buildup, but can usually be prevented fairly easily by applying white vinegar and baking soda on affected areas. CHA inspectors are trained to cite any signs of mold-like substances (primarily in living spaces) as a routine fail during any initial or annual inspection.



In situations where the substance is in excessive areas or amounts, the deficiency is reported as a 24-hour emergency for a currently subsidized unit to ensure a property owner takes urgent action to eliminate the hazard.

If you find evidence of mold after you move in to a unit, you must initiate the inspection process by calling CHA or by submitting a complaint via email to **hcvpinpections@thecha.org** (*provide your voucher number, address and pictures, if possible*). Complaints reported by HCV Program participants are handled with priority, and CHA will schedule an inspection to assess the unit and proceed according to federal inspection protocols and CHA procedures.



## Step 6 — Sign the Lease

### What is a lease?

A lease is a contract between you and the property owner of the unit you are renting. The lease will state rules you must follow while living in the unit, the monthly rent for the unit, the utilities that you must pay and other items. Make sure that the lease also includes the Tenancy Addendum (see pages 120-124 of this Guidebook) and is effective on the date you agreed to with the property owner, which can be any day of the month except for the 1st but after the date of the passed inspection.



While every lease might look a bit different, there are generally accepted standard leases that are used in Chicago. For samples of standard leases, visit [www.cicchicago.com](http://www.cicchicago.com) or [www.chicagorealtor.com](http://www.chicagorealtor.com).

### When do I sign the lease?

Do not sign a lease or move in to your new home until CHA has determined the rent, the property owner has accepted the rent offer, the unit has passed a CHA-conducted inspection, and you and the property owner have agreed upon a move-in date. Once these steps are complete, you will work with the property owner to sign your lease and determine when you will receive the keys. If the property owner requires a security deposit, you may pay it at that time as well.

### What is a security deposit?

A security deposit is money you give the property owner, above and beyond rent, when you move in to a new unit. A security deposit is collected to cover any unpaid rent or damage to the unit (above normal wear and tear) when you move out. You will give the property owner a security deposit when you sign your lease. The security deposit cannot be more than what's asked for in the private market and must be in accordance with the Chicago Residential Landlord and Tenant Ordinance (see pages 115-118).

**Note:** *Security deposits are not covered by your subsidy with the Chicago Housing Authority.*

If you have done excessive damage to the unit or have unpaid rent when you move out, the property owner will deduct that amount from your security deposit. If you pay your rent regularly, keep the unit clean and do not cause any excessive damages, the property owner should refund your full security deposit when you move out. Here are some of Chicago's regulations regarding security deposits:

- A property owner or manager must provide the tenant with a receipt for the security deposit that includes the property owner's name, the date it was received and a description of the dwelling unit. The receipt must be signed by the person accepting the security deposit.
- A property owner must pay interest each year on security deposits and prepaid rent (eff. Jan. 1, 1992) held more than six months.
- The rate of interest an owner must pay is set annually by the City Comptroller (eff. July 1, 1997).
- Before expenses for damages can be deducted from the security deposit, the property owner or manager must provide the tenant with an itemized statement of the damages within 30 days of the date the tenant vacates the dwelling unit.

- A property owner or manager must return all of the security deposit and required interest, if any, minus unpaid rent and expenses for damages, within 45 days from the date the tenant vacates the unit.
- In the event of a fire, a property owner or manager must return all of the security deposit and required interest, if any, minus unpaid rent and expenses for damages, within seven days from the date that the tenant provides notice of termination of the rental agreement (eff. July 1, 1992).

### **What is a move-in fee?**

In addition to, or instead of, a security deposit, many property owners/managers are now asking for a lower-priced, one-time move-in fee. Move-in fees are usually non-refundable and the amounts can vary, depending on the building type.

*Note: Move-in fees are not covered by your subsidy with the Chicago Housing Authority.*

### **How much can the property owner charge me to repair damages?**

The property owner cannot charge you for slight damage from normal use or wear and tear. For example, the property owner cannot charge you for small scuffs or scratches on the hallway wall. However, you could be charged for a hole in the wall.

### **How can I avoid paying for damages that are not mine?**

To protect your security deposit, CHA recommends that you take careful notes (and photographs, if possible) documenting the condition of the unit when you move in. This will make sure the property owner does not charge you for damages caused by people that lived in the unit before you.

### **Will I have access to additional structures on the property?**

Access to additional structures, such as the garage, basement or other parking area, are at the discretion of the property owner. If access to additional features has been granted, make sure that is included with your lease.

### **Will I have to move once my lease is up?**

While it is preferable for the protection of both parties, CHA does not require you and the property owner/manager to sign a new lease after the initial lease term. Legally, if you do not sign a new lease, your agreement moves to a month-to-month basis after the initial lease term expires. Whether or not you sign a yearly lease after the initial period is up to you and the property owner/manager to decide.

### **How can I handle disputes with my property owner/manager?**

Clear, open and effective communication with the property owner/manager is key to maintaining a positive tenancy. At the time you move in, you should ask the property owner for a contact phone number and perhaps a backup method in case they cannot be reached by phone (e.g., an alternate phone number or email address). If you are having trouble communicating with your current property owner/manager, ensure that all communication attempts are documented and contact CHA to see if you have the correct contact information.

You may consider contacting one of the following organizations that assist with these types of matters.

**Law Center for Better Housing:** 312-347-7600 | [www.lcbh.org](http://www.lcbh.org)

**Legal Aid Chicago:** 312-341-1070 | [www.legalaidchicago.org](http://www.legalaidchicago.org)

**Metropolitan Tenants Organization:** 773-292-4988 | [www.tenants-rights.org](http://www.tenants-rights.org)

# Step 7 — Move in, Pay Rent & Utilities

## Learning about Your New Neighborhood

As a new resident, it will be very helpful to learn what you can about your new neighborhood and be proactive about becoming a part of the community. Here are some examples of how you can get you and your family settled in:

- Find the nearest medical facilities, libraries and parks.
- Talk with your children about the change and enroll them in school programs and after-school activities.
- Meet your new neighbors as well as the leaders in your community.
- Find out when garbage is collected.
- Consider purchasing renters' insurance to protect your home and belongings.
- Register to vote at your nearest library.
- Participate in neighborhood and PTA meetings and join community organizations and Neighborhood Watch programs.

## Your Responsibilities to CHA and the Property Owner

- You must obey the lease and Tenancy Addendum you signed with the property owner as well as the Family Obligations (see pages 59-62 of this Guidebook).
- Before you move out of the unit, you must give CHA a 30-day written notice and the property owner or manager at least a 30-day written notice or the amount of notice stated in the lease.
- You must keep your unit in the same condition as when you moved in (any damage beyond normal wear and tear can affect your security deposit, prevent you from moving and/or result in your termination from the HCV Program — even after you move out).
- You must make the unit available for inspections.
- You must attend Re-Examinations at least every two years or as directed, where CHA will take another look at your income, expenses and number of family members to make sure you're receiving all the assistance you deserve (CHA may also recalculate your portion of the rent).
- You must make timely payments to the property owner or manager and utility companies.

## Can the property owner access my unit after I move in?

Per the Chicago Residential Landlord and Tenant Ordinance, the property owner/manager must provide you a 48-hour notice by mail, telephone, email or other means before accessing your unit. An exception is in the case of an emergency or when repairs may unexpectedly require immediate access; then they must report that access to you within two days after entry. A general notice may be given to tenants where multiple tenants may be affected by work on common areas or other building issues.

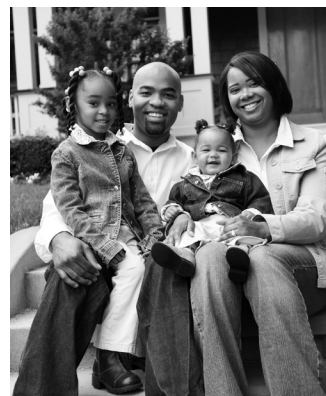
## Can a property owner impose a guest policy on me?

CHA's requirement is that you cannot have a person who is not a household member residing in the unit for more than 30 days in a calendar year and each visit/overnight stay cannot exceed more than 14 consecutive calendar days. Participants can request a time extension from CHA to this visitor time frame, however, persons exceeding the time frame established will be considered unauthorized occupants. The property owner has the right to enforce occupancy as stated in the lease.

# Step 8 — Be a Positive Part of the HCV Program

## **Become a Part of Your Community**

Communities consist of different types of families. A family might include married couples, single adults, the elderly or persons with disabilities. Your neighbors might own their home or rent it. When you decide to move to a new neighborhood, you decide to accept and adjust to the values of your new community. The people living in a neighborhood depend on each other to create and maintain a positive environment for everyone who lives there.



Your neighbors will take notice of your level of self-respect and their impression of you will affect how they accept you and treat you in the community. The best thing you can do is treat others in your neighborhood as you'd like them to treat you, and act accordingly.

## ***Build Relationships with and Talk to Your Neighbors***

Your ability to communicate and get along with your neighbors and the property owner/manager of your unit has a large effect on whether you and your family will feel comfortable in your neighborhood.

Remember, your neighborhood consists of people from many different backgrounds. Those differences can include age, gender, religion and ethnicity. Respecting the differences in your neighbors can be the first step in building a relationship with them.

To build friendships, trust and respect with and for your neighbors, make sure you do the following:

- Identify things you have in common.
- Understand your differences.
- Create a comfort zone (don't share too much right away).
- Avoid rumors and gossip.

## ***Make a Good First Impression When You Meet Your Neighbors***

Follow these tips to make a good first impression:

- Make eye contact, shake hands and smile.
- Introduce yourself by saying, "Hello, my name is [name]. How are you doing?"
- Find out their name.
- Listen closely.
- Compliment them and thank them for any compliments.

## ***Be a Good Neighbor***

A good neighbor is a law-abiding citizen with a good attitude who values and respects other people and is active in the community.

To be a good neighbor, you should do the following things:

- Get to know your neighbors.
- Don't bring bad habits to your new neighborhood.
- Respect yourself and your property.
- Respect the lives, opinions and property of others.

- Be accountable for your actions.
- Make sure people can trust and depend on you.
- Have a positive attitude.
- Abide by the law.
- Get involved and take action to strengthen your community.
- Vote in local and national elections.

### ***Keep Your Unit Clean — inside and out***

Keeping a clean house improves your family's health, safety and well-being. It also reflects well on you as a neighbor and community member. Here are some basic housekeeping tips:

- Make cleaning a family activity.
- Keep your home organized.
- Choose dedicated places to store items.
- Avoid clutter (get rid of things you don't use).
- Straighten up your unit daily.
- Choose a dedicated place for dirty laundry.
- Clean more thoroughly on your days off from work.
- Use curtains, not sheets, to cover windows.
- Wash dishes and clean up after every meal.
- Keep the outside of your unit clean.
- Cut the grass in the summer (if it's your responsibility).
- Remove snow in the winter (if it's your responsibility).
- Pick up trash around your unit.

### **What types of behavior would be unacceptable in my new neighborhood?**

The following behaviors would show your neighbors that you don't respect them:

- Loitering around the neighborhood.
- Participating in criminal, drug or gang activity.
- Leaving your children unsupervised.
- Having unauthorized people living in the unit.
- Playing music too loudly in your car or your home.
- Throwing loud parties.
- Allowing your guests to park their cars in front of your neighbors' driveways.
- Letting your dog go to the bathroom in your neighbors' yards.
- Letting your trash bin overflow and spill into your yard.
- Littering in your or your neighbors' yards.
- Letting your grass grow too long.
- Disturbing the peace.

- Getting rid of old furniture by dumping it on the curb.
- Parking inoperable vehicles in your yard or on the street.
- Allowing guests or people living in your unit to disturb your neighbors.
- Not keeping the inside and outside of your home clean.
- Having unauthorized pets.

### **What are some tips to solve problems I might have with my neighbors?**

Taking the following actions help you and your neighbors resolve conflict peacefully:

- Remember that to get respect from others, you must respect them.
- Speak calmly with your neighbor.
- Listen to your neighbor and try to understand their point of view.
- Make sure you and your neighbor leave the discussion on friendly terms.
- Be willing to negotiate and compromise.
- If you and your neighbor live in the same building and cannot solve a problem, contact the property owner/manager.
- If the issue is with a neighbor who does not live in your building and you cannot solve a problem, work with your block club, CAPS program or alderman's office.
- Call 311 or visit **[www.chicagopolice.org](http://www.chicagopolice.org)** for information about block clubs or CAPS.

### **Reporting a Problem Property**

CHA established the Improving Properties Initiative (IPI) to give participants and property owners a safe, effective way to report problem properties (in some cases, you might even want to report your own property). CHA encourages everyone to use the IPI program if they witness:

- Unsafe or unsanitary building or yard conditions.
- Occupancy violations such as overcrowding or unauthorized tenants.
- Suspected illegal activities such as drug sales or prostitution.
- Any activities that disrupt a tenant's quality of life.

To report a property through IPI, simply complete a Problem Property Report Form (available on CHA's RENTCafé at **[res-par.thecha.org](http://res-par.thecha.org)**) or on CHA's website at **[www.thecha.org/hcvresources](http://www.thecha.org/hcvresources)**) and email it, along with any other information, to **[hcvipi@thecha.org](mailto:hcvipi@thecha.org)**.



The Chicago Police Department maintains an online database — CLEARMap — of recent criminal activity, registered sex offenders and other vital crime statistics that is searchable by street address. You can find a link on CHA's website or simply visit:

**[gis.chicagopolice.org](http://gis.chicagopolice.org)**

[illegible]





**CHA**

CHICAGO HOUSING  
AUTHORITY™

# **Living in Your HCV Program Unit**



# Inspections



Your unit must meet CHA Inspection Standards prior to your moving in, and must continue to meet these HUD-established health and safety standards while you live there. Inspectors sent by CHA will visit your unit periodically to make sure it is decent, safe and sanitary.

## Inspection Failures and Abatement

If a unit fails inspection and the necessary repairs are not made within the specified time frame, CHA will stop making Housing Assistance Payments to the property owner. This is called **abatement**. A unit will remain in abatement until the repairs are made, and may lead to CHA terminating its agreement with the property owner and requiring you to move. Abatement proceedings are different depending on the type of inspection and the nature of the repair.

## Types of Inspections

An inspector might need to visit your unit to perform the following inspection types:

- Initial Inspection (performed prior to your move-in date)
- Regular Inspection
- Quality Control Inspection
- 24-Hour Emergency Inspection
- Complaint Inspection

### Initial Inspection

As stated earlier, CHA will perform an initial inspection of your chosen unit prior to approving your RTA packet. If the unit fails the initial CHA-conducted inspection, the property owner will have 14 days to make any necessary repairs and schedule a second inspection. If the unit fails a second time, the RTA will be denied and you will need to find another unit.

### Regular Inspection

HUD rules require that CHA inspect all assisted units at least biennially (every two years). Sixty days before the anniversary date of your last inspection, CHA will send you and the property owner a letter with the date of your inspection.

**Note:** *Units with children under the age of six or that are owned by property owners on CHA's Do Not Lease List will be inspected annually.*

If a unit fails the regular inspection, the inspector will determine who is responsible for the failure.

If the property owner is responsible, they must make the repair and have it re-inspected within the specified time frame. Otherwise, CHA will stop paying (abate) the Housing Assistance Payment (HAP) to the property owner until the unit passes inspection.

If the participant is responsible for the failure, the family must make the repair or work with the property owner or manager to make (and, if necessary, pay for) the repair and have it re-inspected within the specified time frame. Otherwise, CHA will send the family an Intent to Terminate (ITT) notice, informing the participant that CHA is considering removing the family from the HCV Program.

Some examples of failures that may be the participant's responsibility include:

- Failure to pay for tenant-supplied utilities.
- Failure to provide and maintain tenant-supplied appliances.
- Damage caused by the participant family or their guests.
- Cancellation of two consecutive inspections.
- Not allowing the inspector to complete an inspection.
- Not showing up for an inspection.

If the failure is life-threatening, the property owner or participant must make the repair and have the unit re-inspected within 24 hours (see the "24-Hour Emergency Inspection" section below).

### ***Quality Control Inspection***

Quality control inspections are conducted within 90 days of the date the last inspection was conducted. The purpose of these inspections is to determine that CHA Inspection Standards are uniformly applied and interpreted by all inspectors.

The quality control inspections are conducted for a random sample of units under HAP Contract, based on a minimum quality control sample size. The quality control sample is drawn from recently completed inspections and represents a cross section of units receiving assistance.

If, based on the quality control inspection, the unit does not meet CHA Inspection Standards, the property owner will be notified that the unit failed inspection and is not eligible for continued assistance unless specific repairs are made by the property owner within 30 calendar days or within 24 hours of notification for any life-threatening deficiency.

### ***24-Hour Emergency Inspection***

If an inspector discovers a serious failure that threatens the health or safety of the participant family, the failure items must be corrected within 24 hours.



City of Chicago tenants can report any building code violations that pose a hazard to residents by dialing **311** or submitting a complaint to City Services online at:

**311.chicago.gov**

*(click "Service Request" button or link at the top of the page)*

Below are some examples of 24-hour life-threatening deficiencies:

- The unit is uninhabitable due to fire, flood or other natural disasters
- Security issues such as missing or broken locks on exterior doors
- Major plumbing leaks that may cause the ceiling or floor to cave-in
- Gas or fuel leaks
- Electricity problems that might result in shock or fire
- Utilities that are not in service
- Blocked entrances or exits
- No functioning toilet
- Sewer backed up in unit
- Missing smoke and carbon monoxide detectors
- Heating system that is not working or cannot maintain 55 degrees between September 15 and June 1
- Fuel burning water heater or heating, ventilation, or cooling system with missing, damaged, improper, or misaligned chimney or venting
- A refrigerator used to store medicine (i.e., insulin) that is not working properly
- Missing, damaged or improperly installed guardrails

If the property owner is responsible for the failure and does not fix the issue within 24 hours, CHA will stop (abate) the HAP to the property owner. If the participant is responsible and does not repair the problem within 24 hours, CHA will begin termination proceedings.

### ***Complaint Inspection***

If CHA receives a complaint about the condition of a unit at any time, a complaint inspection will be scheduled. If the complaint is deemed to be life-threatening based on the criteria listed earlier, the inspection will be scheduled for the following day whenever feasible. If the complaint is not considered life-threatening, the inspection will be scheduled within 10 business days.

### **Inspection Results**

CHA makes inspection results available online as quickly as one business day after the inspection is performed. To access the results (pass or fail) as well as details of any failed items (if applicable), log in to your account on CHA's RENTCafé at **res-par.thecha.org** and click 'Inspections' from your dashboard.

Participants can find out the date and time frame of their next inspection by calling or sending a text message to **312-544-0302**. If you send a text message, you must include ONLY the 7-digit Series ID (*sometimes called Inspection ID or Event ID*) in the message. Anything more will result in an error message that includes instructions on how to use the system. The ID# is printed on the inspection scheduling letter you received, or can be obtained by contacting the CHA Customer Call Center.



**Online Results via  
CHA's RENTCafé:  
res-par.thecha.org**  
(Click 'Inspections')



**Schedule Information via  
Text Message:  
312-544-0302**  
(Include ONLY Series ID#)

# Re-Examinations and Interims

## What are Re-Examinations?

Participants must have their income and family composition re-examined biennially (every two years) by a CHA housing specialist to ensure that each family receives all of the financial assistance they need. This is called a Re-Examination.

*Note: In certain cases, participants may be required to complete a Re-Examination more or less often than every two years. CHA will inform you if your schedule differs from the normal schedule.*



When the time comes for your Re-Examination to be completed, CHA will send you a notice (normally three or four weeks before your due date) with further instructions. During this time, you may be required to attend an appointment, submit forms online or by mail, or complete your Re-Examination through RENTCafé — **res-par.thecha.org** — CHA's online account management tool for Re-Examinations and interim Re-Examinations. In addition, all family members 18 years of age and older must be present to sign any necessary documents.

*It is imperative that you complete your Re-Examination by the assigned due date.* If you cannot, contact the CHA Customer Call Center immediately. Failure to complete your Re-Examination is a violation of your Family Obligations and could result in your termination from the HCV Program.

If you have any questions or need a reasonable accommodation, please contact the CHA Customer Call Center. If you require interpretation services (including sign language or Braille), CHA asks that you submit the request at least seven (7) days in advance.

## What will happen during my Re-Examination?

During your Re-Examination, CHA will verify the following information:

- Your income
- Social Security numbers for all household members
- The income of all of your household members
- Childcare expenses for children 12 and under
- Medical expenses for the head of household and their spouse if they are disabled and/or over the age of 62
- Request for Reasonable Accommodation, if applicable (see pages 128-130)

You will need to provide proof of these items during the Re-Examination. For a list of acceptable forms of documentation, see the Verification Documents Checklist on page 126 of this Guidebook. Any documents used for verification must be the original (not photocopies) and generally must be dated within 120 calendar days of the date you submit them to CHA. The documents must not be damaged, altered or in any way illegible.

As a part of the Re-Examination process, CHA will review your documents, double-check the income information you provide using HUD's national online computer system and, if applicable, perform a criminal background check on any household member who turned 18 years of age since the previous regular Re-Examination.

HUD requires CHA to collect valid Social Security numbers for all household members. If you do not provide this information at your application interview, you will have 10 calendar days to submit the information. If you do not submit it within that time, CHA may begin termination proceedings.

Household members who do not need to provide a Social Security number to CHA include:

- Individuals who do not claim to have eligible immigration status
- Individuals age 62 or older as of January 31, 2011
- Individuals for whom CHA has a valid Social Security number on file

When a participant wants to add a new member to their household, such as a new baby, they must provide that person's valid Social Security number to CHA at their next Re-Examination or interim (see information on interims below). In addition, if a family member is assigned a new Social Security number for any reason, the participant must give that number to CHA at the next interim or biennial Re-Examination.

If a participant does not provide valid Social Security numbers for all family members, CHA will only grant one 90-day extension, and only in certain situations. If the family still fails to provide valid Social Security numbers, CHA will remove them from the Program. CHA will delay the termination for 90 days if the family failed to provide Social Security numbers because of an event they could not control.

After a housing specialist evaluates the information you provide, they will recalculate your Total Tenant Payment (TTP) and the amount of assistance CHA will give you. You will receive 30 days notice of these recalculations.

### **Interims and Interim Re-Examinations**

You might experience changes to your family situation that will affect your voucher — and those changes might occur in between your regularly scheduled Re-Examination. Changes that occur between Re-Examinations are what CHA calls “interims.” An interim change could include:

- A change in your household income (up or down)
  - Families with zero income are required to report all increases in income, including new employment, within 30 calendar days
  - If you report a decrease in income, an interim Re-Examination may also be necessary
- A change in family composition, such as:
  - Birth, adoption, foster or court-awarded custody/legal guardianship of a child
  - The return of a family member from active military service, a child or a family member who is now disabled
  - Marriage, civil union or domestic partnership
  - Addition of an elderly parent(s), a grandparent(s) or a parent to an existing minor in the family to the household
  - The need for a reasonable accommodation (e.g., addition of a live-in aide)
- A change in certain expenses, such as medical, childcare and elderly/disability

Changes like these require you to have an interim Re-Examination, which is a Re-Examination that occurs at a time other than your regularly scheduled Re-Examination. You can report an interim through CHA's RENTCafé at **res-par.thecha.org**, or you can contact the CHA Customer Call Center or visit your CHA Regional Office.



# Terminations



## What is a termination?

A termination is when CHA removes a participant family from the HCV Program. HUD requires CHA to terminate a family if they violate the Family Obligations or lease and/or when they are no longer eligible for assistance.

If terminated, you will no longer receive rental assistance from the Chicago Housing Authority. However, before the termination is finalized, CHA will send an Intent to Terminate notice (see page 127) that includes the reason(s) for the proposed termination as well as the effective date.

## Why might I be terminated?

If any of the following situations applies to you or your family, CHA may terminate your assistance:

- A household member violates the Family Obligations or the terms of the lease.
- A household member is convicted of child molestation or arson.
- A household member is a sex offender.
- A household member commits fraud, bribery or any other corrupt or criminal act in connection with any federal or state program.
- A household member possesses or uses a firearm or aggravated assault weapon in violation of federal, state or local criminal or civil laws.
- A household member disturbs others' quiet and peaceful enjoyment of the premises or neighborhood.
- A participant fails to fulfill his or her repayment agreement with CHA or any other Housing Authority.
- A household member behaves violently toward a CHA staff member or its agents or threatens to do so.
- A participant fails to turn in required documentation (such as Social Security numbers).
- A participant fails to provide proof of citizenship.
- A household member abuses drugs or alcohol or engages in other criminal activity.
- A household member has a conviction of manufacturing or producing methamphetamine.
- Your income increases so that you no longer need assistance (after six months of no rent assistance, CHA may terminate you).
- Failure to pass or permit CHA-conducted inspections.

In making a decision about the termination of your assistance based on any of the above violations, CHA will consider all credible evidence including, but not limited to:

- Any record of arrests and/or convictions of household members related to drug or violent criminal activity.
- Any eyewitness accounts.
- Any agent and/or employee of CHA's investigation indicating current drug-related or violent criminal activity, regardless of whether the family member has been arrested or convicted.

- Any eviction or notice to evict based on drug-related or violent criminal activity, including illegal possession or use of a firearm or an aggravated assault weapon in violation of federal, state or local criminal or civil laws.
- A pattern or practice where the family has been warned by letter, Prohibitive Activity and Conduct Agreement and/or meeting with CHA staff regarding the same issue more than once.

### **Criminal Activity**

When you or your guests engage in criminal behavior, you not only break the law, you also violate your lease and the Family Obligations. Remember, if you engage in criminal behavior, you risk losing your CHA assistance.

If any member of your household, your guests or any person under your control commits a crime, the property owner might evict you and CHA might terminate you. It does not matter if there is an arrest or a conviction related to the crime. All that matters is if the criminal activity occurred.

The following list of criminal activity, if committed by you, a household member or your guests may be grounds for your termination:

- Any activity that threatens the right of other residents or neighbors to enjoy the premises peacefully (this includes activities that threaten the health and safety of others).
- Violence on or near the premises.
- The use or sale of drugs or any other drug-related activity.
- Violating the rules of probation or parole.
- Fleeing to avoid prosecution, custody or confinement or housing a person that is fleeing.
- Alcohol abuse that threatens the health, safety or peaceful enjoyment of the premises by other residents.

# Informal Hearings

## What are my rights if I disagree with a CHA decision?

CHA allows participants to appeal some decisions. To appeal a decision, you will need to request an Informal Hearing. You have 30 days from when you receive written notice of a decision to schedule an Informal Hearing.

A hearing officer who was not involved in the initial decision will oversee your Informal Hearing. You will receive notice about whether the decision was reversed within 30 days of your hearing.



You **can** request a hearing for the following reasons:

- Denial or termination of your assistance.
- Changes in your Total Tenant Payment, rent portion, Payment Standard or Utility Allowance.
- Unit size (number of bedrooms) calculation.
- Delay, denial or termination of your assistance because of immigration status.

If you request an Informal Hearing based on CHA's decisions about your rent calculation or unit size, you will first receive written explanation of the calculation. If you still disagree with the decision, CHA will grant you an Informal Hearing.

You **cannot** request a hearing for the following reasons:

- A decision that a unit does not meet CHA Inspection Standards.
- An extension for your housing search.
- A complaint about how CHA develops Utility Allowances (in general — however, you can request a hearing if your Utility Allowance has been changed from one entry to another on the schedule).
- A complaint about general HCV Program policies.
- CHA's decision to use or not use any right or remedy against the property owner provided in CHA's contract with the property owner.

You may bring a lawyer or other representative to your hearing, at your own expense, and bring witnesses and evidence to support your case.

The steps in the Informal Hearing process are as follows:

1. You receive written notice of a CHA decision regarding your participation (this is called an Intent to Terminate notice, or ITT).
2. Within 30 days, you submit a request for an Informal Hearing.
3. You gather evidence, hire a lawyer (if you choose) and get witnesses to support your case.
4. At the hearing, the hearing officer listens to both parties in the case (CHA and the participant).
5. The hearing officer will make a decision about the case within 30 days.
6. CHA and the participant will receive notice of the decision and the next steps.

# CHA Family Obligations

When the participant family's unit is approved and the Housing Assistance Payment (HAP) Contract is executed, the family must follow the rules listed below in order to continue participating in the Housing Choice Voucher Program. CHA may terminate a family's assistance if the family has failed to comply with any of the Family Obligations listed below, even if not required to do so by HUD.

Any information the family supplies must be true and complete.

## The family must:

1. Supply any information CHA or HUD determines to be necessary, including evidence of citizenship or eligible immigration status. CHA is required by HUD to terminate a family's assistance if they do not meet this obligation.
2. Supply any information CHA or HUD determines to be necessary for use in administering the Program, including conducting a regularly scheduled Re-Examination or interim Re-Examination of family income and composition.
3. Disclose and verify Social Security numbers. CHA is required by HUD to terminate a family's assistance if they do not meet this obligation.
4. Sign and submit consent forms for obtaining information. CHA is required by HUD to terminate a family's assistance if they do not meet this obligation.
5. Supply any information requested by CHA to verify that the family is living in the unit or information related to the family's absence from the unit.
6. Notify CHA in writing within 30 days when the family is away from the unit for an extended period of time, in accordance with CHA policies. Regardless of any notice of absence, if the entire household is absent beyond 90 consecutive days, CHA will consider the unit to be abandoned and will proceed to terminate the family's participation in the Program and the Housing Assistance Payments to the property owner, even if the family continues to pay rent and/or utilities.
7. Notify CHA and the property owner in writing at least 30 days before moving out of the unit or terminating the lease.
8. Use the assisted unit for residence only by the family that is listed on the HAP Contract and the lease. The unit must be the family's only residence.
9. Notify CHA in writing within 30 days of the birth, adoption, foster or court-awarded custody of a child.
10. Request CHA's written approval to add any other family member as an occupant of the unit.
11. Notify CHA in writing within 30 days if any family member no longer lives in the unit.
12. Give CHA a copy of any property owner eviction notice within 30 days of the date the notice is received.
13. Attend informational briefings and required appointments including, but not limited to, those scheduled to discuss violations of Family Obligations and allegations of criminal activity in the family's unit, building or neighborhood.



*(continued on next page)*

## CHA Family Obligations (Cont'd)

14. Request and obtain CHA approval before adding a live-in aide or foster child/adult to the household.
15. Report all changes in income within 30 days if the family has zero income prior to the change.
16. Maintain the assisted unit in accordance with CHA Inspection Standards. The participant is responsible for keeping the unit in compliance with these standards, including maintaining appliances, paying utility bills and ensuring continuous utility service for any appliances and utilities that the property owner is not required to provide under the lease and HAP Contract. The participant is not responsible for owner-related inspection fail items.
17. Allow CHA and/or the owner to inspect the dwelling unit at reasonable times and after reasonable notice, and allow the property owner/manager access to the unit to make repairs.
18. Continue to meet ongoing eligibility requirements in the case of students. If a student enrolled at an institution of higher education is under the age of 24, is not a veteran, is not married, does not have dependent children and is not residing with his/her parents in an HCV-assisted household, CHA will terminate the student's assistance if, at the time of Re-Examination, either the student's income or the income of the student's parents (if applicable) exceeds the applicable income limit. CHA is required by HUD to terminate a family's assistance if they do not meet this obligation.
19. Follow CHA's policy regarding guests. A guest is defined as a person temporarily staying in the unit with the consent of the head of household or other adult member. A guest may visit a family in an assisted unit for a total of 30 calendar days in a calendar year; however, each visit cannot exceed 14 consecutive calendar days. A visit is defined as an overnight stay. Participants may request a time extension to this visitor time frame. Persons that exceed the time as a guest will be considered an unauthorized occupant and the family will be subject to Program termination. Verification of an unauthorized occupancy can be established through the following:
  - (1) Government issued IDs or reports;
  - (2) Utility bills for the assisted unit;
  - (3) Property sign-in logs; and/or
  - (4) Other documentation or investigations.

### **The family (including each family member) must not:**

1. Own or have any interest in the unit (other than in a cooperative or in the case of a voucher holder participating in the Choose to Own Homeownership Program).
2. Be evicted due to a serious violation of the lease. CHA is required by HUD to terminate a family's assistance if they do not meet this obligation. CHA considers a family evicted if the landlord files an eviction action and the court enters an order of possession, even if: 1) a money judgement is not entered concurrently with the order of possession, or 2) the family moves out of the subsidized unit before the order of possession is entered or physically enforced. CHA may consider a family to be evicted if the order of possession is an agreed order. CHA will not consider a family to be evicted, however, if the order of possession is entered concurrently with a written settlement agreement pursuant to which the family repays all unpaid back rent and rent when due while they remain in possession of the subsidized unit.

3. Commit any serious or repeated violation of the lease, even if the violation does not lead to eviction. Serious or repeated lease violations will include, but not be limited to, non-payment of rent, disturbance of neighbors, destruction of property, living or housekeeping habits that cause damage to the unit or premises and criminal activity.
4. Commit fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program.
5. Engage in, or allow guests to engage in, drug-related criminal activity.
  - a. Drug-related criminal activity is defined by HUD as the illegal manufacture, sale, distribution or use of a drug, or the possession of a drug with intent to manufacture, sell, distribute or use the drug. This includes the distribution, possession, sale or use of medical marijuana. Drug means a controlled substance as defined in Section 102 of the Controlled Substances Act [21 USC 802] or any other illegal drug, including medical marijuana.
  - b. CHA may terminate assistance for a family if:
    - i. Any household member or guest, including those who are 17 years of age, is currently engaged in drug-related criminal activity, or has engaged in drug-related criminal activity within the past three years.
    - ii. Any illegal drug use or pattern of illegal drug use by a household member or guests, including those who are 17 years of age, that interferes with the health, safety or right to peaceful enjoyment of the premises by other residents.
  - c. CHA may terminate assistance for drug-related criminal activity by a household member if CHA determines that the household member has engaged in the activity within the last three years.
6. Engage in, or allow guests to engage in, violent criminal activity.
  - a. Violent criminal activity is defined by HUD as any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage.
  - b. CHA may terminate assistance for criminal activity by a household member or guest if CHA determines that the household member has engaged in the activity within the last three years.
7. Engage in, or allow guests to engage in, other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises. Immediate vicinity means within a one-mile radius of the premises.
8. Engage in, or allow guests to engage in, behavior that disturbs or threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises. This includes behavior related to the abuse of alcohol. Immediate vicinity means within a one-mile radius of the premises.
9. Sublease or let the unit, assign the lease or transfer the unit. This includes receiving payment to cover rent or utility cost by a person living in the unit who is not listed as a family member.
10. Receive Housing Choice Voucher Program housing assistance while receiving another housing subsidy for the same unit or a different unit under any other federal, state or local housing assistance program.
11. Damage the unit or premises (other than damage from ordinary wear and tear) or permit any guest to damage the unit or premises.
12. Fail to attend two consecutive, scheduled Re-Examination appointments without CHA approval.

*(continued on next page)*



## CHA Family Obligations (Cont'd)

13. Receive Housing Choice Voucher Program housing assistance while residing in a unit owned by a spouse, domestic partner, parent, child, grandparent, grandchild, sister or brother of any member of the family (related by blood or marriage), unless CHA has determined (and has notified the property owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.
14. Threaten or engage in, or allow guests to threaten or engage in, abusive or violent behavior or criminal activity toward CHA personnel or its representatives. CHA personnel include CHA employees or CHA contractors, sub-contractors or agents. *Abusive or violent behavior towards CHA personnel or agents and contractors* includes verbal as well as physical abuse or violence. Use of racial epithets, or other language, written or oral, that is customarily used to intimidate may be considered abusive or violent behavior. *Threatening* refers to oral or written threats or physical gestures that communicate intent to abuse or commit violence.
15. Possess or use a firearm or aggravated assault weapon in violation of federal, state or local criminal or civil laws. This obligation applies to any household member and/or their guests while on the property or within the immediate vicinity of the property.
16. Be subject to a lifetime requirement to register as a sex offender in any state or territory of the United States.
17. Have committed or be convicted of child molestation.
18. Have committed or be convicted of a drug-related crime for the manufacture or production of methamphetamine on the premises of federally assisted housing. CHA is required by HUD to terminate a family's assistance if they do not meet this obligation.
19. Have committed or be convicted of arson.
20. Have had any Public Housing Authority (PHA) previously terminate assistance under any federally assisted housing program within the last three years. This policy excludes voluntary terminations.
21. Currently owe rent or other amounts to any PHA in connection with the HCV Program (including PBV and RAD), Moderate Rehabilitation or public housing programs, unless the family currently has a repayment agreement and is complying with its terms. This includes, but is not limited to:
  - a. Failure to reimburse a PHA for amounts the PHA paid to a property owner for amounts owed by the family under the lease.
  - b. Breaching the terms of a repayment agreement entered into with CHA.





**CHA**

CHICAGO HOUSING  
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# **Moving with Your Voucher**



# The Moving Process

You can request a move and continue receiving housing assistance if you:

1. Have lived in your unit for the full initial lease term (minimum of 12 months).
2. Have not received moving papers within the last 12 months.
3. Have not renewed your current lease and are within 60 days of its expiration date.
4. Do not have an interim in progress.
5. Are not within 120 days of your Re-Examination effective date.
6. Can pass a criminal background check.
7. Are in good standing with the HCV Program.
8. Have no outstanding lease violations and are not under eviction.

In some cases, CHA may allow you to move before you've lived in your unit for 12 months. Reasons for this exception include the following:



- To protect the health or safety of your family from domestic or sexual violence or as part of a witness protection program
- Building/unit foreclosure
- Emergencies (fire, flood, etc.)
- Reasonable accommodations for a person with a disability
- Relocates (participants moving from a public housing facility)

To save yourself some time, it's a good idea to look for housing and find a suitable unit before you request moving papers. You will also want to make sure the new unit you select is likely to pass an inspection the first time.

## Required Moves

It's important for you to know whether or not CHA considers you a required move. A move is considered "required" for many different reasons. For example:

- If the unit no longer meets HCV Program standards due to failed inspections.
- If the property owner has failed to comply with CHA requests (i.e., providing required documents).
- If the property owner has issued you a lease termination notice.
- If you have already left your unit.

If you are a required move, you must complete the moving process within the maximum allotted time frame or risk losing your voucher. The moving eligibility requirements still apply to required moves, but failure to comply will not prevent you from receiving moving papers. Any eligibility issues will be addressed after your move, including possible termination from the Program.

## The HCV Program Moving Process

Current voucher holders who are interested in moving must contact CHA to request a move. If the participant meets the requirements stated above, CHA will issue the participant a voucher and a Request for Tenancy Approval (RTA) packet. This paperwork is commonly called "moving papers."

Once the participant has their moving papers, the moving process consists of five basic steps:

1. Find a new unit.
2. Work with the new property owner to fill out and submit the RTA packet to CHA and submit a Notice to Vacate to the old property owner.

***Note: This notice serves as the official 30-day notice. Please submit a copy of the Notice to Vacate with your RTA packet as proof that you provided the old property owner proper notice.***

3. Await the results of the new property owner eligibility screening, acceptance of CHA's rent offer by the new property owner and passing of the unit's CHA-conducted inspection.
4. Sign a lease with the new property owner.
5. Move in to the new unit.

### **After I request a move, when will I have to leave my current unit?**

When you will have to move out of your currently subsidized unit will depend on many factors, including whether or not the Housing Assistance Payment (HAP) Contract has been terminated and when the lease for your new unit becomes effective.

Additionally, keep in mind that CHA cannot pay Housing Assistance Payments on two units at the same time. Be very mindful as to what the effective date of your new lease is, as you will be responsible for any portions of rent on the old unit if you move out later than that date.

### **Leaving Your Old Unit**

No matter how anxious you are to move in to your new unit, you need to be sure to leave your old unit on good terms. That means that you should:

- Provide a Notice to Vacate to your old property owner/manager at least 30 days in advance (*check your lease for the amount of notice you're required to give — some leases require more than 30 days*). Ideally, the property owner will sign the Notice to Vacate, but it is not required.
- Leave your unit in the same condition (clean and undamaged) as when you first took possession. All items and trash should be removed from your unit and all rooms should be restored to their original condition.
- Take photos so you have proof of how you left the unit prior to vacating (you should have also taken photos when you moved in to the unit for comparison).
- Turn in the keys to the property owner/manager.

***Note: You are still considered to be occupying the unit if you have not turned the keys over to the property owner.***

### **What happens to my security deposit when I move?**

Security deposits are generally NOT accepted as payment for the last month's rent. Unless you get permission from the property owner to do so, you cannot use your security deposit to pay your last month's rent. If you do receive permission, make sure you get it in writing. Otherwise, the property owner could sue you.

When you're ready to move out, the property owner/manager will walk through your unit with you to see if it is in the same condition as when you moved in. If it is, the property owner must return your security deposit to you within 45 days of your move-out date.

You should have completed a Move-In/Move-Out Inspection Form (see pages 111-114) and taken pictures when you moved in to the unit. You should use that form and the photos to make sure the property owner does not charge you for damages you did not cause. If you or your guests damaged the unit in any way beyond normal use, the property owner will deduct repair costs from your security deposit.

If the property owner is going to charge you for any repairs, they must give you a written list of the damages you caused within 30 days of when you moved out. If they do not, they cannot deduct any costs from your security deposit. If they deduct repair costs, they must include receipts for the repairs.

If you still owe rent, the owner can deduct the amount from your security deposit without notifying you.

### **What if there are changes to my family composition during my move?**

CHA is unable to process an interim (a change in family circumstances in between scheduled Re-Examinations — see pages 54-55 for more information) and a move at the same time. If your family composition changes due to unforeseen circumstances during the course of a move (such as a child being born, the addition of a foster child or the addition of a household member who is disabled or elderly), or if you are suddenly faced with a decrease in income, you should notify CHA immediately. This is to ensure that you have the correct voucher size, subsidy amount and so that the Inspections Department can be aware of any special requirements your unit may need to have.

If a change occurs during a requested move, you may need to cancel your move and have the interim processed first. However, please note that once your requested move is cancelled, you will need to wait 12 months before receiving another set of moving papers (participants can only request one move every 12 months). Your other option is to complete your move and request an interim once you've moved in to your new unit.

If you are considered a required move and experience an unforeseen change in family composition or income during a move, CHA will review your circumstances on a case-by-case basis.

### **What if my building or unit is in foreclosure?**

If your building or the unit where you reside is in foreclosure, there are a few things to keep in mind:

- ***You should confirm the status of the foreclosure.***  
There are online resources available to assist residents in confirming the status of a foreclosure. The Metropolitan Tenants Organization's website (**[www.tenants-rights.org](http://www.tenants-rights.org)**) has a list of steps you can take to determine if your unit is in foreclosure, as well as details on the foreclosure process.
- ***You must continue to pay your rent.***  
Never stop paying your rent, even if you receive notice that your unit is in foreclosure. Continue to pay your rent to the current property owner until you receive instructions from the new property owner or lender. If you receive information about a new property owner, you should supply this information to CHA immediately.
- ***You do not have to move.***  
If you are in a lease, you can stay in the unit until your lease ends. You are not required to request moving papers. If the lender does plan to cancel your lease, you have rights. Laws protect you from sudden eviction if a lender forecloses the building or unit in which you live. To learn more about these rights, visit the Law Center for Better Housing's website at **[www.lcbh.org](http://www.lcbh.org)**.  
If you are not in a lease, you can request moving papers from your Regional Office. If you receive a notice from the lender to vacate because of a foreclosure, contact the CHA Customer Call Center.

A detailed list of your rights and responsibilities regarding foreclosure is on the next page.

# Building or Unit Foreclosure: Tenants' Rights and Responsibilities

Before a participant family begins searching for housing when the building they are living in is being foreclosed upon, CHA provides them with the following information.

## LEGAL RIGHTS

1. If there is a foreclosure suit already on file naming your property owner, they must disclose this to you before you sign a lease.
2. The property owner must notify you in writing within seven days of having a foreclosure complaint served.
3. If your property owner fails to notify you of the foreclosure, you may terminate your lease. However, CHA recommends that you seek legal advice before doing so.
4. Even if a foreclosure is on file, your lease is still valid.
5. Before a bank can file an eviction case against you, the bank must serve you a written notice informing you that you have at least 90 days after the date your lease ends to leave the unit. Only after the 90 days expires may the bank file an eviction case against you.
6. The bank may try to evict you in one of two ways:
  - a. The bank may file a "supplemental petition" in the foreclosure case.
  - b. The bank may file a separate eviction case. If the bank decides to file a separate eviction case, it must serve you with 90 days' notice (in addition to the other notice mentioned above) that it intends to file an eviction case against you.
7. If you are an HCV Program participant, the bank is required to accept rental payments from you and the Chicago Housing Authority.
8. If eviction is due to a building foreclosure, the court should seal your eviction record.
9. The law prohibits any threat or attempt by the bank to lock you out of your unit.

## TENANT RESPONSIBILITIES

1. If you suspect that your building is in foreclosure and you are an HCV Program participant, you should immediately contact the CHA Customer Call Center at **312-935-2600** or **[hcv@thecha.org](mailto:hcv@thecha.org)** and request moving papers so that you can rent from another property owner.
2. Maintain good records, including copies of your lease, proof of security deposit and rent payments, including rent receipts.
3. Pay the rent on time with a money order or check and document all attempts to make payments.
4. Be alert for warning signs that the building may be in foreclosure — utility shut-offs, property owner or manager not collecting rent or unknown persons inspecting the property.
5. Keep identification and proof of your tenancy handy in the event the Sheriff comes to your door looking to evict the property owner.
6. Open all mail even if it says "occupant" or "unknown occupant." This includes opening all junk mail offering the property owner bankruptcy relief, notices for the property owner from banks and utility companies, or letters expressing interest in purchasing the property.
7. Seek legal assistance or advice to understand your rights.
8. Be aware of dishonest people claiming to be the new property owner and seek legal help or contact law enforcement authorities if you suspect fraud.

# Moving outside of Chicago ("Porting")



As a participant in the HCV Program, your housing assistance can move along with you. You can transfer your voucher to other counties or states. This is called "porting." CHA only handles vouchers for participants inside the city of Chicago. If you are interested in moving to a suburb, or anywhere outside the city limits, you will need to port your voucher to the Housing Authority that handles the area where you'd like to move.

To port to a Housing Authority other than CHA, you will need to let us know by contacting the CHA Customer Call Center. You will also need to meet the other Housing Authority's requirements.

While there are Housing Authorities across the country that can help you port in, CHA has compiled a list of the Housing Authorities near Chicago, since the majority of our participants remain in the Chicago area.

## Nearby Housing Authorities

Aurora Housing Authority  
1449 Jericho Cir.  
Aurora, IL 60506  
630-701-9977  
[www.auroraha.com](http://www.auroraha.com)

Housing Authority of Cook County  
10 S. LaSalle St., Ste. 2200  
Chicago, IL 60603  
312-663-5447  
[www.thehacc.org](http://www.thehacc.org)

Cicero Housing Authority  
1634 S. Laramie Ave., Ste. B  
Cicero, IL 60804  
708-652-0386  
[www.thetownofcicero.com](http://www.thetownofcicero.com)

Housing Authority of the County of DeKalb  
310 N. 6th St.  
DeKalb, IL 60115  
815-758-2692  
[www.dekcohousing.com](http://www.dekcohousing.com)

DuPage and Kendall Housing Authority  
711 E. Roosevelt Rd.  
Wheaton, IL 60187  
630-690-3555  
[www.dupagehousing.org](http://www.dupagehousing.org)

Housing Authority of Elgin  
130 S. State St.  
Elgin, IL 60123  
847-742-3853  
[www.haelgin.org](http://www.haelgin.org)

Housing Authority of Champaign County  
2008 N. Market St.  
Champaign, IL 61822  
217-378-7100  
[www.hacc.net](http://www.hacc.net)

Housing Authority of Joliet  
6 S. Broadway St.  
Joliet, IL 60436  
815-727-0611  
[www.hajoliet.org](http://www.hajoliet.org)



Lake County Housing Authority  
33928 N. Route 45  
Grayslake, IL 60030  
847-223-1170  
[www.lakecountyha.org](http://www.lakecountyha.org)

Peoria Housing Authority  
100 S. Richard Pryor Pl.  
Peoria, IL 61605  
309-676-8736  
[www.peoriahousing.org](http://www.peoriahousing.org)

McHenry County Housing Authority  
1125 Mitchell Ct.  
Crystal Lake, IL 60014  
815-338-7752  
[www.mchenrycountyhousing.org](http://www.mchenrycountyhousing.org)

Rockford Housing Authority  
223 S. Winnebago St.  
Rockford, IL 61102  
815-489-8500  
[www.rockfordha.org](http://www.rockfordha.org)

North Chicago Housing Authority  
1440 Jackson St.  
North Chicago, IL 60064  
847-785-4300  
[www.northchicagohousing.org](http://www.northchicagohousing.org)

Rock Island Housing Authority  
227 21st St.  
Rock Island, IL 61201  
309-788-0825  
[www.communityhomepartners.com](http://www.communityhomepartners.com)

Oak Park Housing Authority  
21 South Blvd.  
Oak Park, IL 60302  
708-386-9322  
[www.oakparkha.org](http://www.oakparkha.org)

Springfield Housing Authority  
200 N. 11th St.  
Springfield, IL 62703  
217-753-5757  
[www.springfieldhousingauthority.org](http://www.springfieldhousingauthority.org)

Park Forest Housing Authority  
350 Victory Dr.  
Park Forest, IL 60466  
708-503-7734  
[www.villageofparkforest.com](http://www.villageofparkforest.com)

Waukegan Housing Authority  
1707 N. McAree Rd.  
Waukegan, IL 60085  
847-244-8500  
[www.waukeganhousing.com](http://www.waukeganhousing.com)

*Note: Riverdale is not currently covered by CHA.*

## Rules for Porting

- If you have a legal residence in Chicago while on the HCV Program waiting list, you can port to another Housing Authority without first using your voucher in Chicago.
- If you have received a voucher and signed a lease in Chicago, you must live there for one year before you can port.
- The Housing Authority you want to port to may have rules, policies and deadlines that differ from CHA's rules. Be sure you understand those rules prior to porting out.
- Your portion of the rent, your Utility Allowance and the amount of your rent that the other Housing Authority pays may be different.
- You may have to go through a new application and interview process at the other Housing Authority and submit different/additional documentation to them.
- You may have to attend another Voucher Briefing and may receive a different size voucher at the new Housing Authority.
- CHA or the other Housing Authority can terminate you from the Program while you port if you violate any rules.
- CHA recommends that you visit the new area that you want to move to before porting.
- You must give your current property owner or manager at least 30 days' notice that you will be moving by filling out a Notice to Vacate form (see page 119) and asking the current property owner to sign it (*their signature is recommended but not mandatory*).
- You must be in good standing with CHA before porting (i.e., no lease violations, no unpaid rent, no damages to your current unit or any other Program violations).
- If another Housing Authority besides CHA accepts you or gives you one of their vouchers, you no longer have a voucher with CHA.

## How Portability Could Impact Your Family

Make sure you consider how your housing assistance could be impacted if you port outside of Chicago. There are at least four (4) factors that can vary from agency to agency:

- Income Limits (*you might not qualify for assistance in another area*)
- Voucher Size
- Payment Standards
- Screening Processes/Criteria

### *Voucher Size*

Each Housing Authority has its own policies for how many bedrooms can be given to each family. If you port out, be aware that the number of bedrooms permitted by your voucher may change.

**Note:** *You can still submit reasonable accommodation requests regarding bedroom size wherever you choose to port.*

### *Payment Standards*

Payment Standards determine the amount of subsidy available for each family. Each agency creates their policies based on available funds, local housing prices and affordability to participant families. As a result, the amount of subsidy you receive may change if you port out.

### ***Screening***

At CHA, the screening process means passing a criminal background check. Other housing agencies may have stricter criminal background checks or additional screening requirements that you must meet in order to lease up in their jurisdiction. If you are planning on porting to another housing agency, be sure to ask them about their screening criteria.

### ***Other Considerations***

If you are thinking about porting to another place, consider the benefits of porting to an area that does not have a concentration of low-income families. These communities often have better schools, better amenities and less crime. For assistance in finding more information about a specific community, you may research and contact the local chamber of commerce, the neighborhood police station or community associations.

### ***Extensions and Cancellations***

You can cancel your port-out request if your file has already been “ported out.” You will need to notify both CHA and the new Housing Authority of your intent. Once the file is returned to CHA, and if you have time remaining on your voucher, you will receive a duplicate set of moving papers to continue the search within CHA’s jurisdiction.

If you requested your move but do not lease up within the maximum allowed time, you will need to request a reasonable accommodation for an additional extension. CHA reviews extensions on a case-by-case basis. HCV Program participant families are eligible for an extension of up to 60 days on their original voucher. If an extension is granted, CHA will send the information to the new Housing Authority so you can continue your search. If you still do not find a unit after the extension (or are denied an extension) and are still living in your unit in Chicago, you must notify CHA of the circumstances in order to continue receiving the subsidy for your current unit. In this case, the port-out request will be cancelled and the other Housing Authority will return your files to CHA. You will need to wait a minimum of 12 months before requesting another move.



# **Participant Resources**





**CHA**  
CHICAGO HOUSING  
AUTHORITY™

# CHA Information Resources



## RENTCafé®

CHA's secure online account management tool allows participant families to access and download HCV Program forms and documents, read important news and announcements from CHA, view inspection results and upcoming appointments, update contact information, report changes and complete Re-Examinations. It's available 24 hours a day, seven days a week from a computer or mobile device so there's no need to come into the office, call the CHA Customer Call Center or send an email.

To get started, visit **res-par.thecha.org** and click "Resident Login" in the upper right corner of the page. From there, you can either log in to your RENTCafé account (if already registered) or select 'Click here to register' and sign up for a free account. If you don't already have an account, you'll be prompted to enter a personalized registration code before filling in the rest of the fields, including the Head of Household details, the email address on file with CHA and an account password.

*Note: Every code at CHA starts with 4935-T followed by the voucher number. For example, if the voucher number is m123456, then the personalized registration code would be 4935-Tm123456.*



## CHA Online

You can visit CHA's website at **www.thecha.org/voucher-holders** to access information and resources to help navigate the HCV Program, including managing your voucher, reasonable accommodations, inspections, Mobility Areas, the moving process, CHA programs and services available to residents, educational workshops, webinars and other events, and much more.



## Newsletter — Going Places

*Going Places* is the HCV Program's participant newsletter delivered via email each March, June, September and December. Each issue includes information on Program rules and CHA policy changes, articles that can help you in your daily life as an HCV Program participant, available resources, upcoming events, educational opportunities, and more. Current and past issues of *Going Places* are also available online through CHA's RENTCafé at **res-par.thecha.org** or on CHA's website at **www.thecha.org/hcvresources**.

*Note: If you do not currently receive the e-newsletter directly in your inbox, please contact the CHA Customer Call Center to add a personal email to your account. Just remember, if possible, the email you put on file should be your own, since CHA also uses it for sensitive account-related information.*

## Workshops and Events

CHA regularly hosts live virtual webinars and in-person events for participants, with the goal of further educating families on details of the HCV Program (such as the moving process, interims, inspections and CHA partnerships and services) as well as best practices and industry trends (such as fair housing and landlord-tenant relationships).

To view the full calendar of upcoming events and to register, visit CHA's website at **www.thecha.org/hcvparticipantevents**. In addition, select webinar recordings are available to view on demand in the HCV Program Webinar Library at **gotostage.com/channel/chahcvparticipants**.

## Resources for People with Disabilities

If you or a family member has a disability, you are entitled to certain accommodations as a participant within the HCV Program.

### *How does CHA define disability?*

CHA follows federal regulations, including the Americans with Disabilities Act (ADA), the Fair Housing Act (FHA) and Section 504 of the Rehabilitation Act (504). Under these laws, disability is defined as a person who:

- Has a physical, mental, emotional or developmental impairment that limits one or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

### *What is a reasonable accommodation?*

Participants who meet CHA's definition of a disability can request what is called a **reasonable accommodation** in certain circumstances. A reasonable accommodation is a change to a CHA policy or procedure so that people with disabilities have equal access to the HCV Program. If an applicant, voucher holder or participant wishes to request an accommodation, they may do so at any time, including during initial application, while they live in a subsidized unit and even during eviction. Only applicants, voucher holders and participants with a verifiable disability may be granted a reasonable accommodation. While it is the right of any applicant, voucher holder and participant to not disclose their disability, CHA cannot offer an accommodation to a person who is not disabled.

CHA considers hundreds of requests for reasonable accommodation per year. Examples of some reasonable accommodation requests are, but are not limited to:

- Assistance when filling out forms for CHA.
- Allowing a person with a disability to submit forms by mail or fax instead of in person.
- Granting extended time for finding appropriate housing (voucher extension).
- Providing effective communication.
  - Making copies of important forms in large print or Braille.
  - Providing sign language interpretation for meetings with CHA.
- Approving an additional bedroom in a unit for a live-in aide.

To request an accommodation, you may download the Request for Reasonable Accommodation Form from CHA's RENTCafé at **res-par.thecha.org** or CHA's website at **www.thecha.org/hcvresources** or contact the CHA Customer Call Center at **hcv@thecha.org** or **312-935-2600 (TTY: 312-461-0079)**.

Once you submit a request to CHA, the request will be reviewed and a decision will be rendered within 30 days. If additional information is required or information essential to a decision being made is missing from the form, it will take additional time to come to a decision and you may be contacted to provide the necessary information. Such information may include certification from a knowledgeable professional (i.e. physician, nurse, psychiatrist, etc.).



Requests that are approved will need to be recertified during each regular Re-Examination. CHA is required to consider requests but is not obligated to approve every request. All requests for reasonable accommodation must be directly related to the disability and must not cause CHA to violate any Program regulations nor impose a financial burden on CHA.

***Can I request a reasonable accommodation from my property owner or manager?***

Property owners and managers are covered by some of the same laws that CHA abides by, so they also must consider reasonable accommodation requests. Property owners may have different processes for considering requests — some may only need you to verbally ask, while others may want your request in writing. Either way, they must consider your request for accommodations even if you do not “look like” you have a disability.

Some reasonable accommodations you may require include:

- Additional time to submit a rental application.
- The ability to pay your rent by mail.
- A waiver of a “No Pet” policy so that you may have your service animal live with you.
- Allowing an additional bedroom for a live-in aide.

***What do I do if I need a physical modification in order to rent an apartment?***

Some people with disabilities may require structural changes to their housing to easily access it.

Examples of accessibility features that may be requested include, but are not limited to:

- Ramps or motorized lifts
- Widened doorways or passageways
- Comfort-height toilets or roll-in showers
- Zero-step entry or room transitions

By law, property owners must allow a modification to be made to their property if:

- You pay for the modifications.
- The modifications do not fundamentally alter their business goals or purposes.
- The modifications do not cause undue administrative burden.
- The modifications do not violate the terms of your lease or their contract with CHA.

Property owners have the right to approve the work that needs to be done to make the unit or building accessible. When you move from the unit or building, they may require that the unit/building is left in the same condition as it was when you first leased it. For example, if grab bars were installed for your use, they may need to be removed and the walls might have to be patched and painted.

***What if I can't afford to make a reasonable modification to my unit?***

CHA has partnered with the Chicago Mayor's Office for People with Disabilities (MOPD) to offer HCV participants with a verifiable disability the opportunity to receive home accessibility modifications to make their current or soon-to-be home more accessible, free of charge. Limited funds are available every year and awarded to eligible HCV participants on a first-come, first-served basis. To apply, HCV participants must first submit a reasonable accommodation request, marking “HomeMod Fund” as the accommodation being requested.

# Other Resources

## Translation and Interpreter Services

Participants with disabilities and those who have limited English proficiency can request translation and interpreter services (including sign language) for CHA-related business. CHA documents are available in more than 30 languages as well as in alternative formats such as Braille and large print. To request translation and interpreter services, contact the CHA Customer Call Center at [hcv@thecha.org](mailto:hcv@thecha.org) or **312-935-2600**.



## Resources for Victims of Domestic Violence

The Violence Against Women Act (VAWA) is a federal law that protects victims (both men and women) of domestic violence, dating violence, sexual assault or stalking who apply for or live in private housing with a voucher. The law covers the head of household and authorized affiliated individuals living in the household. In Illinois, victims of domestic violence are also covered by the Safe Homes Act.

### *Protections for Victims Who Are Applicants or Participants*

1. CHA may not deny admission to the HCV Program if a victim of domestic violence, dating violence, sexual assault or stalking can show that the reason for the denial is connected to domestic violence, dating violence, sexual assault or stalking.
2. If the participant or an affiliated individual is the victim of criminal activity related to domestic violence, dating violence, sexual assault or stalking, the activity cannot be cause for terminating assistance, tenancy or occupancy rights.
3. If a domestic violence victim leaves the unit because of domestic violence, dating violence, sexual assault or stalking, CHA will not consider him/her in violation of the lease or HCV Program requirements.
4. CHA can 'split' the family by terminating the abuser from the HCV Program while protecting the victim and other household members. The abuser will NOT be issued a separate voucher.
5. If CHA terminates assistance to an individual because of criminal acts of violence against family members or others, and that individual is the only tenant eligible to receive the housing assistance, then any remaining tenant will have the opportunity to establish eligibility for the assistance. If no tenant can establish such eligibility, then CHA, the property owner or the manager must provide the tenant reasonable time (as determined by the respective federal agency) to find new housing or to establish eligibility under another covered housing program.

### *Limitations of VAWA Protections*

1. CHA has the authority to terminate any participant, including the victim, if it can demonstrate a threat to other tenants or to staff.
2. CHA can terminate a participant for any violation of a lease that was not based on domestic violence, dating violence, sexual assault or stalking.

## Options Available to VAWA Victims

### *Bifurcate (Split) the Lease and Voucher*

CHA may terminate the abuser and allow the victim to stay on the HCV Program. The property owner will also evict the abuser and allow the victim to stay in the unit. However, in order for this action to take place, the victim must provide documentation of the abuse to CHA and the property owner.

CHA must follow the termination procedure in order to terminate the abuser from the HCV Program. The voucher is not automatically assigned to the victim upon submission of domestic violence documentation.

**Note:** *When evicting the abuser from the household, the property owner/manager must follow federal, state and local eviction procedures. It is the responsibility of the victim to provide documentation to the property owner/manager under the Safe Homes Act.*

#### **Emergency Moving Papers through an Emergency Transfer Request**

If the abuser is not a member of the household, the victim may be issued emergency moving papers, even if he/she is still under a lease with the property owner/manager. Once an emergency transfer request is received, CHA will act as quickly as possible to process the request and render a decision.

**Note:** *It is the victim's responsibility to inform the property owner/manager that he/she is breaking the lease under the Safe Homes Act.*

#### **Victim Documentation**

If you are a victim or threatened victim of domestic violence, dating violence or stalking, CHA and the property owner/manager will ask for verification within 14 business days. Acceptable types of documentation include:

- A police or court record documenting the actual or threatened abuse.
- Documentation signed by a person who has assisted in addressing the domestic violence, dating violence, sexual assault or stalking, or the effects of such abuse. This person may be an employee, agent or volunteer of a victim service provider, an attorney, or a medical or other knowledgeable professional.
- Certification via the HUD 5382 form (or HUD 5383 form if requesting an emergency transfer).

The victim must:

- State that he/she is a victim of domestic violence, dating violence, sexual assault or stalking.
- State that the incident that is the ground for protection meets the requirements under the statute.
- Include the name of the perpetrator, if the name is known and safe to provide.

#### **Confidentiality**

All domestic violence, dating violence or stalking documentation and information will be kept confidential by CHA.

The table below contains contact information for organizations that offer additional assistance for victims of domestic violence:

Organization	Phone Number
Domestic Violence Helpline	877-863-6338
Rape Crisis Hotline	888-293-2080
Legal Aid Chicago	312-341-1070
Coordinated Advice Referral Program for Legal Services	312-738-9200

For more information about your occupancy rights under VAWA and CHA's Emergency Transfer Plan, visit **[www.thecha.org/VAWA](http://www.thecha.org/VAWA)**.

### **Illinois Safe Homes Act**

Under the Illinois Safe Homes Act, you or a household member who is a victim of domestic violence or sexual violence can end the lease early, even when the abuser is a member of the household, if:

- There is a credible imminent threat of harm on the premises.
- You give the property owner written notice of the credible imminent threat three (3) days before or after you leave the home. If you end your lease early, you must remove all of your belongings and turn over your keys to your property owner or manager. This shows that you have given up the apartment.

You can **ONLY** change your locks if you have a written lease and the abuser is **NOT** on the lease. If you are covered, you have the right to ask the property owner for an emergency lock change. You must give the property owner a written request from everyone who is on the lease. The request must be due to a credible imminent threat of domestic or sexual violence. The request must include at least **ONE** of the following:

- A statement from an employee of victim services, domestic violence or rape crisis organization from which you or anyone in your household, including children, has sought services.
- Medical, court or police evidence.

The property owner/manager must change the locks or give you permission to change the locks within 48 hours of the written request. If the property owner does not change the locks within 48 hours, you may change them on your own without the property owner's permission, or sue the property owner in court to have the locks changed. If you change the locks, you must give the property owner/manager a new key within 48 hours.

### **HCV Health and Wellness Program**

CHA offers support to individuals and families participating in the HCV Program who may be experiencing challenges that place them at risk of housing instability or personal matters that create difficulties in their daily lives. This program aims to help HCV participants focus on their overall health and well-being with personalized services to meet their individual needs. If you or a household member are in need of assistance, contact the HCV Health and Wellness Program team directly at **ClinicalSupport@thecha.org** or **312-935-2634**. *Please allow 24-48 hours for a response.*

### **Employment Services and Workforce Training**

CHA's **Workforce Opportunity Resource Center (WORC)** is dedicated to helping residents and voucher holders find a job, learn valuable skills through training and apprenticeship programs, plan and advance their career, and start or grow a business. WORC offers the tools, networks and support to help you succeed.

To learn more about the employment and business development resources, trainings and workshops, and even job opportunities available to CHA families, attend a WORC Information Session, either online or in person. For a list of upcoming sessions and to register, visit **[www.thecha.org/WORC](http://www.thecha.org/WORC)**.

If you have questions or need assistance, contact the WORC team at **[WORC@thecha.org](mailto:WORC@thecha.org)** or **773-342-9672**.

## Employment Placement Services

CHA partners with agencies that offer direct placement services for individuals who need help finding employment or want to explore new career opportunities.

Connect with an experienced Employment Placement Services provider to receive:

- One-on-one career coaching.
- Job leads that match your career goals.
- Help with your resume and interview preparation.
- Job placement and follow-up support.

To get started, visit **[www.thecha.org/WORC](http://www.thecha.org/WORC)** and click the 'Find Employment' link. Then, choose the provider and location that works best for you and complete the interest form for that agency. Once completed, the agency will contact you directly.

## Resident Business Academy

The WORC Business Academy is a program that helps CHA residents and voucher holders start or grow their own business. Throughout the 12-week program, participants receive one-on-one coaching and mentoring, opportunities to network and collaborate with others pursuing similar goals, and training on important business skills such as planning, setting goals, finance and product marketing.

Business Academy cohorts begin in the spring, summer and fall. For more information, visit **[www.thecha.org/WORC](http://www.thecha.org/WORC)** and click the 'Start a Business' link.

## Hospitality Training Program

Learn in-demand skills to work in a short-term or long-term hospitality training and employment program focused on the food service and hospitality industries.

- **Golden Diners:** Earn while you learn! Get up to 9 months of paid on-the-job training and work at CHA Golden Diners locations around Chicago. Plus, earn industry certifications in hospitality and food service so you're ready for a new job once the program ends. To get started, connect with Employment & Employer Services at **312-913-7592**.
- **Summer Food:** CHA's seasonal 8-week transitional jobs program provides paid training, valuable work experience and the opportunity to earn your ServSafe Managers Sanitation certification at no cost. Placements are made at CHA's Summer Food Service Program sites and applications are typically available in March each year, due in April. For more information, contact Employment & Employer Services at **312-786-3370**.



Interested in working or contracting with the Chicago Housing Authority?  
Find available opportunities at **[WORC.thecha.org](http://WORC.thecha.org)**.

Under Section 3 of the HUD Act of 1968, wherever HUD financial assistance is expended for housing or community development, to the greatest extent feasible, economic opportunities will be given to Section 3 residents and businesses in that area.

CHA's Workforce Opportunity Resource Center (WORC) serves Section 3 residents and Section 3 businesses by providing the resources and tools needed for economic development and individual economic independence.

**Questions?** Contact the WORC team at **773-342-WORC (9672)** or **[WORC@thecha.org](mailto:WORC@thecha.org)**.

[illegible]

# CHA Special Programs



CHA does more than just help you afford quality housing for you and your family. CHA offers a variety of additional support programs and services that can help you achieve personal goals, such as accomplishing career goals and saving money (LevelUp Program) or working toward homeownership (CHA's HOME Program).

For more information about any of these special programs, visit CHA's website at [www.thecha.org](http://www.thecha.org).

## LevelUp Program

CHA's LevelUp Program (formerly known as the Family Self-Sufficiency (FSS) Program) is a goal-focused program to assist participants (all adult household members age 18 or older) on a personalized path toward economic independence and overall well-being. CHA's LevelUp Program builds on HUD's FSS Program model by enabling participants to achieve financial stability while working toward their educational, professional, and personal goals.

Participation generally lasts three to five years during which participants develop savings by achieving specific milestones, and receive the funds after graduation. Some examples of these activities include:

- Completion of Associates Degree: \$750
- New Employment: \$500
- Participation in Financial Education & Coaching: \$250
- Open and Maintain a New Checking/Savings Account: \$300
- Purchase a Home: \$2,500
- Successful Completion of the LevelUp Program: \$1,000



In 2024, 80 participants graduated from the LevelUp Program and received an average payout of more than \$7,300, using the funds to make down payments on homes, go back to school, start businesses and more.

Applicants must meet the following criteria to enroll in the LevelUp Program:

- Be a current CHA resident or voucher holder
- Be the head of household or adult household member (18+)
- Be compliant with CHA and the lease
- Not be a previous LevelUp graduate
- Not have participated in the LevelUp Program in the past 12 months

To enroll in the LevelUp Program, HCV Program participants must attend an information session. For more information or to view the schedule, visit [www.thecha.org/LevelUp](http://www.thecha.org/LevelUp) or call the LevelUp Info Line at **312-786-3188**.

## HOME (Home Ownership Made Easy) Program

CHA's HOME Program offers two exciting paths for HCV participants to own a home.



### **Choose to Own (CTO) Homeownership Program**

The CTO Homeownership Program gives participants who have had a voucher for at least one year the opportunity to own a home within the city of Chicago. The CTO Homeownership Program combines experienced staff, community partnerships and industry professionals to create a strong support network that guides you along your path to homeownership.

To qualify for the CTO Homeownership Program, you must meet all of the following requirements:

- Be a first-time homebuyer.
- Be lease compliant and in good standing with CHA and the HCV Program property owner.
- Meet or exceed the income, credit and savings requirements.
- Attend an orientation session and complete the application.

The CTO Homeownership Program provides the following to support you throughout the process:

- Pre- and post-purchase homebuyer education
- Credit counseling
- Connections to real estate professionals and lenders

CHA uses the Housing Assistance Payment (HAP) to help those families participating in the CTO Homeownership Program pay a portion of their monthly mortgage for up to 15 years (up to 30 years for the elderly or people with disabilities). Pre- and post-purchase homeownership counseling is required in order to complete the CTO Homeownership Program and utilize the voucher subsidy toward your mortgage. Participants can purchase a single-family home, townhouse, condominium or cooperative anywhere in Chicago.

To learn more about the CTO Homeownership Program, find out when the next orientation session is scheduled or to see if you qualify, email **CTOprogram@thecha.org** or visit CHA's website at **www.thecha.org/cto**.

### **Down Payment Assistance (DPA) Program**

In partnership with Neighborhood Housing Services of Chicago, the DPA Program helps eligible first-time home buyers with upfront costs (i.e., down payment, closing costs) through a forgivable grant of up to \$20,000.

For more information about eligibility and how to get started on your homeownership journey, visit **www.thecha.org/homeownership**. If the DPA Program seems like a good fit for you, simply follow the steps outlined on CHA's website:

1. Find your new home, apply for a home loan with one of CHA's approved lenders, complete a purchase agreement.
2. Attend a DPA orientation session.
3. Fill out the pre-screen questionnaire to determine eligibility.
4. Complete the application for a DPA grant.
5. Upload required documents to a secure client portal.
6. 6.Await approval.

# Other Subsidy Programs

## **Project-Based Voucher (PBV) Program**

Under the Project-Based Voucher Program, CHA attaches subsidy to specific housing units in multi-family developments in Chicago.

### *What is the difference between the HCV Program and the PBV Program?*

Under the tenant-based HCV Program, CHA issues a voucher to an eligible family and the family selects an available unit of its choice. If the family moves out of the unit, the contract with the property owner ends and the family can move with continued assistance to another unit.



Under the **PBV Program**, the rental assistance is attached to the unit. CHA enters into an assistance contract with the building owner for specified units and a specified term (5 to 30 years). CHA then refers families from its waiting lists to the property owner/developer to fill vacancies. If a lease-compliant family moves after one year, the family may request to receive a tenant-based voucher, if one is available.

### *What families are eligible to obtain PBV Program housing?*

CHA refers families who are on CHA's site-based waiting list and the public housing waiting list to property owners of PBV Program units. Under specific conditions, property owners may refer families to be placed on the waiting lists. Property owners screen and select families for occupancy. CHA calculates the amount that a family will pay for rent based on a family's income.

### *Who screens the tenants for the assisted units?*

Property owners set their own property-specific tenant screening and selection criteria, which must apply to all of the units at a property regardless of whether it receives PBV Program subsidy. The lease used for participating properties must comply with the Chicago Residential Landlord and Tenant Ordinance. CHA will review the Tenant Selection Plan to ensure compliance with Fair Housing and the PBV Program.

### *What are examples of typical screening criteria?*

Typical screening criteria includes: payment history of rent and utility bills; criminal background checks/drug-related criminal activity; and home visits to assess housekeeping skills/ability to care for a unit. Property owners may also have a working/attending school preference (such as 20 hours per week) and may opt to conduct annual drug testing for all adults residing at the property.

### *How are tenants referred to PBV Program units?*

CHA will refer prospective tenants to the property owner to fill vacant units. Half of these referrals will be from the public housing program (current residents, relocatees and the general waiting list) and half will be from the HCV Program waiting list, which may include geographic preferences based on the neighborhoods of current residence or employment.

### *What are the income limits?*

The income limit is 80% of the Area Median Income (AMI) as established by HUD annually.

### *How much rent do PBV Program tenants pay?*

PBV Program tenants pay 30% of their adjusted income for rent. The amount of rent that the tenant pays is reduced by a Utility Allowance if the tenant pays for utilities such as gas and electricity.

### *How often are family income Re-Examinations?*

Families must have their income re-examined and calculated at least every two years (same rules as for those on the HCV Program). Families that have “no income” must report any increases in income within 30 days. For more information about CHA’s Re-Examination policies, please see pages 54-55.

*Note: CHA has exemptions from certain HUD income calculation rules for both PBV and HCV Programs.*

### *How much is the PBV Program security deposit?*

The property owner sets the security deposit amount, which must be in compliance with State and Chicago landlord/tenant laws.

### *Can families move and still receive assistance?*

If a family lives in a PBV Program unit for at least one year and is lease compliant, the family may request and receive a voucher to move, if one is available. If a voucher is not immediately available, the tenant will be placed on a short wait list to receive the next available voucher.

### *What are the family’s responsibilities under the PBV Program?*

- Comply with HUD’s Statement of Family Responsibility and other Program rules.
- Comply with the terms of the lease.
- Permit housing inspections.
- Report changes in income and household composition, as required by CHA and the lease.
- Maintain the unit in good condition.

### **Moderate Rehabilitation Program (Mod Rehab)**

Just like the PBV Program, the Moderate Rehabilitation Program (Mod Rehab) subsidy is also tied to the specific building and you must live in the assigned unit in order to receive rental assistance from CHA. The goal of the Moderate Rehabilitation Program is to upgrade sub-standard rental housing and provide rental subsidies for low-income families. In order to continue to receive Mod Rehab assistance you must live in an approved building. If you receive Mod Rehab assistance and move from the unit, you may lose your rental assistance. The Moderate Rehabilitation Program also provides Single Room Occupancy (SRO) units for homeless individuals.

For more information on any of these subsidy programs, visit [www.thecha.org](http://www.thecha.org).



# Forms and Documents

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**Voucher****Housing Choice Voucher Program****U.S. Department of Housing  
and Urban Development**OMB No. 2577-0169  
(exp. 04/30/2026)**Office of Public and Indian Housing**

**OMB Burden Statement:** The public reporting burden for this information collection is estimated to be up to 0.05 hours, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This collection of information is required for participation in the housing choice voucher program. Assurances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Office of Public and Indian Housing, US. Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.

**Privacy Act Statement.** The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by 24 CFR § 982.302. The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program. The Personally Identifiable Information (PII) data collected on this form are not stored or retrieved within a system of record.

Please read **entire** document before completing form  
Fill in all blanks below. Type or print clearly.

		Voucher Number
1. Insert <b>unit size</b> in number of bedrooms. (This is the number of bedrooms for which the Family qualifies, and is used in determining the amount of assistance to be paid on behalf of the Family to the owner.)		1. Unit Size
2. <b>Date Voucher Issued (mm/dd/yyyy)</b> Insert actual date the Voucher is issued to the Family.		2. Issue Date (mm/dd/yyyy)
3. <b>Date Voucher Expires (mm/dd/yyyy)</b> must be at least sixty days after date Voucher is issued. (See Section 6 of this form.)		3. Expiration Date (mm/dd/yyyy)
4. <b>Date Extension Expires (if applicable)(mm/dd/yyyy)</b> (See Section 6. of this form)		4. Date Extension Expires (mm/dd/yyyy)
5. Name of Family Representative	6. Signature of Family Representative	Date Signed (mm/dd/yyyy)
7. Name of Public Housing Agency (PHA)		
8. Name and Title of PHA Official	9. Signature of PHA Official	Date Signed (mm/dd/yyyy)

### 1. Housing Choice Voucher Program

- A. The public housing agency (PHA) has determined that the above named family (item 5) is eligible to participate in the housing choice voucher program. Under this program, the family chooses a decent, safe and sanitary unit to live in. If the owner agrees to lease the unit to the family under the housing choice voucher program, and if the PHA approves the unit, the PHA will enter into a housing assistance payments (HAP) contract with the owner to make monthly payments to the owner to help the family pay the rent.
- B. The PHA determines the amount of the monthly housing assistance payment to be paid to the owner. Generally, the monthly housing assistance payment by the PHA is the difference between the applicable payment standard and 30 percent of monthly adjusted family income. In determine the maximum initial housing assistance payment for the family, the PHA will use the payment standard in effect on the date the tenancy is approved by the PHA. The family may choose to rent a unit for more than the payment standard, but this choice does not change the amount of the PHA's assistance payment. The actual amount of the PHA's assistance payment will be determined using the gross rent for the unit selected by the family.

### 2. Voucher

- A. When issuing this voucher the PHA expects that if the family finds an approval unit, the PHA will have the money available to enter into a HAP contract with the owner. However, the PHA is under no obligation to the family, to any owner, or to any other person, to approve a tenancy. The PHA does not have any liability to any party by the issuance of this voucher.
- B. The voucher does not give the family any right to participate in the PHA's housing choice voucher program. The family becomes participant in the PHA's housing choice voucher program when the HAP contract between the PHA and the owner takes effect.
- C. During the initial or any extended term of this voucher, the PHA may require the family to report progress in leasing a unit at such intervals and times as determined by the PHA.

### 3. PHA Approval or Disapproval of Unit or Lease

- A. When the family finds a suitable unit where the owner is willing to participate in the program, the family must give the PHA the request for tenancy approval (of the form supplied by the PHA), signed by the owner and the family, and a copy of the lease, including the HUD-prescribed tenancy addendum. **Note: Both documents must be given to the PHA no later than the expiration date stated in item 3 or 4 on top of page one of this voucher.**
- B. The family must submit these documents in the manner that is required by the PHA. PHA policy may prohibit the family from submitting more than one request for tenancy approval at a time.
- C. The lease must include, word-for-word, all provisions of the tenancy addendum required by HUD and supplied by the PHA. This is done by adding the HUD tenancy addendum to the lease used by the owner. If there is a difference between any provisions of the HUD tenancy addendum and any provisions of the owner's lease, the provision of the HUD tenancy addendum shall control.
- D. After receiving the request for tenancy approval and a copy of the lease, the PHA will inspect the unit. The PHA may not give approval for the family to lease the unit or execute the HAP contract until the PHA has determined that all the following program requirements are met: the unit is eligible; the unit has been inspected by the PHA and passes the housing quality standards (HQS); the rent is reasonable; and the landlord and tenant have executed the lease including the HUD-prescribed tenancy addendum.
- E. If the PHA approves the unit, the PHA will notify the family and the owner, and will furnish two copies of the HAP contract to the owner.
  1. The owner and the family must execute the lease.
  2. The owner must sign both copies of the HAP contract and must furnish to the PHA a copy of the executed lease and both copies of the executed HAP contract.
  3. The PHA will execute the HAP contract and return an executed copy to the owner.
- F. If the PHA determined that the unit or lease cannot be approved for any reason, the PHA will notify the owner and the family that:
  1. The proposed unit or lease is disapproved for specified reasons, and
  2. If the conditions requiring disapproval are remedied to the satisfaction of the PHA on or before the date specified by the PHA, the unit or lease will be approved.

### 4. Obligations of the Family

- A. When the family's unit is approved and the HAP contract is executed, the family must follow the rules listed below in order to continue participating in the housing choice voucher program.
- B. The family must:
  1. Supply any information that the PHA or HUD determined to be necessary including evidence of citizenship or eligible immigration status, and information for use in a regularly schedule reexamination or interim reexamination of family income and composition.



2. Disclose and verify social security numbers and sign and submit consent forms for obtaining information.
  3. Supply any information requested by the PHA to verify that the family is living in the unit or information related to family absence from the unit.
  4. Promptly notify the PHA in writing when the family is away from the unit for an extended period of time in accordance with PHA policies.
  5. Allow the PHA to inspect the unit at reasonable times and after reasonable notice.
  6. Notify the PHA and the owner in writing before moving out of the unit or terminating the lease.
  7. Use the assisted unit for residence by the family. The unit must be the family's only residence.
  8. Promptly notify the PHA in writing of the birth, adopting, or court-awarded custody of a child.
  9. Request PHA written approval to add any other family member as an occupant of the unit.
  10. Promptly notify the PHA in writing if any family member no longer lives in the unit. Give the PHA a copy of any owner eviction notice.
  11. Pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease.
- C. Any information the family supplies must be true and complete.
- D. The family (including each family member) must not:
1. Own or have any interest in the unit (other than in a cooperative, or the owner of a manufactured home leasing a manufactured home space).
  2. Commit any serious or repeated violation of the lease.
  3. Commit fraud, bribery or any other corrupt or criminal act in connection with the program.
  4. Engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises.
  5. Sublease or let the unit or assign the lease or transfer the unit.
  6. Receive housing choice voucher program housing assistance while receiving another housing subsidy, for the same unit or a different unit under any other Federal, State, or local housing assistance program.
  7. Damage the unit or premises (other than damage from ordinary wear and tear) or permit any guest to damage the unit or premises.
  8. Receive housing choice voucher program housing assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.
  9. Engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises.

#### 5. Illegal Discrimination

If the family has reason to believe that, in its search for suitable housing, it has been discriminated against on the basis of age, race, color, religion, sex (including sexual orientation and gender identity), disability, national origin, or familial status, the family may file a housing discrimination complaint with any HUD Field Office in person, by mail, or by telephone. The PHA will give the family information on how to fill out and file a complaint.

#### 6. Expiration and Extension of Voucher

The voucher will expire on the date stated in item 3 on the top of page one of the voucher unless the family requests an extension in writing and the PHA grants a written extension of the voucher in which case the voucher will expire on the date stated in item 4. At its discretion, the PHA may grant a family's request for one or more extensions of the initial term.

If the family needs and requests an extension of the initial voucher term as a reasonable accommodation, in accordance with part 8 of this title, to make the program accessible to a family member who is a person with disabilities, the PHA must extend the voucher term up to the term reasonably required for that purpose.



# Request for Tenancy Approval (RTA) Packet

*Este documento se puede traducir. Para adquirir la versión traducida, por favor comuníquese al 312-935-2600.*

## WELCOME TO CHA'S HOUSING CHOICE VOUCHER (HCV) PROGRAM

Below is an **estimated** timeline for processing a new move once CHA receives and reviews your complete and accurate RTA packet and any supporting documentation. **Missing, incorrect or incomplete information will result in delays or a denial of the RTA.**

**HCV property owners:** Upload all documents via your Owner Portal account at [chahcvportal.org](http://chahcvportal.org).

**Property owners new to the HCV Program:** Email all documents to [ownerinfo@thecha.org](mailto:ownerinfo@thecha.org).

**Note: RTA packets submitted by any other means will not be accepted or processed.**

### 1. PROPERTY OWNER SCREENING

CHA screens the property owner to determine eligibility — criminal background, Certificate of Good Standing, property taxes paid, proof of ownership, city code violations, etc.

*Note: The property owner must not be suspended by CHA, have open housing court cases or be included on the Chicago Building Code Scofflaw List.*

### 3. RENT OFFER ACCEPTANCE

CHA awaits confirmation from the property owner that they accept the rent offer. If acceptance is not received within **2 days** of receipt, CHA will cancel the move.

*Note: The tenant must NOT move in or sign a lease agreement prior to acceptance of the rent offer and a passed CHA-conducted inspection.*

### 5. INITIAL INSPECTION

CHA conducts an inspection of the “rent-ready” unit. If the unit passes, the property owner must inform CHA of the move-in date within **2 days**. If it fails, the property owner must make the necessary repairs and call CHA within **14 days** to schedule a re-inspection. If it fails again, CHA will cancel the moving process for this unit.

### 7. HOUSING ASSISTANCE PAYMENT

CHA receives the signed HAP Contract and corresponding lease and sets up the account for payment on the next available check run.

WEEK ONE

WEEK TWO

WEEK THREE

WEEK FOUR

WEEK FIVE

WEEK SIX

WEEK SEVEN

### 2. RENT DETERMINATION

CHA conducts an analysis of comparable units (unsubsidized, within a 1-mile radius, leased within the last year) to calculate a reasonable Market Rent, compares that to the Asking Rent and HCV participant family's affordability, and determines the Contract Rent. CHA contacts the property owner with the rent offer.

*Note: Property owners are encouraged to submit comparable unit data to [AffordableHousing.com](http://AffordableHousing.com) for consideration prior to the RTA packet submission.*

### 4. INITIAL INSPECTION SCHEDULING

CHA contacts the property owner to schedule an Initial Inspection. The property owner and/or authorized agent must be present for the scheduled inspection.

### 6. HAP CONTRACT EXECUTION

CHA sends the Housing Assistance Payment (HAP) Contract for the property owner to sign and return, along with the corresponding lease agreement and Utilities and Appliances Lease Addendum, signed by both parties. All documents must be returned within **3 days** of receipt to prevent the cancellation of the move.

Rev. 05212025, Eff. 06012025, CHA-0123: RFTA

**CHA Customer Call Center: 312-935-2600 / 312-461-0079 (TTY) • [www.thecha.org/hcv](http://www.thecha.org/hcv)**



# Request for Tenancy Approval (RTA) Packet

**Reminder: This page and all required documentation included in the checklist below must be completed correctly and submitted to CHA (via the HCV Owner Portal at [chahcvportal.org](http://chahcvportal.org) or emailed to [ownerinfo@thecha.org](mailto:ownerinfo@thecha.org) only) for processing to begin.** In addition, it is important that each of the following take place prior to the family's move-in date.

1. The rent offer is accepted by the property owner and the unit passes a CHA-conducted inspection.
2. The property owner informs CHA of the agreed-upon move-in date.
3. The lease agreement, HAP Contract and Lease Addendum are signed and returned to CHA.

Voucher Holder Name: \_\_\_\_\_ Voucher #: \_\_\_\_\_

Property Owner/Authorized Agent Name: \_\_\_\_\_

Are you a *new* property owner to CHA? ☐ Yes ☐ No, my vendor # is: \_\_\_\_\_

Are you, your spouse, domestic partner or an immediate family member (related by blood or marriage) employed, contracted or subcontracted by the Chicago Housing Authority? ☐ Yes ☐ No

Do you currently have any open cases in the City of Chicago Building Court? ☐ Yes ☐ No

Are you currently on the City of Chicago Building Code Scofflaw List? ☐ Yes ☐ No

Physical Address: \_\_\_\_\_  
(Principal place of business where records will be kept; PO Box alone or c/o is unacceptable.)

Mailing Address: \_\_\_\_\_  
(Complete only if different from physical address listed above.)

What is your preferred language? \_\_\_\_\_

Have you screened your potential tenant? ☐ Yes ☐ No

*Note: CHA can provide contact information for the HCV participant family's previous property owner. However, tenant screening for suitability and reference checks are solely the property owner's responsibility.*

Will the tenant have access to the following areas? If no, the structure type for a single-family home may change.

Attic: ☐ Yes ☐ No ☐ N/A      Basement: ☐ Yes ☐ No ☐ N/A

## Required Documentation Checklist

- ☐ HUD Request for Tenancy Approval Form (requires the unit's Property Index Number (PIN))
- ☐ Authorization for the Release of Information — Owner (for individual property owners only)
- ☐ Disclosure of Information for Pre-1978 Housing Rental and Leases
- ☐ Direct Deposit Authorization Form, including IRS Form W-9 (for new HCV property owners only)
- ☐ Affidavit of Ownership
- ☐ Property Owner Certification Form
- ☐ Management Authorization Form (if applicable)

Rev. 05212025, Eff. 06012025, CHA-0123: RFTA

**CHA Customer Call Center: 312-935-2600 / 312-461-0079 (TTY) • [www.thecha.org/hcv](http://www.thecha.org/hcv)**

# Request for Tenancy Approval

## Housing Choice Voucher Program

**U.S. Department of Housing and  
Urban Development**  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
exp. 4/30/2026

When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance.

1. Name of Public Housing Agency (PHA) <b>Chicago Housing Authority</b>				2. Address of Unit (street address, unit #, city, state, zip code)					
3. Requested Lease Start Date				4. No. of Bedrooms		5. No. of Bathrooms		6. Year Constructed	
7. No. of Units in Building				8. Proposed Rent		9. Security Deposit Amt.		10. Date Unit Available for Inspection	
11. Structure Type				12. If this unit is subsidized, indicate type of subsidy:					
<input type="checkbox"/> Single-Family Detached (one family under one roof)				<input type="checkbox"/> Section 202					
<input type="checkbox"/> Semi-Detached (duplex, attached on one side)				<input type="checkbox"/> Section 221(d)(3)(BMIR)					
<input type="checkbox"/> Rowhouse/Townhouse (attached on two sides)				<input type="checkbox"/> HOME					
<input type="checkbox"/> Low-Rise Apartment Building (4 stories or fewer)				<input type="checkbox"/> Section 236 (insured or uninsured)					
<input type="checkbox"/> High-Rise Apartment Building (5+ stories)				<input type="checkbox"/> Section 515 Rural Development					
<input type="checkbox"/> Manufactured Home (mobile home)				<input type="checkbox"/> Tax Credit					
				(Indicate the type of Tax Credit below. Include a copy of the IHDA Rent Schedule.)					
				<input type="checkbox"/> Regular Rent					
				<input type="checkbox"/> HERA Rent					
				<input type="checkbox"/> Other (Describe Other Subsidy, including any state or local subsidy)					
Property Index Number (PIN)				_____					

**13. Utilities and Appliances**  
The owner shall provide or pay for the utilities and appliances indicated below by an "O". The tenant shall provide or pay for the utilities and appliances indicated below by a "T". Unless otherwise specified below, the owner shall pay for all utilities and provide the refrigerator and range/microwave.

Item	Specify fuel type				Paid by
Heating	<input type="checkbox"/> Natural Gas	<input type="checkbox"/> Electric	<input type="checkbox"/> Heat Pump	<input type="checkbox"/> Oil	
Cooking	<input type="checkbox"/> Natural Gas	<input type="checkbox"/> Electric			
Water Heating	<input type="checkbox"/> Natural Gas	<input type="checkbox"/> Electric		<input type="checkbox"/> Oil	
Other Electric					
Water & Sewer					
Other (specify)					
					Provided by
Refrigerator					
Range/Microwave					

### ***Additional Owner-Provided Amenities***

**Flooring:** ☐ Carpeting ☐ Hardwood ☐ Tile ☐ Vinyl

Other: ☐ Air Conditioning ☐ Balcony/Patio ☐ Cable-Ready ☐ Ceiling Fans ☐ Mini Blinds ☐ In-Sink Garbage Disposal  
☐ Fenced Yard ☐ Fireplace ☐ Washer (Clothes) ☐ Dryer (Clothes) ☐ Dishwasher ☐ Granite Countertops

Does your unit/building have accessible features? If yes, please check the appropriate features.

Entry/Door Features: ☐ Accessible Parking Nearby ☐ Flat/No-Step Entry ☐ Ramped Entry ☐ Doorways 32" or Wider  
☐ Automatic Entry Door ☐ Accessible Elevator ☐ Unit on First Floor ☐ Lever-Style Door Handles

*Kitchen Features:* ☐ Low Counter(s) ☐ Minimum 27" Knee Space under Counter ☐ ADA-Compliant Appliances ☐ "T" Turn or 60" Turning Radius

**Bathroom Features:** ☐ Low Vanity ☐ Minimum 27" Knee Space under Vanity ☐ Grab Bars ☐ Reinforced for Grab Bars  
☐ Roll-in Shower ☐ Lowered Toilet ☐ Raised Toilet ☐ "T" Turn or 60" Turning Circle in Bathroom

Miscellaneous Features: ☐ Close to Accessible Public Transportation ☐ Accessible Laundry ☐ Accessible Flooring ☐ Visual Alarms

**Quality of Unit (Check one of the following):** ☐ New Construction ☐ Well-Maintained ☐ Adequate ☐ May Need Repair

Previous editions are obsolete

1

HUD-52517 (4/2023)

\*Revised by CHA under MTW 5/2025

## 14. Owner's Certifications

a. The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.

Address and unit number	Date Rented	Rental Amount
1.		
2.		
3.		

b. The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

**OMB Burden Statement:** The public reporting burden for this information collection is estimated to be 0.5 hours, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Collection of information about the unit features, owner name, and tenant name is voluntary. The information sets provides the PHA with information required to approve tenancy. Assurances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Office of Public and Indian Housing, U.S. Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.

**Privacy Notice:** HUD is authorized to collect the information required on this form by 24 CFR 982.302. The form provides the PHA with information required to approve tenancy. The Personally Identifiable Information (PII) data collected on this form are not stored or retrieved within a system of record.

I/We, the undersigned, certify under penalty of perjury that the information provided above is true and correct. WARNING: Anyone who knowingly submits a false claim or makes a false statement is subject to criminal and/or civil penalties, including confinement for up to 5 years, fines, and civil and administrative penalties. (18 U.S.C. §§ 287, 1001, 1010, 1012; 31 U.S.C. § 3729, 3802).

c. Check one of the following:

☐ Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.

☐ The unit, common areas servicing the unit, and exterior painted surfaces associated with such unit or common areas have been found to be lead-based paint free by a lead-based paint inspector certified under the Federal certification program or under a federally accredited State certification program.

☐ A completed statement is attached containing disclosure of known information on lead-based paint and/or lead-based paint hazards in the unit, common areas or exterior painted surfaces, including a statement that the owner has provided the lead hazard information pamphlet to the family.

15. The PHA has not screened the family's behavior or suitability for tenancy. Such screening is the owner's responsibility.

16. The owner's lease must include word-for-word all provisions of the HUD tenancy addendum.

17. The PHA will arrange for inspection of the unit and will notify the owner and family as to whether or not the unit is approved.

18. City Code Violations

a. The unit must not have any current city code violations. If the PHA is notified that a property to be leased under the HCV Program does not meet local building code, the PHA will consider the unit as failing HQS.

b. Owner Certification (please initial below):

\_\_\_\_\_ The owner certifies that there are no active city code violations for the unit submitted for tenancy approval.

Print or Type Name of Owner/Owner Representative



Print or Type Name of Household Head



Owner/Owner Representative Signature

Signature (Household Head)

Business Address

Present Address of Family (street address, unit #, city, state, zip code)

Telephone Number

Date (mm/dd/yyyy)

Telephone Number

Date (mm/dd/yyyy)

Email Address

Voucher Number

Voucher Size

Children under 6 (Y/N)

Owner/Vendor Number (if currently participating in the HCV Program)

Issue Date

Expiration Date

**CHA HCV Regional Office:**

☐ Central

☐ South

☐ West

**Other Classification:**

☐ Public Housing Relocatee

☐ Mobility Area

☐ VASH

☐ Mobility Counseling Program

☐ CTO Homeownership

☐ LevelUp

<b>A</b>	<b>Name of Public Housing Agency</b> — This will be filled out in advance.
<b>B</b>	<b>Address of Unit</b> — This is the address of the unit proposed for lease. CHA will send inspectors to the address based on the ZIP code. Make sure you have the correct one in the space designated for the address of the unit.
<b>C</b>	<b>Requested Lease Start Date</b> — This is the proposed start date of the contract. The actual start date cannot occur until the property owner has accepted the rent offer, the unit has passed a CHA-conducted inspection and the participant is occupying the unit.
<b>D</b>	<b>Number of Bedrooms</b> — This is the number of bedrooms in the unit. Do not list any room that is not considered a bedroom by CHA Inspection Standards or is otherwise generally not considered a bedroom (i.e., living room or dining room).
<b>E</b>	<b>Number of Bathrooms</b> — This is the number of bathrooms in the unit.
<b>F</b>	<b>Year Constructed</b> — Indicating the year constructed allows CHA to ensure compliance with rules and regulations concerning lead-based paint.
<b>G</b>	<b>No. of Units in Building</b> — Indicate the total number of units in the building.
<b>H</b>	<b>Proposed Rent</b> — This is the rent you intend to charge for the unit. It should be the same rent you would charge to a family that is not a voucher holder.
<b>I</b>	<b>Security Deposit</b> — This is the amount you intend to charge for a security deposit. More information on security deposits is on page 42-43.
<b>J</b>	<b>Available Inspection Date</b> — This should be the date the unit meets the criteria for "rent-ready".
<b>K</b>	<b>Type of House/Apartment</b> — Please indicate the unit type. This allows CHA to apply the proper Utility Allowance and determine if the requested rent is reasonable.
<b>L</b>	<b>Type of Subsidy</b> — Most HCV Program units will not receive another form of subsidy. However, some specific housing complexes were subsidized during their construction. HCV Program families cannot receive dual subsidies.
<b>M</b>	<b>Property Index Number (PIN)</b> — When you list your property with the Housing Choice Voucher Program, you will need to provide CHA with the Property Index Number. If you don't know your PIN, visit <a href="http://www.cookcountyassessor.com">www.cookcountyassessor.com</a> .
<b>N</b>	<b>Utilities and Appliances</b> — Please accurately indicate utility responsibility. Any changes made after CHA approves the unit will require authorization by CHA and a new rent determination and contract.
<b>O</b>	<b>Parties to the RTA</b> — Both the property owner and the participant are required to fill out and sign the Request for Tenancy Approval form. The RTA not only initiates the moves process, but it also provides CHA with important information about the legal owner and/or property manager responsible for the unit. Please print the rental address clearly.





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Para adquirir la versión traducida, por favor comuníquese al 312-935-2600.

### AUTHORIZATION FOR THE RELEASE OF INFORMATION — OWNER

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

The Chicago Housing Authority (CHA) will use enhanced screening criteria such as a credit and criminal background check in order to determine the eligibility of an individual property owner or manager to participate in the Housing Choice Voucher (HCV) Program. Therefore, it is required that you sign this authorization form and submit it with your Request for Tenancy Approval (RTA).

**Consent:** I consent to allow HUD or CHA to request and obtain personal information for the purpose of verifying my eligibility for participation in the HCV Program. Authorization is given to perform a complete investigation (including criminal background check) and verification of all information provided in the RTA packet. Furthermore, I hereby certify that I have personally filled in and/or reviewed all property owner/manager information listed in the RTA packet.

I understand that this release waives any privilege or confidentiality existing under federal or state law regarding such information and that CHA, under this consent form, cannot use this information to deny, reduce or terminate participation without first conducting an independent verification. In addition, I am allowed to contest those determinations. My signature below authorizes all relevant entities to release credit and criminal record information.

\_\_\_\_\_  
Property Owner/Manager Name

\_\_\_\_\_  
Owner # (if applicable)

\_\_\_\_\_  
Social Security Number/Tax ID Number

\_\_\_\_\_  
Date of Birth (if applicable)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Rev. 06302021, Eff. 07022021, CHA-0013: Owner Screening

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • [hcv@thecha.org](mailto:hcv@thecha.org) • [www.thecha.org/hcv](http://www.thecha.org/hcv)





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### DISCLOSURE OF INFORMATION FOR PRE-1978 HOUSING RENTAL AND LEASES

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

#### Lead-Based Paint Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing: The property owner/manager must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling and provide the family with a federally approved pamphlet on lead poisoning prevention, entitled *Protect Your Family from Lead in Your Home*.

Property Address	Apt#	City	State	ZIP Code
------------------	------	------	-------	----------

#### Property Owner (Lessor) Disclosure (for each item, check the appropriate boxes and initial each line)

\_\_\_\_\_ (a) Presence of lead-based paint and/or lead-based paint hazards (check one):

☐ Lead-based paint and/or lead-based paint hazards are present in the housing (explain below).

☐ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

\_\_\_\_\_ (b) Records and reports available to the Lessor (check one):

☐ Lessor has provided the Lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

☐ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

#### Participant (Lessee) Acknowledgment (all Lessees should initial each line)

\_\_\_\_\_ (a) If applicable, Lessee has received copies of all records and reports listed above.

\_\_\_\_\_ (b) Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Lessee has children under the age of six in the household. ☐ Yes ☐ No

#### Agent's Acknowledgment (Lessor's Agent)

\_\_\_\_\_ (a) Agent has informed the Lessor of the Lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

#### Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

\_\_\_\_\_  
Property Owner (Lessor) Signature (Date)

\_\_\_\_\_  
Participant (Lessee) Signature (Date)

\_\_\_\_\_  
Agent Signature (if applicable) (Date)

Rev. 04292019, Eff. 05012019, CHA-0034: LBP Disclosures

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## DIRECT DEPOSIT AUTHORIZATION INSTRUCTIONS

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

As a property owner participating in the Housing Choice Voucher (HCV) Program, it is required that you register for direct deposit in order to receive your Housing Assistance Payment (HAP). By doing so, you acknowledge that, if any action taken by you results in non-acceptance of a direct deposit by the designated financial institution, CHA assumes no responsibility for processing a supplemental payment until the amount of the non-acceptance deposit is returned to CHA by the financial institution and that you may incur fees and/or other penalties payable to CHA.

**Please visit** our website at [www.thecha.org/forms](http://www.thecha.org/forms) to download the direct deposit registration form. Once completed, please submit the form along with a copy of your voided check or savings account deposit slip via mail, email or fax as indicated below:

**1. Mail:** CHA Housing Choice Voucher Program  
Attn: Direct Deposit  
60 E. Van Buren Street, 9th Floor  
Chicago, IL 60605

**2. Email:** [directdeposit@thecha.org](mailto:directdeposit@thecha.org)

**3. Fax:** 312-786-6966

If you have any questions regarding direct deposit of your HAP, please contact the CHA Customer Call Center at 312-935-2600 or email [directdeposit@thecha.org](mailto:directdeposit@thecha.org).

Thank you for your cooperation in this matter. We appreciate your continued support of the HCV Program.

### Direct Deposit Form Key Register Correctly the First Time by Following These Guidelines

<b>A</b>	<b>Date</b> — Date of form being filled for submission and on Form W-9 must match
<b>B</b>	<b>Owner #</b> — From HAP statement, if known
<b>C</b>	<b>Voucher # for Participant</b>
<b>D</b>	<b>Name of Financial Institution/Account #/Routing # and Transit #/Type of Account</b> — Whatever is listed on the verification document, see checking account/savings deposit slip sample attachment
<b>E</b>	<b>The name indicated as the Payee Name and on Form W-9 must match</b>
<b>F</b>	<b>The numbers indicated as the SSN or Federal Tax I.D. # and on Form W-9 must match</b>
<b>G</b>	<b>Authorized Person</b> — Email, Address, City, State, ZIP Code, Phone, Signature

Rev. 12272024, Eff. 12302024, CHA-0032: ACH Docs

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • [hcv@thecha.org](mailto:hcv@thecha.org) • [www.thecha.org/hcv](http://www.thecha.org/hcv)



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### DIRECT DEPOSIT AUTHORIZATION AGREEMENT FOR DIRECT DEPOSIT (ACH CREDITS)

To implement direct deposit of Housing Assistance Payments, complete and send this form, along with a completed W-9 and voided check or savings account deposit slip to: **CHA Housing Choice Voucher Program, Attn: Direct Deposit, 60 E. Van Buren, 9th Floor, Chicago, IL 60605**, email it to [directdeposit@thecha.org](mailto:directdeposit@thecha.org) or fax it to **312-786-6966**.

Date: \_\_\_\_\_ (A) Property Owner# (from HAP statement): \_\_\_\_\_ (B) Voucher #: \_\_\_\_\_ (C)

☐ NEW ENROLLMENT

☐ CHANGE BANK ACCOUNT INFORMATION

I hereby authorize the Chicago Housing Authority (CHA) Housing Choice Voucher (HCV) Program to deposit my Housing Assistance Payment (HAP) into my account at the financial institution named below. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law.

Name of Financial Institution: \_\_\_\_\_

Account Number: \_\_\_\_\_ Routing and Transit Number: \_\_\_\_\_

Type of Account (check one): ☐ Checking ☐ Savings

(D)

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

This authorization is to remain in full force and effect until the HCV Program has received written notification from me of its termination in such time and in such manner as to afford the HCV Program and the financial institution a reasonable opportunity to act upon it. The HCV Program may also terminate the direct deposit if CHA determines that eligibility is no longer met, and/or in order to recover any overpayments made. Additionally, if any action taken by me results in non-acceptance of a direct deposit by the designated financial institution, I understand that CHA assumes no responsibility for processing a supplemental payment until the amount of the non-acceptance deposit is returned to CHA by the financial institution and that I may incur fees and/or other penalties payable to CHA. **The payee certifies compliance with the HAP Contract by accepting direct deposit and that the unit(s) assisted under the HAP Contract is in full compliance with the contract terms.**

**Payee or an authorized person must complete the following and sign this request. Please print legibly.**

Payee Name: \_\_\_\_\_ (E) SSN or Federal Tax I.D. #: \_\_\_\_\_ (F)

Name of Authorized Person: \_\_\_\_\_ Title: \_\_\_\_\_

Email Address: \_\_\_\_\_ (Required)

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Telephone: Office (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

(G)

Signature of Property Owner or Authorized Person: X \_\_\_\_\_

#### Failure to answer all questions and provide all documentation will result in delay of processing your request.

Pursuant to 18 USC1001 whoever, in any manner within the jurisdiction of the executive, legislative or judicial branch of the government of the United States, knowingly and willfully (1) falsifies, conceals or covers up any trick, scheme or device a material fact; (2) makes any materially false, fictitious or fraudulent statement or representation; or (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious statement or entry, shall be fined under this title or imprisoned not more than 5 years, or both. I understand that a false statement on any part of this form could result in a fine up to \$500,000 or imprisonment of up to 5 years or both for each violation (18 USC1001; 18 USC 3559.3571). Owners and Management Agents who violate this law may also be debarred from future participation in the HCV Program.

The Information Practices Act of 1977 (Civil Code Section 1798.17) and the Federal Practices Act (Public Law 93-579) require that this notice be provided when collecting personal information from individuals. Information requested on this form is used by the HCV Program for the purposes of identification and enrollment processing. Failure to provide the mandatory information may result in the enrollment action not being processed or processed incorrectly. Violations of any privacy rights of property owners and/or management agents or any law by an employee or agent of CHA will result in penalties and fines.

Rev. 12272024, Eff. 12302024, CHA-0032: ACH Docs

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**DIRECT DEPOSIT AUTHORIZATION**  
**Attach Voided Check**  
**or**  
**Savings Account Deposit Slip**

check #      routing and transit #      checking account #

Bank Routing Number      Checking Account Number      Check Number

**DEPOSIT TICKET**

71-7403/2719 25  
CASH —  
CHECKS —  
CHECKS OR TOTAL FROM OTHER SIDE —  
TOTAL ITEMS —  
SUB TOTAL —  
LESS CASH —  
NET DEPOSIT \$

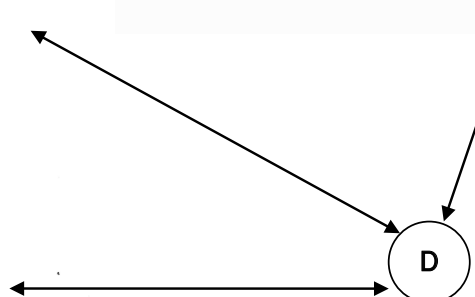
First/Last Name  
Address  
City, State Zip

DATE  
DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL  
SIGN HERE IF CASH RECEIVED FROM DEPOSIT

First Bank of You

DO NOT USE DEPOSIT TICKET ROUTING # FOR AUTOMATIC PAYMENTS. USE VOIDED CHECK.

⑈0150 ⑈ 3034 ⑈ 0015075100 ⑈ \*      909



**Please Note:** The following verification documents must be provided:

- Voided check/savings deposit slip must include:
  - Encoding (the numbers on the bottom of your check/savings deposit slip)
  - Entity/Person must be the same as printed on the Direct Deposit Form
    - If starter checks, please hand write entity/person name

**OR**

- Letter from your Financial Institution
  - Must include the entity/person information
  - Routing/Account Number
  - Signed by an authorized representative of the Financial Institution

Rev. 12272024, Eff. 12302024, CHA-0032: ACH Docs

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • hcv@thecha.org • www.thecha.org/hcv

**Form W-9**  
(Rev. March 2024)  
Department of the Treasury  
Internal Revenue Service

## Request for Taxpayer Identification Number and Certification

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

**Give form to the  
requester. Do not  
send to the IRS.**

**Before you begin.** For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	<b>1</b> Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)	
	<b>2</b> Business name/disregarded entity name, if different from above.	
	<b>3a</b> Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only <b>one</b> of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) . . . . . <b>Note:</b> Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions)	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____  <i>(Applies to accounts maintained outside the United States.)</i>
	<b>3b</b> If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions . . . . . <input type="checkbox"/>	
	<b>5</b> Address (number, street, and apt. or suite no.). See instructions.  <b>6</b> City, state, and ZIP code  <b>7</b> List account number(s) here (optional)	<b>Requester's name and address (optional)</b>

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

<b>Social security number</b>									
				-					
<b>or</b>									
<b>Employer identification number</b>									
				-					

**Note:** If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign  
Here**

Signature of  
U.S. person

Date

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they



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### HOUSING CHOICE VOUCHER (HCV) PROGRAM AFFIDAVIT OF OWNERSHIP

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

Date: \_\_\_\_\_

Dear Property Owner:

The Chicago Housing Authority (CHA) conducts a property owner screening for all Request for Tenancy Approval (RTA) submissions. Therefore, the legal deeded property owner(s) must complete the appropriate sections of this form. Failure to do so may result in the denial of the RTA. In addition, if the property will be managed by an entity other than the property owner, a Management Authorization form must also be completed by the property owner and managing agent, and submitted with the RTA.

Please fill out the appropriate section in full for your Ownership Type (Individual/Sole Proprietor, Business, Court Appointed Receiver or Trust) and submit the completed document with the Request for Tenancy Approval or Change of Ownership/Management request via email to [ownerinfo@thecha.org](mailto:ownerinfo@thecha.org). If preferred, you may also drop off the form in person at the CHA Central Office, Owner Services department.

Please note the following:

- This form (one per property) is required for each property owner participating in the HCV Program.
- All information reported will be verified via internal quality control. If we are unable to substantiate any items indicated, the property owner will be contacted and asked to provide verification of their selections on the affidavit.

#### PROPERTY INFORMATION

Property Index Number (PIN):   -   -    -    -

Property Street Address (include range, if assigned to single PIN)

Property City, State, ZIP Code

PROPERTY STATUS (must be completed)

Please check the correct response below:	YES	NO
All real estate taxes and assessments are paid in full.	<input type="checkbox"/>	<input type="checkbox"/>
This property is free of State and Federal tax liens. <b>Note:</b> Taxes must be in the owner's name.	<input type="checkbox"/>	<input type="checkbox"/>
This property is free of judgements, liens, claims and litigation.	<input type="checkbox"/>	<input type="checkbox"/>
This property has a reverse mortgage.	<input type="checkbox"/>	<input type="checkbox"/>

Rev. 04292019, Eff. 05012019, CHA-0215: HCV Affidavit of Ownership

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HCV Program Affidavit of Ownership – Page 2

**Types of Ownership – please only complete the section that corresponds to your ownership type**

- Individual/Sole Proprietor Ownership: Complete Section A only
- Business Ownership: Complete Section B only
- Court Appointed Receiver Ownership: Complete Section C only
- Trust Ownership: Complete Section D only

***SECTION A: INDIVIDUAL/SOLE PROPRIETOR OWNERSHIP***

Social Security Number (SSN) must match the owner name on file with the Social Security Administration.

Property Owner Name (to be used for tax purposes)

Phone Number

Property Owner Address

(Principal place of business where records will be kept; PO Box alone or c/o is unacceptable.)

City, State, ZIP Code

Email Address

Property Owner SSN:    -   -      
(must match Part 1 of IRS W-9 Form if receiving HAP)

***SECTION B: BUSINESS OWNERSHIP***

Select the type of Business Ownership below in accordance with the tax status.

- ☐ Partnership      ☐ Corporation      ☐ Limited Partnership      ☐ Limited Liability Company  
☐ Single Member LLC      ☐ Trust / Estate

Business Name

Business Phone Number

Business Address

(Principal place of business where records will be kept; PO Box alone or c/o is unacceptable.)

City, State, ZIP Code

Email Address

Business Tax ID#/EIN issue by the IRS:   -        
(must match Part 1 of IRS W-9 Form if receiving HAP)

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HCV Program Affidavit of Ownership – Page 3

**SECTION B: BUSINESS OWNERSHIP (cont.)**

**Names and Titles of Partners, Shareholders or Members**

Name	Title
------	-------

Name	Title
------	-------

I certify that the company listed in this section (B.) is active and in good standing with the state of incorporation.

Authorized Agent Signature	Name (printed)	Title
----------------------------	----------------	-------

**SECTION C: COURT APPOINTED RECEIVER WITH SPECIFIC AUTHORITY TO CONTRACT, LEASE AND ACCEPT RENT**

Receiver Name (to be used for tax purposes)	Phone Number
---------------------------------------------	--------------

Receiver Address (Principal place of business where records will be kept; PO Box alone or c/o is unacceptable.)	City, State, ZIP Code
--------------------------------------------------------------------------------------------------------------------	-----------------------

Email Address

Receiver SSN:    -   -     (must match Part 1 of IRS W-9 Form if receiving HAP)

- OR -

Business Tax ID#/EIN issue by the IRS:   -         
(must match Part 1 of IRS W-9 Form if receiving HAP)

Case Number: \_\_\_\_\_ Date Entered: \_\_\_\_\_

**SECTION D: TRUST AGREEMENT (AFFIANT MUST HAVE POWER OF DIRECTION TO CONTRACT, LEASE AND ACCEPT RENT FOR PROPERTY HELD IN TRUST)**

Name (to be used for tax purposes)	Phone Number
------------------------------------	--------------

Address (Principal place of business where records will be kept; PO Box alone or c/o is unacceptable.)	City, State, ZIP Code
-----------------------------------------------------------------------------------------------------------	-----------------------

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HCV Program Affidavit of Ownership — Page 4

**SECTION D: TRUST AGREEMENT (cont.)**

Email Address \_\_\_\_\_

SSN:    -   -     (must match Part 1 of IRS W-9 Form if receiving HAP)

- OR -

Business Tax ID#/EIN issue by the IRS:   -         
(must match Part 1 of IRS W-9 Form if receiving HAP)

Trust Agreement Number: \_\_\_\_\_

Name of Trustee with Power of Direction: \_\_\_\_\_

**AFFIANT'S (PROPERTY OWNER'S) SIGNATURE**

Pursuant to 18 USC1001, whoever, in any manner within the jurisdiction of the executive, legislative or judicial branch of the government of the United States, knowingly and willfully (1) falsifies, conceals or covers up any trick, scheme or device a material fact; (2) makes any materially false, fictitious or fraudulent statement or representation; or (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious statement or entry, shall be fined under this title or imprisoned not more than 5 years, or both. Property owners and managing agents who violate this law may also be debarred from future participation in the Chicago Housing Authority's Housing Choice Voucher Program.

\_\_\_\_\_  
Affiant's Signature

\_\_\_\_\_  
Affiant's Name (printed)

\_\_\_\_\_  
Signature Date

Rev. 04292019, Eff. 05012019, CHA-0215: HCV Affidavit of Ownership

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### PROPERTY OWNER CERTIFICATION FORM

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

Property Owner Name: \_\_\_\_\_

Unit Address: \_\_\_\_\_

Property Index Number (PIN):   -   -    -    -

**Property Owner/Affiant:** Please initial to the right of each item below, certifying that you have read, understand, and agree to the terms of participation in the Housing Choice Voucher (HCV) Program.

#### OWNERSHIP OF ASSISTED UNIT \_\_\_\_\_

I certify that I am the legal owner and/or authorized agent for the above-referenced unit, and that the prospective tenant has no ownership interest in this dwelling unit whatsoever.

#### PROOF OF OWNERSHIP \_\_\_\_\_

I understand that prior to approval of the HAP Contract by CHA, I must submit and/or update the HCV Program's Affidavit of Ownership, listing the names and current addresses of all individuals having an ownership interest in the property, regardless of the legal entity that may hold title. I further understand that any changes to the list of owners and/or authorized agents must be reported to CHA in writing within 10 calendar days of the change.

#### UNIT PROPERTY TAXES \_\_\_\_\_

I understand the status of a unit's property taxes will be checked against public records. A unit found to be delinquent in the payment of property taxes will not be eligible for lease under the HCV Program until the taxes have been paid in full. Proof of payment will be required.

#### PROHIBITION ON LEASING TO RELATIVES \_\_\_\_\_

I certify that no member of the tenant family (related by blood or marriage) is the spouse, domestic partner, parent, child, grandparent, grandchild, sister or brother of the property owner, any principal, or the authorized agent without CHA's prior approval of a Reasonable Accommodation.

#### HOUSING QUALITY STANDARDS (HQS) COMPLIANCE \_\_\_\_\_

I understand that it is my obligation under the HAP Contract to perform necessary maintenance and to provide those utilities as contracted in my lease with the tenant so that the unit continues to comply with HQS. I understand that I (or my representative) am solely responsible for the coordination of, and must be present for, initial inspection(s). I also understand that I have an equal responsibility with the HCV participant for ensuring that all subsequent CHA inspections of the unit under contract take place.

#### INSPECTION FAIL RATE \_\_\_\_\_

I understand that the goal is for units to pass their initial inspection. This can be greatly enhanced by an owner's pre-inspection walk-through and an owner accompanying the CHA inspector on inspection day. Non-compliance could lead to denial of the RTA, suspension of the owner from the Program and/or HAP Contract termination.

#### CITY BUILDING CODE VIOLATIONS \_\_\_\_\_

I understand that outstanding City of Chicago building code violations are a violation of HQS. All units are subject to ongoing cross-referencing once the unit is on the Program. Proof of closed orders is required.

Rev. 01232024, Eff. 02022024, CHA-0252: Property Owner Certification Form

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**LEAD-BASED PAINT VIOLATIONS\_\_\_\_\_**

I understand that lead orders issued by the Chicago Department of Public Health are a violation of HQS. Units with outstanding lead orders will not be eligible for lease under the HCV Program, and units are subject to cross-referencing during the term of the assisted tenancy. Proof of closed orders must be submitted.

**TERMS OF THE LEASE\_\_\_\_\_**

I certify that the terms of the lease that I use for voucher holders, including the length of the lease, which shall not exceed two years, adhere to the normal standards for market rate leases in Chicago.

**RENT REASONABLENESS\_\_\_\_\_**

I understand that any tenant transfers, new tenant move-ins or rental increases may not exceed the reasonable rent as most recently determined or re-determined by CHA. During the HAP Contract term, rent paid to the property owner may not exceed rent charged by the property owner for other comparable unassisted units on the premises.

**DIRECT DEPOSIT\_\_\_\_\_**

I understand that all property owners will be required to utilize direct deposit of Housing Assistance Payments.

**TENANT RENT COLLECTION REQUIREMENT\_\_\_\_\_**

I understand that it is my responsibility to collect the tenant's portion of the rent and that failure to collect the tenant's portion of the rent on a timely basis will be considered a Program violation.

**PROHIBITION OF SIDE PAYMENTS\_\_\_\_\_**

I understand that the tenant's portion of the Contract Rent and any other agreements must be approved by CHA and that the property owner is not permitted to charge any additional amounts for rent or any other item not specified on the lease and not specifically approved by CHA.

**UNAUTHORIZED PERSONS\_\_\_\_\_**

I understand it is a Program violation to allow anyone not approved by CHA and listed as a tenant on the HAP Contract to reside in the assisted unit or to be listed on the Lease Agreement.

**VACANCIES\_\_\_\_\_**

I understand that should the assisted unit become vacant, I am responsible for notifying CHA immediately. I understand that relocating tenants to other units requires CHA's prior consent. Death of an assisted tenant who is the sole household member immediately terminates the HAP Contract.

**VAWA REQUIREMENTS\_\_\_\_\_**

I understand that under HUD's mandated Violence Against Women Act, CHA may terminate my HAP Contract and allow a family to move/transfer.

**CRIMINAL ACTIVITY/QUALITY OF LIFE AT UNIT\_\_\_\_\_**

I understand that under the HAP Contract, as the property owner/manager I may terminate the lease agreement if any member of the household, a guest or another person under a resident's control engages in criminal activity that threatens the health or safety of or right to peaceful enjoyment of the premises by other residents and persons residing in the immediate vicinity of the premises; any violent criminal activity on or near the premises; and/or any drug-related criminal activity on or near the premises.

**RETALIATION\_\_\_\_\_**

I understand that under the Chicago Residential Landlord and Tenant Ordinance, it is declared to be against public policy of the City of Chicago and CHA for a property owner or manager to take retaliatory action, including harassment, against a tenant, except for violation of a rental agreement or violation of a law or ordinance. A property owner or manager may not knowingly terminate a tenancy, increase rent, decrease services, bring or threaten to bring a lawsuit against a tenant for possession or refuse to renew a lease or tenancy because the tenant has in good faith requested an HQS inspection, a City inspection, repairs/work orders, and/or exercised any lawful remedy as it pertains to the lease agreement and overall tenancy.

Rev. 01232024, Eff. 02022024, CHA-0252: Property Owner Certification Form

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**OWNER ORIENTATION**\_\_\_\_\_

I am aware that two-hour training sessions or “owner briefings” are available and that CHA strongly encourages owners and/or authorized agents to attend periodically. I certify that, as a property owner participating in the HCV Program, I fully understand the expectations of CHA and will comply with the rules of the Program.

**CODE OF CONDUCT**\_\_\_\_\_

I understand that it is a Program violation to threaten or engage in, or allow staff to threaten or engage in, abusive or violent behavior or criminal activity toward CHA staff or its contractor. *Abusive or violent behavior includes verbal as well as physical actions. Use of racial epithets, or other language, written or oral, that is customarily used to intimidate may also be considered abusive or violent behavior. Threatening refers to oral or written threats or physical gestures that communicate intent to abuse or commit violence.*

**FAIR NOTICE ORDINANCE**\_\_\_\_\_

I understand the legal requirements that I must adhere to as outlined in the Chicago Residential Landlord and Tenant Ordinance (updated July 2020) with regard to the amount of notice given to a tenant when deciding to: (1) terminate periodic tenancy; (2) not renew a fixed-term rental agreement; or, (3) increase the rental rate.

**INSPECTOR GENERAL**\_\_\_\_\_

I understand that I have a *duty to report* to the Office of the Inspector General (OIG) any fraud, mismanagement, waste of funds or resources, abuse of authority, misconduct, conflict of interest, ethical violations or other improper acts involving CHA business. I understand that I have a *duty to cooperate* with the OIG in any and all inquiries. I understand that failure to report and failure to cooperate with the OIG shall result in disciplinary action, such as removal from the HCV Program and disqualification from further transactions with CHA.

**CONFLICT OF INTEREST**\_\_\_\_\_

I understand that I have a *duty to report* to the OIG any known conflict of interest as per Form HUD-52641, Housing Assistance Payments Contract (HAP Contract), Part B, Section 13. As such, any employee, contractor, subcontractor or agent of the CHA, or any immediate family member (spouse, domestic partner, parent, child, etc., related by blood or marriage) may not have any direct or indirect interest in the HAP Contract or in any benefits or payments under the contract during their tenure or for one year thereafter. I understand that I must inform the HCV Program participant that their voucher will be ported out to the Housing Authority of Cook County.

**Property Owner/Affiant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**WARNING:** Title 18, US Code Section 1001, states that a person who knowingly and willingly makes false or fraudulent statements to any Department or Agency of the United States is guilty of a felony. State law may also provide penalties for false or fraudulent statements.



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### MANAGEMENT AUTHORIZATION

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

I, \_\_\_\_\_,

owner of the property located at: \_\_\_\_\_

PIN: \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_ authorize \_\_\_\_\_

to manage the above property. I authorize the property manager/management company listed above to conduct the following business with the Chicago Housing Authority (CHA), effective \_\_\_\_\_:

**Please check all those that apply:**

- ☐ Authorization to receive Housing Assistance Payments  
**Note:** Social Security Number or Business Tax ID#/EIN issued by the IRS is required and must match Part 1 of IRS W-9 form for the party that will receive payment.
- ☐ Authorization to execute the Housing Assistance Payment (HAP) Contract, Request for Tenancy Approval (RTA) and all other required documentation requested by CHA
- ☐ Act as a Property Owner Representative to conduct business with CHA, which may include, but is not limited to, submitting rent increase requests, being present for inspections and attending meetings.

Property owner certifies legal ownership of the property or legal entity which owns the property and has assigned the above responsibilities to the managing party listed below.

***Fraud and False Statements: Title 18, Section 1001 of the U.S. Code states that a person who knowingly and willingly makes false and fraudulent statements to any department or employee of the United States Government, HUD, a Public Housing Authority or a property owner may be subject to penalties that include fines and/or imprisonment.***

\_\_\_\_\_  
Property Owner/Signer Name (print)

\_\_\_\_\_  
Property Owner/Signer (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Manager Name (print)

\_\_\_\_\_  
Property Manager (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Management Company

\_\_\_\_\_  
Property Manager/Management Company Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
ZIP Code

\_\_\_\_\_  
Property Manager/Management Company Office Phone

\_\_\_\_\_  
Property Manager/Management Company Cell Phone

Rev. 04292019, Eff. 05012019, CHA-0181: Owner Management Authorization

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4350.3 REV1

Appendix 5

OMB Approval No. 2502-0204  
(Exp. 06/30/2017)**Appendix 5: Move-In/Move-Out Inspection Form***[Company name]*  
*[Company address]*

Property

Resident

Apartment No.

Unit Size

Move-In Inspection Date

Move-Out Inspection Date

Item	Condition		Cost to Correct
	Move-In	Move-Out	
<b>ENTRANCE/HALLS</b>			
Steps and landings			
Handrails			
Doors			
Hardware/Locks			
Floors/Coverings			
Walls/Coverings			
Ceilings			
Windows/Coverings			
Lighting <sup>1</sup>			
Electrical Outlets			
Closets <sup>2</sup>			
Fire alarms/equipment			
<b>LIVING ROOM</b>			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Covering			
Lighting <sup>1</sup>			
Electrical outlets			



4350.3 REV-1

Appendix 5

OMB Approval No. 2502-0204  
(Exp. 06/30/2017)

Item	Condition		Cost to Correct
	Move-In	Move-Out	
<b>DINING ROOM</b>			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Lighting <sup>1</sup>			
Electrical outlets			
<b>KITCHEN</b>			
Range			
Refrigerator			
Sink/Faucets <sup>3</sup>			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Lighting <sup>1</sup>			
Electrical outlets			
Cabinets			
Closets/Pantry <sup>2</sup>			
Exhaust fan			
Fire alarms/equipment			
<b>BEDROOM(S)</b>			
Doors and locks			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Covering			
Closets <sup>2</sup>			
Lighting <sup>1</sup>			
Electrical outlets			

4350.3 REV-1

## Appendix 5

OMB Approval No. 2502-0204  
(Exp. 06/30/2017)

Item	Condition		Cost to Correct
	Move-In	Move-Out	
<b>BATHROOM(S)</b>			
Sink/Faucets <sup>3</sup>			
Shower/Tub <sup>3</sup>			
Curtain rack/Door			
Towel rack			
Toilet			
Doors/Locks			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Closets <sup>2</sup>			
Cabinets			
Exhaust fan			
Lighting <sup>1</sup>			
Electrical outlets			
<b>OTHER EQUIPMENT</b>			
Heating Equipment			
Air-conditioning unit(s)			
Hot-water heater			
Smoke/Fire alarms			
Thermostat			
Door bell			
<b>TOTAL</b>			
1. Fixtures, Bulbs, Switches, and Timers 2. Floor/Walls/Ceiling, Shelves/Rods, Lighting 3. Water pressure and Hot water			

4350.3 REV-1

Appendix 5

OMB Approval No. 2502-0204  
(Exp. 06/30/2017)**Move-In**

This unit is in decent, safe and sanitary condition. Any deficiencies identified in this report will be remedied within 30 days of the date the tenant moves into the unit.

\_\_\_\_\_  
Manager's Signature

I have inspected the apartment and found this unit to be in decent, safe and sanitary condition. Any deficiencies are noted above. I recognize that I am responsible for keeping the apartment in good condition, with the exception of normal wear. In the event of damage, I agree to pay the cost to restore the apartment to its original condition.

\_\_\_\_\_  
Resident's Signature

\_\_\_\_\_  
Resident's Signature

	By	Date
Prepared	_____	_____
Reviewed	_____	_____
Prepared	_____	_____
Reviewed	_____	_____

**Move-Out**

\_\_\_\_\_  
Manager's Signature

\_\_\_ Agree with move-out inspection

\_\_\_ Disagree with move-out inspection

If disagree, list specific items of disagreement.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Resident's Signature

\_\_\_\_\_  
Resident's Signature

	By	Date
Prepared	_____	_____
Reviewed	_____	_____
Prepared	_____	_____
Reviewed	_____	_____

**Public reporting burden** - HUD is not requesting approval of any burden hours for the move-in/move-out inspection report since use of move-in/move-out inspection reports are a standard business practice in the housing rental industry. This information is required to obtain benefits and is voluntary. HUD may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number. The owner/management agent and tenant together conduct a move-in/move-out inspection to document the condition of the unit at the time of move-in/move-out. Conducting move-in/move-out inspections are a standard business practice in the housing rental industry and are used for determining damages caused by the tenant during tenancy and allowable deductions from the tenant's security deposit held by the owner. This information is authorized by 24 CFR 5.703 and 5.705, 886.123, 886.223 cover unit inspections. This information is considered non-sensitive and does not require any special protection.



## **Residential Landlord Tenant Ordinance Summary**

At initial offering, this Summary of the ordinance must be attached to every written rental agreement and upon initial offering for renewal. The Summary must also be given to a tenant at initial offering of an oral agreement, whether the agreement is new or a renewal.

{Mun. Code Ch. 5-12-170}

**IMPORTANT: IF YOU SEEK TO EXERCISE RIGHTS UNDER THE ORDINANCE, OBTAIN A COPY OF THE ENTIRE ORDINANCE TO DETERMINE APPROPRIATE REMEDIES AND PROCEDURES. CONSULTING AN ATTORNEY IS RECOMMENDED.**

Any terms in a lease that conflicts with applicable portions of the RLTO are unenforceable.

**IMPORTANT NOTICE—These provisions apply to *all* residential units, regardless of whether they are covered by the RLTO.**

**Under the 2020 revisions of the RLTO (“Fair Notice Ordinance”), Landlords must provide a tenant that is not in the eviction process:**

- 30 days of notice to terminate a month-to-month tenancy, decline to renew your lease or raise your rent if you have lived in your apartment for less than six months.
- 60 days of notice for the same if you have lived in your apartment for more than six months but less than three years.
- 120 days of notice for the same if you have lived in your apartment for more than three years.

### **Lockouts are illegal under Ordinance**

- It is illegal for a landlord to lock out a tenant. Examples include: changing, removing, or plugging locks; removing doors or windows of a rental unit; removing tenant’s personal property from a rental unit; cutting off heat, utility or water services; or doing anything else which that makes any part of the unit or tenant’s personal property inaccessible or uninhabitable for the purpose of forcing the tenant to move
- The Police Department is responsible for enforcement of the RLTO’s prohibition against lockouts. (Police Special Order 93-12)
- The landlord shall be fined \$200-\$500 for each day the lockout occurs or continues.

### **What rental units are not covered by the Ordinance? {MUN. CODE CH. 5-12-010 & 5-12-020}**

- Units in owner occupied buildings with six or fewer units.
- Units in hotels, motels, rooming houses, unless rent is paid monthly and the unit is occupied for more than 32 continuous days.
- School dormitory rooms, hospitals, shelters, employee’s quarters, non-residential rental properties.
- Owner occupied co-ops and condominiums.
- Employee housing

**IMPORTANT NOTICE- The following provisions apply only to rental units covered by the RLTO**

### **Under the Fair Notice Ordinance, if you have been given an eviction notice for nonpayment**

You now have the one-time right to remain in your apartment and end the eviction case against you if you: pay all your back rent owed and pay any court filing fees your landlord has paid in your eviction case. You are free to make these payments until a judge issues a formal eviction order against you.

### **What are tenants required to do?\***



The tenant, the tenant's family, and invited guests must comply with all obligations imposed specifically upon tenants by provision of the Municipal Code, applicable to dwelling units, including section 7-28-850 {MUN. CODE CH. 5-12-040; 14X-1-103.3}:

- Buying and installing working batteries in smoke and carbon monoxide detectors within tenant's apartment.
- Regularly testing smoke alarms and carbon monoxide alarms and notifying the owner in writing of any deficiencies.
- Keeping the unit safe and clean.

The tenant must permit access to the rental unit to the landlord upon receiving two days' notice that the landlord intends to enter for the following purposes {Mun. Code Ch. 5-12-050}:

- Make repairs, supply services and perform necessary inspections

In cases of emergency, the tenant must allow access to the rental unit without receiving two days' notice.

\*For a complete list, review the [RLTO Ordinance](#).

**Please note:** Except in cases of emergencies, tenants should not change the locks on their units without first notifying their landlord. If the tenant does change the locks, they must provide the landlord with a key.

#### **What are landlords required to do?\***

- Give tenant written notice of the owner's or manager's name, address, and telephone number or for a person authorized to act on behalf of the owner for the purpose of service of process and for the purpose of receiving notices and demands. {Mun. Code Ch. 5-12-090}
- Within seven days of being served a foreclosure complaint, an owner or landlord of a premises that is the subject of the foreclosure complaint shall disclose, in writing, to all tenants of the premises that a foreclosure action has been filed. The owner or landlord shall also notify of a foreclosure suit, in writing, before a tenant signs a lease. {Mun. Code Ch. 5-12-095}
- To give new or renewing tenants notice of:
  1. Code citations issued by the City in the previous 12 months for the rental unit or common areas;
  2. Pending Housing Court or administrative hearing actions affecting the rental unit or common areas;
  3. During the entire occupancy, any notice of intent by a utility provider to shut off Water, electrical or gas service to the building. {Mun. Code Ch. 5-12-100}
- To maintain the property in compliance with all applicable provisions of the Municipal Code. {Mun. Code Ch. 5-12-070}

\*For a complete list, review the [RLTO Ordinance](#).

#### **SECURITY DEPOSITS AND PREPAID RENT {MUN. CODE CH. 5-12-080 AND 5-12-081}\***

- A landlord must give a tenant a receipt for a security deposit; however, if the security deposit is paid electronically, the landlord has the option to give an electronic receipt.
- A landlord must hold all security deposits in a federally insured interest-bearing account in a financial institution located in Illinois. Security deposits and interest thereon shall not be commingled with the assets of the landlord.
- The landlord must provide via a written rental agreement or in other writing within 14 days of receipt of the security deposit detailing which financial institution the security deposit will be deposited.
- A landlord must pay interest each year on security deposits and prepaid rent held more than six months by either cash or credit to be applied to rent due. The rate of interest a landlord must pay is set each year by the City Comptroller.
- Before expenses for damages can be deducted from the security deposit, the landlord must provide the tenant with an itemized statement of the damages within 30 days of the date the tenant vacates and an estimated or actual cost for repairing or replacing damaged items, attaching copies of the paid receipts for the repair or replacement.
- A landlord must return all security deposits and required interest, if any, minus unpaid rent and expenses for damages, within 45 days from the date the tenant vacates the unit.
- In the event of a fire, a landlord must return all security deposit and required interest, if any, minus unpaid rent and expenses for damages, within seven days from the date that the tenant provides notice of termination of the rental agreement. {Mun. Code Ch. 5-12-110(g)}



- Subject to correcting a deficient amount of interest paid to a tenant on a security deposit, if a landlord fails to comply with specified security deposit requirements the tenant shall be awarded damages in an amount equal to two times the security deposit plus interest.

\*For more information regarding security deposits, especially in the event of property transfer, please review the [RLTO Ordinance](#).

#### SUBLEASES {MUN. CODE CH. 5-12-120}

If a tenant moves prior to the end of the rental agreement, the landlord must make a good faith effort to find a new tenant at a fair rent. However, if the landlord is unsuccessful in re-renting the unit, the tenant remains liable for the rent under the rental agreement, as well as the landlord's cost of advertising. The landlord must accept a reasonable subtenant offered by the tenant without charging additional fees.

#### ATTORNEY'S FEES {MUN. CODE CH. 5-12-180}

Except in eviction actions, the prevailing plaintiff in any action arising from the application of this Ordinance shall be entitled to recover all court costs and reasonable attorney's fees.

#### **What happens if there are problems during tenancy, and what are the available remedies?**

##### TENANT REMEDIES {MUN. CODE CH. 5-12-110}

###### *Minor Defects*

If the landlord fails to maintain the property in compliance with the Code and the tenant or the tenant's family or guests are not responsible for the failure, the tenant may:

1. Request in writing that the landlord make repairs within 14 days, and if the landlord fails to do so the tenant may withhold an amount of rent that reasonably reflects the reduced value of the unit. Rent withholding begins from the 15th day until repairs are made; OR
2. Request in writing that the landlord make repairs within 14 days and if the landlord fails to do so the tenant may have the repairs made and deduct up to \$500 or 1/2 of the month's rent without exceeding one month's rent. Repairs must be done in compliance with the Code and receipts must be provided to the landlord; and also
3. File suit against the landlord for damages and injunctive relief.

###### *Major Defects*

If the landlord fails to maintain the property in compliance with the Code, and the failure renders the premises not reasonably fit and habitable, the tenant may request in writing that the landlord make repairs within 14 days. If repairs are not made, the tenant may immediately terminate the lease and the landlord shall return all prepaid rent, security and interest recoverable by the tenant. If the tenant does not move out in 30 days then the tenant's notice is considered withdrawn.

###### *Failure to Provide Essential Services\**

If, contrary to the lease, an essential service is not provided (heat, running or hot water, electricity, gas, or plumbing) and this is NOT due to a utility provider's failure, or if the landlord fails to maintain the building in material compliance with the Code, and the tenant or tenant's family or guests are not responsible for such failure, after giving written notice, the tenant may do ONE of the following:

1. Get the essential service restored and deduct the cost from the rent after giving the landlord paid receipts; OR
2. File a lawsuit against the landlord and recover damages based on the reduced value of the dwelling unit; OR
3. Get substitute housing and be excused from paying rent for the period that the tenant cannot stay in the rental unit, OR
4. Request that the landlord correct the failure within 24 hours and if the landlord fails to do so, withhold from the monthly rent an amount that reasonably reflects the reduced value of its premises.

\*For more information, review the [RLTO Ordinance](#).



### *Fire or Casualty Damage*

If a fire damages the unit to an extent that it is in material noncompliance with the Code and the tenant, tenant's family or guests are not responsible for the fire or accident, the tenant may:

1. Move out immediately and provide written notice to the landlord of the intention to terminate the rental agreement within 14 days after moving out.
2. If legal, the tenant may stay in the unit but if they cannot use a portion of the unit because of damage, the rent may be reduced to reflect the reduced value of the unit.
3. If the tenant stays, and the landlord fails to diligently carry work to repair the rental unit, the tenant may notify the landlord, in writing, within 14 days after the tenant becomes aware that the work is not being diligently carried out, of the tenant's intention to terminate the rental agreement and move out.

### LANDLORD REMEDIES\*

#### WHAT HAPPENS IF A TENANT PAYS RENT LATE?

- If the tenant fails to pay rent on time, the landlord may charge a late fee of \$10.00 per month on rents under \$500 plus 5% per month on that part of the rent that exceeds \$500.00 {MUN. CODE CH. 5-12-140 (H)}
- If the tenant fails to pay rent, the landlord, after giving five days written notice to the tenant, may terminate the rental agreement. However, the tenant may remain in the unit with a rental agreement in good standing if the tenant pays the full amount of back rent and landlord court filing fees before a judge issues an eviction order.
- If, however, the tenant uses this provision and later receives a second written notice of nonpayment, the tenant will have only five days to pay unpaid rent and will not have an opportunity to pay the back rent to ensure dismissal of the eviction action. {MUN. CODE CH. 5-12-130(a)}
  - If the landlord accepts the late rent, the landlord may not evict the tenant. {MUN. CODE CH. 5-12-130 (g)}
  - If the tenant fails to comply with the Code or the rental agreement, the landlord may give a written notice to the tenant of the specific acts or omissions that violated the code or rental agreement, and of the tenant's right to remedy the breach within 10 days. The landlord may terminate the rental agreement if tenant fails to correct the violation within the 10-day notice period. {MUN. CODE CH. 5-12-130 (b)}
  - If the tenant fails to comply with the Code or the rental agreement, the landlord may request in writing that the tenant comply as promptly as conditions permit in the case of emergency, or within 14 days. If the breach is not corrected in the specified period, the landlord may enter the dwelling unit and have the necessary work done. In this case, the tenant shall be responsible for all costs of repairs. {MUN. CODE CH. 5-12-130 (c)}

\*For more information, review the RLTO Ordinance.

#### PROHIBITION ON RETALIATORY CONDUCT BY LANDLORD {MUN. CODE CH. 5-12-150}

A tenant has the right to complain or testify in good faith about their tenancy to governmental agencies or officials, police, media, community groups, tenant unions or the landlord. A tenant has the right to undertake any right or remedy provided by law without retaliation from the landlord. A landlord is prohibited from retaliating by terminating or threatening to terminate a tenancy, increasing rent, decreasing services, bringing, or threatening to bring an eviction action, or refusing to renew a lease agreement.

#### **For more information**

Visit the City of Chicago Department of Housing website at: [chicago.gov/rlto](http://chicago.gov/rlto). For a copy of the Ordinance, visit the Office of the City Clerk, Room 107, City Hall, 121 North LaSalle Street, Chicago, Illinois or view it at the Municipal Reference Library, Harold Washington Library, 5th Floor, 400 S. State Street, Chicago, Illinois.

#### **A message about porch safety:**

The porch or deck of this building should be designed for a live load of up to 100 lbs. per square foot and is safe only for its intended use. Protect your safety. Do not overload the porch or deck. If you have questions about porch or deck safety, call the City of Chicago non-emergency number, 3-1-1.





Este documento se puede traducir.  
Para adquirir la versión traducida, por favor comuníquese al 312-935-2600.

### NOTICE TO VACATE

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

Date: \_\_\_\_\_  
(Date of Notice)

I, \_\_\_\_\_ hereby give notice to vacate the residence located at:  
(Head of Household Name)

Participant Name: \_\_\_\_\_

Voucher #: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

I will return all keys to the property owner/manager and all furniture and personal belongings will be removed from the unit on:

\_\_\_\_\_  
(Move-Out Date)

Please be advised of the following reasons for vacating the residence:

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Participant	Property Owner/Manager (signature preferred, but not required)
Print Name:	Print Name:
Voucher #:	
Signature:	Signature:
Phone #:	Phone #:

*"Participants who want to move must vacate the unit in compliance with the lease, provide the property owner or property manager at least 30 days' notice and submit a copy of that written notice to CHA. CHA conducts a criminal background check for all household members who are 18 years of age and older prior to approving the issuance of moving papers. The HCV participant must be in good standing with no lease violations before a voucher is issued to lease a new unit."*

Rev. 04302019, Eff. 05022019, CHA-0088: Tenant's Notice Intent to Move

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • hcv@thecha.org • www.thecha.org/hcv

**Housing Assistance Payments Contract  
(HAP Contract)  
Section 8 Tenant-Based Assistance  
Housing Choice Voucher Program**

**U.S. Department of Housing  
and Urban Development**  
Office of Public and Indian Housing

**Part C of HAP Contract: Tenancy Addendum**

**1. Section 8 Voucher Program**

- a. The owner is leasing the contract unit to the tenant for occupancy by the tenant's family with assistance for a tenancy under the Section 8 housing choice voucher program (voucher program) of the United States Department of Housing and Urban Development (HUD).
- b. The owner has entered into a Housing Assistance Payments Contract (HAP contract) with the PHA under the voucher program. Under the HAP contract, the PHA will make housing assistance payments to the owner to assist the tenant in leasing the unit from the owner.

**2. Lease**

- a. The owner has given the PHA a copy of the lease, including any revisions agreed by the owner and the tenant. The owner certifies that the terms of the lease are in accordance with all provisions of the HAP contract and that the lease includes the tenancy addendum.
- b. The tenant shall have the right to enforce the tenancy addendum against the owner. If there is any conflict between the tenancy addendum and any other provisions of the lease, the language of the tenancy addendum shall control.

**3. Use of Contract Unit**

- a. During the lease term, the family will reside in the contract unit with assistance under the voucher program.
- b. The composition of the household must be approved by the PHA. The family must promptly inform the PHA of the birth, adoption or court-awarded custody of a child. Other persons may not be added to the household without prior written approval of the owner and the PHA.
- c. The contract unit may only be used for residence by the PHA-approved household members. The unit must be the family's only residence. Members of the household may engage in legal profit making activities incidental to primary use of the unit for residence by members of the family.
- d. The tenant may not sublease or let the unit.
- e. The tenant may not assign the lease or transfer the unit.

**4. Rent to Owner**

- a. The initial rent to owner may not exceed the amount approved by the PHA in accordance with HUD requirements.
- b. Changes in the rent to owner shall be determined by the provisions of the lease. However, the owner may not raise the rent during the initial term of the lease.
- c. During the term of the lease (including the initial term of the lease and any extension term), the rent to owner may at no time exceed:

- (1) The reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements, or
- (2) Rent charged by the owner for comparable unassisted units in the premises.

**5. Family Payment to Owner**

- a. The family is responsible for paying the owner any portion of the rent to owner that is not covered by the PHA housing assistance payment.
- b. Each month, the PHA will make a housing assistance payment to the owner on behalf of the family in accordance with the HAP contract. The amount of the monthly housing assistance payment will be determined by the PHA in accordance with HUD requirements for a tenancy under the Section 8 voucher program.
- c. The monthly housing assistance payment shall be credited against the monthly rent to owner for the contract unit.
- d. The tenant is not responsible for paying the portion of rent to owner covered by the PHA housing assistance payment under the HAP contract between the owner and the PHA. A PHA failure to pay the housing assistance payment to the owner is not a violation of the lease. The owner may not terminate the tenancy for nonpayment of the PHA housing assistance payment.
- e. The owner may not charge or accept, from the family or from any other source, any payment for rent of the unit in addition to the rent to owner. Rent to owner includes all housing services, maintenance, utilities and appliances to be provided and paid by the owner in accordance with the lease.
- f. The owner must immediately return any excess rent payment to the tenant.

**6. Other Fees and Charges**

- a. Rent to owner does not include cost of any meals or supportive services or furniture which may be provided by the owner.
- b. The owner may not require the tenant or family members to pay charges for any meals or supportive services or furniture which may be provided by the owner. Nonpayment of any such charges is not grounds for termination of tenancy.
- c. The owner may not charge the tenant extra amounts for items customarily included in rent to owner in the locality, or provided at no additional cost to unsubsidized tenants in the premises.

**7. Maintenance, Utilities, and Other Services**

- a. **Maintenance**
  - (1) The owner must maintain the unit and premises in accordance with the HQS.
  - (2) Maintenance and replacement (including redecoration) must be in accordance with the

standard practice for the building concerned as established by the owner.

b. **Utilities and appliances**

- (1) The owner must provide all utilities needed to comply with the HQS.
- (2) The owner is not responsible for a breach of the HQS caused by the tenant's failure to:
  - (a) Pay for any utilities that are to be paid by the tenant.
  - (b) Provide and maintain any appliances that are to be provided by the tenant.

c. **Family damage.** The owner is not responsible for a breach of the HQS because of damages beyond normal wear and tear caused by any member of the household or by a guest.

d. **Housing services.** The owner must provide all housing services as agreed to in the lease.

**8. Termination of Tenancy by Owner**

a. **Requirements.** The owner may only terminate the tenancy in accordance with the lease and HUD requirements.

b. **Grounds.** During the term of the lease (the initial term of the lease or any extension term), the owner may only terminate the tenancy because of:

- (1) Serious or repeated violation of the lease;
- (2) Violation of Federal, State, or local law that imposes obligations on the tenant in connection with the occupancy or use of the unit and the premises;
- (3) Criminal activity or alcohol abuse (as provided in paragraph c); or
- (4) Other good cause (as provided in paragraph d).

c. **Criminal activity or alcohol abuse.**

- (1) The owner may terminate the tenancy during the term of the lease if any member of the household, a guest or another person under a resident's control commits any of the following types of criminal activity:
  - (a) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of the premises by, other residents (including property management staff residing on the premises);
  - (b) Any criminal activity that threatens the health, or safety of, or the right to peaceful enjoyment of their residences by, persons residing in the immediate vicinity of the premises;
  - (c) Any violent criminal activity on or near the premises; or
  - (d) Any drug-related criminal activity on or near the premises.
- (2) The owner may terminate the tenancy during the term of the lease if any member of the household is:
  - (a) Fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from

which the individual flees, or that, in the case of the State of New Jersey, is a high misdemeanor; or

(b) Violating a condition of probation or parole under Federal or State law.

(3) The owner may terminate the tenancy for criminal activity by a household member in accordance with this section if the owner determines that the household member has committed the criminal activity, regardless of whether the household member has been arrested or convicted for such activity.

(4) The owner may terminate the tenancy during the term of the lease if any member of the household has engaged in abuse of alcohol that threatens the health, safety or right to peaceful enjoyment of the premises by other residents.

d. **Other good cause for termination of tenancy**

- (1) During the initial lease term, other good cause for termination of tenancy must be something the family did or failed to do.
- (2) During the initial lease term or during any extension term, other good cause may include:
  - (a) Disturbance of neighbors,
  - (b) Destruction of property, or
  - (c) Living or housekeeping habits that cause damage to the unit or premises.
- (3) After the initial lease term, such good cause may include:
  - (a) The tenant's failure to accept the owner's offer of a new lease or revision;
  - (b) The owner's desire to use the unit for personal or family use or for a purpose other than use as a residential rental unit; or
  - (c) A business or economic reason for termination of the tenancy (such as sale of the property, renovation of the unit, the owner's desire to rent the unit for a higher rent).
- (4) The examples of other good cause in this paragraph do not preempt any State or local laws to the contrary.
- (5) In the case of an owner who is an immediate successor in interest pursuant to foreclosure during the term of the lease, requiring the tenant to vacate the property prior to sale shall not constitute other good cause, except that the owner may terminate the tenancy effective on the date of transfer of the unit to the owner if the owner:
  - (a) Will occupy the unit as a primary residence; and
  - (b) Has provided the tenant a notice to vacate at least 90 days before the effective date of such notice. This provision shall not affect any State or local law that provides for longer time periods or addition protections for tenants.

## 9. Protections for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking.

- a. **Purpose:** This section incorporates the protections for victims of domestic violence, dating violence, sexual assault, or stalking in accordance with subtitle N of the Violence Against Women Act of 1994, as amended (codified as amended at 42 U.S.C. 14043e et seq.) (VAWA) and implementing regulations at 24 CFR part 5, subpart L.
- b. **Conflict with other Provisions:** In the event of any conflict between this provision and any other provisions included in Part C of the HAP contract, this provision shall prevail.
- c. **Effect on Other Protections:** Nothing in this section shall be construed to supersede any provision of any Federal, State, or local law that provides greater protection than this section for victims of domestic violence, dating violence, sexual assault, or stalking.
- d. **Definition:** As used in this Section, the terms “actual and imminent threat,” “affiliated individual,” “bifurcate,” “dating violence,” “domestic violence,” “sexual assault,” and “stalking” are defined in HUD’s regulations at 24 CFR part 5, subpart L. The terms “Household” and “Other Person Under the Tenant’s Control” are defined at 24 CFR part 5, subpart A.
- e. **VAWA Notice and Certification Form:** The PHA shall provide the tenant with the “Notice of Occupancy Rights under VAWA and the certification form described under 24 CFR 5.2005(a)(1) and (2).
- f. **Protection for victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking:**
  - (1) The landlord or the PHA will not deny admission to, deny assistance under, terminate from participation in, or evict the Tenant on the basis of or as a direct result of the fact that the Tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, if the Tenant otherwise qualifies for admission, assistance, participation, or occupancy. 24 CFR 5.2005(b)(1).
  - (2) The tenant shall not be denied tenancy or occupancy rights solely on the basis of criminal activity engaged in by a member of the Tenant’s Household or any guest or Other Person Under the Tenant’s Control, if the criminal activity is directly related to domestic violence, dating violence, sexual assault, or stalking, and the Tenant or an Affiliated Individual of the Tenant is the victim or the threatened victim of domestic violence, dating violence, sexual assault, or stalking. 24 CFR 5.2005(b)(2).
  - (3) An incident or incidents of actual or threatened domestic violence, dating violence, sexual assault or stalking will not be construed as serious or repeated violations of the lease by the victim or threatened victim of the incident. Nor shall it not be construed as other “good cause” for termination of the lease, tenancy, or occupancy rights of such a victim or threatened victim. 24 CFR 5.2005(c)(1) and (c)(2).
- g. **Compliance with Court Orders:** Nothing in this Addendum will limit the authority of the landlord, when notified by a court order, to comply with the court order with respect to the rights of access or control of property

(including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking) or with respect to the distribution or possession of property among members of the Tenant’s Household. 24 CFR 5.2005(d)(1).

- h. **Violations Not Premised on Domestic Violence, Dating Violence, Sexual Assault, or Stalking:** Nothing in this section shall be construed to limit any otherwise available authority of the Landlord to evict or the public housing authority to terminate the assistance of a Tenant for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking that is in question against the Tenant or an Affiliated Individual of the Tenant. However, the Landlord or the PHA will not subject the tenant, who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, to a more demanding standard than other tenants in determining whether to evict or terminate assistance. 24 CFR 5.2005(d)(2).

### i. Actual and Imminent Threats:

- (1) Nothing in this section will be construed to limit the authority of the Landlord to evict the Tenant if the Landlord can demonstrate that an “actual and imminent threat” to other tenants or those employed at or providing service to the property would be present if the Tenant or lawful occupant is not evicted. In this context, words, gestures, actions, or other indicators will be construed as an actual and imminent threat if they meet the following standards for an actual and imminent threat: “Actual and imminent threat” refers to a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur. 24 CFR 5.2005(d)(3).
- (2) If an actual and imminent threat is demonstrated, eviction should be used only when there are no other actions that could be taken to reduce or eliminate the threat, including, but not limited to, transferring the victim to a different unit, barring the perpetrator from the property, contacting law enforcement to increase police presence, developing other plans to keep the property safe, or seeking other legal remedies to prevent the perpetrator from acting on a threat. Restrictions predicated on public safety cannot be based on stereotypes, but must be tailored to particularized concerns about individual residents. 24 CFR 5.2005(d)(4).

- j. **Emergency Transfer:** A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking may request an emergency transfer in accordance with the PHA’s emergency transfer plan. 24 CFR 5.2005(e). The PHA’s emergency transfer plan must be made available upon request, and incorporate strict confidentiality measures to ensure that the PHA does not disclose a tenant’s dwelling unit location to a person who committed or threatened to commit an act of domestic violence, dating violence, sexual assault, or stalking against the tenant;

For transfers in which the tenant would not be considered a new applicant, the PHA must ensure that a request for an emergency transfer receives, at a minimum, any applicable additional priority that is already provided to other types of emergency transfer requests. For transfers in which the tenant would be considered a new applicant, the plan must include policies for assisting a tenant with this transfer.

- k. **Bifurcation:** Subject to any lease termination requirements or procedures prescribed by Federal, State, or local law, if any member of the Tenant's Household engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking, the Landlord may "bifurcate" the Lease, or remove that Household member from the Lease, without regard to whether that Household member is a signatory to the Lease, in order to evict, remove, or terminate the occupancy rights of that Household member without evicting, removing, or otherwise penalizing the victim of the criminal activity who is also a tenant or lawful occupant. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by Federal, State, and local law for the termination of leases or assistance under the housing choice voucher program. 24 CFR 5.2009(a).

If the Landlord bifurcates the Lease to evict, remove, or terminate assistance to a household member, and that household member is the sole tenant eligible to receive assistance, the landlord shall provide any remaining tenants or residents a period of 30 calendar days from the date of bifurcation of the lease to:

- (1) Establish eligibility for the same covered housing program under which the evicted or terminated tenant was the recipient of assistance at the time of bifurcation of the lease;
- (2) Establish eligibility under another covered housing program; or
- (3) Find alternative housing.

- l. **Family Break-up:** If the family break-up results from an occurrence of domestic violence, dating violence, sexual assault, or stalking, the PHA must ensure that the victim retains assistance. 24 CFR 982.315.

- m. **Move with Continued Assistance:** The public housing agency may not terminate assistance to a family or member of the family that moves out of a unit in violation of the lease, with or without prior notification to the public housing agency if such a move occurred to protect the health or safety of a family member who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking; and who reasonably believed they were imminently threatened by harm from further violence if they remained in the dwelling unit, or if any family member has been the victim of sexual assault that occurred on the premises during the 90-calendar-day period preceding the family's request to move.

- (1) The move is needed to protect the health or safety of the family or family member who is or has been a victim of domestic violence dating violence, sexual assault or stalking; and
- (2) The family or member of the family reasonably believes that he or she was threatened with imminent harm from further violence if he or she remained in the dwelling unit. However, any family member that has been the victim of a sexual assault that occurred on the premises during the

90-calendar day period preceding the family's move or request to move is not required to believe that he or she was threatened with imminent harm from further violence if he or she remained in the dwelling unit. 24 CFR 982.354

n. **Confidentiality.**

- (1) The Landlord shall maintain in strict confidence any information the Tenant (or someone acting on behalf of the Tenant) submits to the Landlord concerning incidents of domestic violence, dating violence, sexual assault or stalking, including the fact that the tenant is a victim of domestic violence, dating violence, sexual assault, or stalking.
- (2) The Landlord shall not allow any individual administering assistance on its behalf, or any persons within its employ, to have access to confidential information unless explicitly authorized by the Landlord for reasons that specifically call for these individuals to have access to the information pursuant to applicable Federal, State, or local law.
- (3) The Landlord shall not enter confidential information into any shared database or disclose such information to any other entity or individual, except to the extent that the disclosure is requested or consented to in writing by the individual in a time-limited release; required for use in an eviction proceeding; or is required by applicable law.

**10. Eviction by court action**

The owner may only evict the tenant by a court action.

**11. Owner notice of grounds**

- (1) At or before the beginning of a court action to evict the tenant, the owner must give the tenant a notice that specifies the grounds for termination of tenancy. The notice may be included in or combined with any owner eviction notice.
- (2) The owner must give the PHA a copy of any owner eviction notice at the same time the owner notifies the tenant.
- (3) Eviction notice means a notice to vacate, or a complaint or other initial pleading used to begin an eviction action under State or local law.

**12. Lease: Relation to HAP Contract**

If the HAP contract terminates for any reason, the lease terminates automatically.

**13. PHA Termination of Assistance**

The PHA may terminate program assistance for the family for any grounds authorized in accordance with HUD requirements. If the PHA terminates program assistance for the family, the lease terminates automatically.

**14. Family Move Out**

The tenant must notify the PHA and the owner before the family moves out of the unit.

**15. Security Deposit**

- a. The owner may collect a security deposit from the tenant. (However, the PHA may prohibit the owner from collecting a security deposit in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants. Any such PHA-required restriction must be specified in the HAP contract.)



- b. When the family moves out of the contract unit, the owner, subject to State and local law, may use the security deposit, including any interest on the deposit, as reimbursement for any unpaid rent payable by the tenant, any damages to the unit or any other amounts that the tenant owes under the lease.
- c. The owner must give the tenant a list of all items charged against the security deposit, and the amount of each item. After deducting the amount, if any, used to reimburse the owner, the owner must promptly refund the full amount of the unused balance to the tenant.
- d. If the security deposit is not sufficient to cover amounts the tenant owes under the lease, the owner may collect the balance from the tenant.

## 16. Prohibition of Discrimination

In accordance with applicable nondiscrimination and equal opportunity laws, statutes, Executive Orders, and regulations, the owner must not discriminate against any person because of race, color, religion, sex (including sexual orientation and gender identity), national origin, age, familial status or disability in connection with the lease. Eligibility for HUD's programs must be made without regard to actual or perceived sexual orientation, gender identity, or marital status.

## 17. Conflict with Other Provisions of Lease

- a. The terms of the tenancy addendum are prescribed by HUD in accordance with Federal law and regulation, as a condition for Federal assistance to the tenant and tenant's family under the Section 8 voucher program.
- b. In case of any conflict between the provisions of the tenancy addendum as required by HUD, and any other provisions of the lease or any other agreement between the owner and the tenant, the requirements of the HUD-required tenancy addendum shall control.

## 18. Changes in Lease or Rent

- a. The tenant and the owner may not make any change in the tenancy addendum. However, if the tenant and the owner agree to any other changes in the lease, such changes must be in writing, and the owner must immediately give the PHA a copy of such changes. The lease, including any changes, must be in accordance with the requirements of the tenancy addendum.
- b. In the following cases, tenant-based assistance shall not be continued unless the PHA has approved a new tenancy in accordance with program requirements and has executed a new HAP contract with the owner:
  - (1) If there are any changes in lease requirements governing tenant or owner responsibilities for utilities or appliances;
  - (2) If there are any changes in lease provisions governing the term of the lease;
  - (3) If the family moves to a new unit, even if the unit is in the same building or complex.
- c. PHA approval of the tenancy, and execution of a new HAP contract, are not required for agreed

changes in the lease other than as specified in paragraph b.

- d. The owner must notify the PHA of any changes in the amount of the rent to owner at least sixty days before any such changes go into effect, and the amount of the rent to owner following any such agreed change may not exceed the reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements.

## 19. Notices

Any notice under the lease by the tenant to the owner or by the owner to the tenant must be in writing.

## 20. Definitions

**Contract unit.** The housing unit rented by the tenant with assistance under the program.

**Family.** The persons who may reside in the unit with assistance under the program.

**HAP contract.** The housing assistance payments contract between the PHA and the owner. The PHA pays housing assistance payments to the owner in accordance with the HAP contract.

**Household.** The persons who may reside in the contract unit. The household consists of the family and any PHA-approved live-in aide. (A live-in aide is a person who resides in the unit to provide necessary supportive services for a member of the family who is a person with disabilities.)

**Housing quality standards (HQS).** The HUD minimum quality standards for housing assisted under the Section 8 tenant-based programs.

**HUD.** The U.S. Department of Housing and Urban Development.

**HUD requirements.** HUD requirements for the Section 8 program. HUD requirements are issued by HUD headquarters, as regulations, Federal Register notices or other binding program directives.

**Lease.** The written agreement between the owner and the tenant for the lease of the contract unit to the tenant. The lease includes the tenancy addendum prescribed by HUD.

**PHA.** Public Housing Agency.

**Premises.** The building or complex in which the contract unit is located, including common areas and grounds.

**Program.** The Section 8 housing choice voucher program.

**Rent to owner.** The total monthly rent payable to the owner for the contract unit. The rent to owner is the sum of the portion of rent payable by the tenant plus the PHA housing assistance payment to the owner.

**Section 8.** Section 8 of the United States Housing Act of 1937 (42 United States Code 1437f).

**Tenant.** The family member (or members) who leases the unit from the owner.

**Voucher program.** The Section 8 housing choice voucher program. Under this program, HUD provides funds to a PHA for rent subsidy on behalf of eligible families. The tenancy under the lease will be assisted with rent subsidy for a tenancy under the voucher program.



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Para adquirir la versión traducida, por favor comuníquese al 312-935-2600.

### RE-EXAMINATION APPOINTMENT NOTICE

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

[DATE]

Voucher #: [VOUCHER #]

[PARTICIPANT NAME]

[PARTICIPANT ADDRESS]

[PARTICIPANT CITY, STATE ZIP]

Dear [PARTICIPANT NAME]

As a participant in the Chicago Housing Authority's Housing Choice Voucher (HCV) Program, you are required to report your income, update information on any family members living in your unit and attend re-examination appointments, as scheduled. Your next appointment has been scheduled for you:

**Date:** [RE-EXAM APPT DATE]

**Time:** [RE-EXAM APPT TIME]

**Location:** [OFFICE ADDRESS]

[OFFICE CITY, STATE ZIP]

**Any family member 18 years old and older must accompany you to this appointment and bring a current photo ID.**

Please be on time. If you cannot make your scheduled re-examination appointment, you must contact us at 312-935-2600 in advance of the appointment date to reschedule. If you are unavailable at your scheduled time, the following will occur:

- ☐ This is your **first** re-examination appointment. CHA will automatically reschedule your appointment date.
- ☐ This is your **second and final** re-examination appointment. Therefore, you may be in violation of your Family Obligations, which may result in the forfeiture of your voucher.

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**CHA will continue to send more and more information via email and through phone reminders. Therefore, it is important that we have your correct contact information in our system. Our records indicate the following:**

**Phone:** [PARTICIPANT PHONE]

**Email:** [PARTICIPANT EMAIL]

**If this information is incorrect, please contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org) as soon as possible to update.**

Rev. 09292020, Eff. 09302020, CHA-0109: Initial Appt Notice

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**CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • [hcv@thecha.org](mailto:hcv@thecha.org) • [www.thecha.org/hcv](http://www.thecha.org/hcv)**





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## VERIFICATION DOCUMENTS CHECKLIST

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

### Income Verification

The following are acceptable forms of documentation used to verify income (**ALL documents must be dated within 60 days of the Re-Examination appointment**):

- ☐ **Employment:** Three current consecutive check stubs from the employer. If this is not available, provide a letter from the employer or other documentation that contains the hire date, the hourly rate and the hours worked per week.
- ☐ **Self-Employment:** Most recent tax return with all schedules as well as income and expense records.
- ☐ **Unemployment:** Original award letter from the Department of Employment Security and current check stub or exhaust letter.
- ☐ **SSI/Social Security benefits:** Award letter and current notice of change from the Social Security Administration.
- ☐ **Public Aid:** Copy of caseworker's statement with caseworker's phone number or cancellation letter.
- ☐ **Child Support/Alimony:** Verification from the person paying the support; copy of a separation or settlement agreement or a divorce decree stating amount and type of support and payment schedules; copy of the latest check and/or payment stubs.
- ☐ **Foster Care/Adoption Assistance:** Statement from the state agency or organization.
- ☐ **Pension/Annuity:** Award letter.
- ☐ **Regular Contributions:** A letter from the provider with address, telephone number and email and copies of checks or payment stubs.
- ☐ **Assets:** Verification of assets that you own including, but not limited to: checking and savings accounts, certificates of deposit (CDs), mutual funds, stocks, bonds, retirement accounts (401k, 403b, IRA), pension fund, trust fund, real estate and life insurance policies that have cash value.

### Other Required Verification

The following are acceptable forms of documentation used to verify other required documents:

- ☐ **Full-Time Student Status** (*for students 18 or older*): Current letter from registrar or admissions office.
- ☐ **Medical/Handicapped Expenses** (*only if the head of household, spouse or co-head is age 62 or older or disabled*): Printout and/or receipts from pharmacy and/or doctor.
- ☐ **Childcare Expenses** (*for children 12 and under*): Receipts and other original documentation, including provider's name, address, telephone number and taxpayer identification.

**Note:** If your household is reporting zero income, you must bring documentation that verifies loss of all income from all sources and all household members previously counted.

**\*\*\*The head of household and all family members 18 years of age and older must attend this interview.\*\*\***

If you have any questions, please contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org).

Rev. 04302019, Eff. 05022019, CHA-0135: Docs Checklist

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • [hcv@thecha.org](mailto:hcv@thecha.org) • [www.thecha.org/hcv](http://www.thecha.org/hcv)



Para adquirir la versión traducida, por favor comuníquese al 312.913.7062  
Vui lòng gọi số 312.913.7062 để có bản dịch  
请拨打312.913.7062  
W celu otrzymania wersji przetłumaczonej, proszę dzwonić pod numer 312.913.7062  
Пожалуйста, позвоните по номеру 312.913.7062, чтобы получить перевод  
Mangyaring tumawag sa 312.913.7062 para sa naisaling bersiyon  
Molimo pozovite 312.913.7062 za prevedenu verziju  
کری فون پر 312.913.7062 کیلئے ورژن شدہ ترجمہ کرم براہ

### INTENT TO TERMINATE — PARTICIPANT

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

[DATE]

Voucher #: [VOUCHER #]

[PARTICIPANT NAME]

[PARTICIPANT ADDRESS]

[PARTICIPANT CITY, STATE ZIP]

Dear [PARTICIPANT NAME]

This letter serves as notice that we are proposing termination of your participation in the Chicago Housing Authority's Housing Choice Voucher Program, effective [EFF DATE] for violation(s) of the following:

[PROVIDE VIOLATIONS HERE USING THE EXACT WORDING FROM THE REASONS FOR TERMINATION CHECKLIST.]



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## REQUEST FOR REASONABLE ACCOMMODATION FORM

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

Date of Request: \_\_\_\_\_

Name (Head of Household): \_\_\_\_\_ Voucher #: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, ZIP Code: \_\_\_\_\_

Who is requesting the accommodation? ☐ Head of Household

☐ Household Member: \_\_\_\_\_  
(Name)

**Note:** Applicable federal and state law defines “disability” with respect to the individual as a physical or mental impairment that substantially limits one or more of their major life activities (walking, talking, hearing, seeing, breathing, learning, performing manual tasks and caring for oneself), a record of having such an impairment, or regarded as having such an impairment. The person requesting the accommodation must meet this definition.

### 1. What accommodation(s) are being requested? (Please be specific)

- ☐ **Extra time to locate to a unit due to disability related reasons.** Please explain the hardship you have faced due to your disability in finding a unit in the past and demonstrate the connection between your disability and the need for the extension.

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- ☐ **Lease a unit owned by a relative.** Please describe why renting from a relative will assist you.  
**Note:** This same relative MAY NOT actually live in the unit with the participant requesting the accommodation.

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- ☐ **Additional Utility Allowance.** For medical equipment that uses extra electricity.

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Rev. 02032025, Eff. 02052025, CHA-0121: Reas Accommodation

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- ☐ **Extra bedroom for a person with a disability.** Please explain why you need an extra bedroom and submit additional documentation to sufficiently justify the request.

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- ☐ **Extra bedroom for equipment.** Please specify, in detail, the type and size of the equipment.

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- ☐ **HomeMod Fund assistance.** Please provide a brief description of the modifications needed to make your home more accessible.

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- ☐ **Adding a Live-In Aide.** I require a person to live in the unit with me to administer care. This person is not just visiting help and does not come and go in specific shifts.

**Note:** The Live-In Aide has no rights to the voucher or unit and is prohibited from becoming a family member. In addition, their income is not counted toward the rent calculation for the household.

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- ☐ **Special communication.** For either a person with visual impairments (written material in alternate formats, such as large print) or hearing impairments (sign language interpretation services at meetings with CHA).

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- ☐ **Transfer to a different Project-Based Voucher (PBV) Program unit.** For PBV participants only.

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- ☐ **Other policy or rule change needed.** Please explain below.

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Rev. 02032025, Eff. 02052025, CHA-0121: Reas Accommodation

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**Note:** If necessary, HCV Program staff **may** fill in the name, voucher number and requested accommodation on behalf of the participant.

Signature of HCV Program staff, if applicable: **X** \_\_\_\_\_

**2. Please list the contact information of the knowledgeable professional who can verify that you have a disability warranting the accommodation(s).**

**Note:** A Certification of Need for a Reasonable Accommodation or Structural Modification form will be sent to the knowledgeable professional for completion ... it is **not** to be completed by the Head of Household or the requesting individual.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**3. Release of Information:**

I certify that the information provided on this form is true and accurate. I give CHA permission to discuss the requested accommodation with my knowledgeable professional.

**Note:** Any forms or letters that are incomplete will require CHA to request more information, which will delay the rendering of a decision. The knowledgeable professional listed will receive a copy of this form.

\_\_\_\_\_  
*Signature of Participant*

\_\_\_\_\_  
*Date*

**Fraud and False Statements:** Title 18, Section 1001 of the U.S. Code states that a person who knowingly and willingly makes false and fraudulent statements to any department or employee of the United States Government, HUD, a Public Housing Authority or a property owner may be subject to penalties that include fines and/or imprisonment.

If you have any questions, please contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org) or the Fair Housing Department at 312-913-7062 or [fairhousing@thecha.org](mailto:fairhousing@thecha.org).

Rev. 02032025, Eff. 02052025, CHA-0121: Reas Accommodation

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • [hcv@thecha.org](mailto:hcv@thecha.org) • [www.thecha.org/hcv](http://www.thecha.org/hcv)



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Vui lòng gọi số 312.913.7062 để có bản dịch

请拨打312.913.7062

W celu otrzymania wersji przetłumaczonej, proszę dzwonić pod numer 312.913.7062

Пожалуйста, позвоните по номеру 312.913.7062, чтобы получить перевод

Mangyaring tumawag sa 312.913.7062 para sa naisaling bersiyon

Molimo pozovite 312.913.7062 za prevedenu verziju

براه کرم ترجمہ شدہ ورژن کیلئے 312.913.7062 پر فون کری

## INELIGIBILITY AND RIGHT TO INFORMAL REVIEW

If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.

[DATE]

Voucher #: [VOUCHER #]

[PARTICIPANT NAME]

[PARTICIPANT ADDRESS]

[PARTICIPANT CITY, STATE ZIP]

Dear [PARTICIPANT NAME]

This is to notify you that your application to participate in the Chicago Housing Authority's Housing Choice Voucher (HCV) Program has been denied due to the following reason(s).

- ☐ Criminal background check revealed a record of drug-related criminal activity or other criminal activity that might threaten others
- ☐ Reported household income exceeds HUD's current limits for a family of your size
- ☐ Record of eviction from another Federally Subsidized Program
- ☐ Failure to submit required information and/or documentation as requested in our notification dated [DATE OF NOTICE]
- ☐ Failure to attend two scheduled Eligibility Interviews or briefing appointments on [MISSED APPT DATE] and [MISSED APPT DATE 2]
- ☐ Other: [SPECIFY OTHER REASON FOR DENIAL]

You have a right to request an Informal Review of this decision. However, CHA must receive your written request for an Informal Review within 15 business days from the date of this notice. As a convenience, you may sign and make a copy of this notice to serve as your Informal Review request. You may mail, fax, email or drop off your written request at any of the HCV Program Regional Offices. Please indicate your name, Client #, current address and a brief statement of the reason(s) for requesting the Informal Review.

If you have any questions, please contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org).

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**DO NOT DETACH. PLEASE RETAIN A COPY FOR YOUR RECORDS.**

I request an Informal Review for the following reasons:

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Signature

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Contact Phone #

Rev. 04142025, Eff. 04162025, CHA-0056: Reg Wait List WD

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## INFORMAL HEARING REQUEST

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

**As a participant in the Housing Choice Voucher (HCV) Program, you have the right to:**

- Request, in writing, an Informal Hearing
- Examine HCV Program documents directly related to your case
- Be represented by counsel or by other advocates at your own expense
- Present documents, evidence or information that supports your case

**Instructions on how to request an Informal Hearing:**

- Write a personal letter explaining the reason(s) for the request OR complete the following Informal Hearing Request Form and submit it via email to [hcv@thecha.org](mailto:hcv@thecha.org) or drop it off at any of the HCV Program Regional Office locations.
- All written requests must include your name, voucher number, current address, subsidized address (if different than your current address), telephone number and a brief statement explaining the reason(s) for the request.
- All written requests must be received by the HCV Program no later than 30 calendar days from the date of the original decision notification that you are disputing.

**Informal Hearings WILL be granted for the following:**

- Termination of assistance
- Calculation of total participant payment or participant rent
- Determination of Utility Allowance
- Determination of unit size
- Termination, denial or delay of assistance because of ineligible immigration status
- Exceptions to minimum rent requirements

**Informal Hearings WILL NOT be granted for the following:**

- Unit size under the HCV Program subsidy standards
- Unit that fails Housing Quality Standards (HQS)
- Unit not in accordance with family size
- Disapproval of property owner's lease
- Extension of voucher
- General policy issues or class grievances
- Discretionary administrative determinations by the HCV Program

Rev. 04292019, Eff. 05012019, CHA-0059: Hearing/Review Request

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U.S. Department of Housing and Urban Development  
OMB Approval No. 2577-0286  
Exp. 1/31/2028

**CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE,  
SEXUAL ASSAULT, OR STALKING**

**Confidentiality Note:** Any personal information you share in this form will be maintained by your covered housing provider according to the confidentiality provisions below.

**Purpose of Form:** If you are a tenant of or applicant for housing assisted under a covered housing program, or if you are applying for or receiving transitional housing or rental assistance under a covered housing program, and ask for protection under the Violence Against Women Act ("VAWA"), you may use this form to comply with a covered housing provider's request for written documentation of your status as a "victim". This form is accompanied by a "Notice of Occupancy Rights Under the Violence Against Women Act," Form HUD-5380.

**VAWA protects individuals and families regardless of a victim's age or actual or perceived sexual orientation, gender identity, sex, or marital status.**

You are not expected **and cannot be asked or required** to claim, document, or prove victim status or VAWA violence/abuse other than as stated in "Notice of Occupancy Rights Under the Violence Against Women Act," Form HUD-5380.

This form is **one of your available options** for responding to a covered housing provider's written request for documentation of victim status or the incident(s) of VAWA violence/abuse. If you choose, you may submit one of the types of third-party documentation described in Form HUD-5380, in the section titled, "What do I need to document that I am a victim?". Your covered housing provider must give you at least 14 business days (weekends and holidays do not count) to respond to their written request for this documentation.

**Will my information be kept confidential?** Whenever you ask for or about VAWA protections, your covered housing provider must keep any information you provide about the VAWA violence/abuse or the fact you (or a household member) are a victim, including the information on this form, strictly confidential. This information should be securely and separately kept from your other tenant files. This information can only be accessed by an employee/agent of your covered housing provider if (1) access is required for a specific reason, (2) your covered housing provider explicitly authorizes that person's access for that reason, **and** (3) the authorization complies with applicable law. This information will not be given to anyone else or put in a database shared with anyone else, unless your covered housing provider (1) gets your written permission to do so for a limited time, (2) is required to do so as part of an eviction or termination hearing, **or** (3) is required to do so by law.

In addition, your covered housing provider must keep your address strictly confidential to ensure that it is not disclosed to a person who committed or threatened to commit VAWA violence/abuse against you (or a household member).

**What if I require this information in a language other than English?** To read this in Spanish or another language, please contact the Chicago Housing Authority via email at [chala@thecha.org](mailto:chala@thecha.org) or call 312-742-8500. You can read translated VAWA forms at [www.hud.gov/program\\_offices/administration/hudclips/forms/hud5a#4](http://www.hud.gov/program_offices/administration/hudclips/forms/hud5a#4). If you speak or read in a language other than English, your covered housing provider must give you language assistance regarding your VAWA protections (for example, oral interpretation and/or written translation).

**Can I request a reasonable accommodation?** If you have a disability, your covered housing provider must provide reasonable accommodations to rules, policies, practices, or services that may be necessary to allow you to equally benefit from VAWA protections (for example, giving you more time to submit documents or assistance with filling out forms). You may request a reasonable accommodation at any time, even for the first time during an eviction. If a provider is denying a specific reasonable accommodation because it is not reasonable, your covered housing provider must first engage in the interactive process with you to identify possible alternative accommodations. Your covered housing provider must also ensure effective communication with individuals with disabilities.

**Need further help?** For additional information on VAWA and to find help in your area, visit [www.hud.gov/vawa](http://www.hud.gov/vawa). To speak with a housing advocate, contact the City of Chicago Domestic Violence Help Line at 877-863-6338.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Name(s) of victim(s): \_\_\_\_\_

2. Your name (if different from victim's): \_\_\_\_\_

3. Name(s) of other member(s) of the household: \_\_\_\_\_

4. Name of the perpetrator (if known and can be safely disclosed): \_\_\_\_\_

5. What is the safest and most secure way to contact you? (You may choose more than one.)

If any contact information changes or is no longer a safe contact method, notify your covered housing provider.

☐ Phone Phone Number: \_\_\_\_\_

Safe to receive a voicemail: ☐ Yes ☐ No

☐ E-mail E-mail Address: \_\_\_\_\_

Safe to receive an email: ☐ Yes ☐ No

☐ Mail Mailing Address: \_\_\_\_\_

Safe to receive mail from your housing provider: ☐ Yes ☐ No

☐ Other Please List: \_\_\_\_\_

6. Anything else your housing provider should know to safely communicate with you?

**Applicable definitions of domestic violence, dating violence, sexual assault, or stalking:**

*Domestic violence* includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who lives with or has lived with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

Spouse or intimate partner of the victim includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship.

*Dating violence* means violence committed by a person:

- (1) Who is or has been in a social relationship of a romantic or intimate nature with the victim; **and**
- (2) Where the existence of such a relationship shall be determined based on a consideration of the following factors: (i) The length of the relationship; (ii) The type of relationship; and (iii) The frequency of interaction between the persons involved in the relationship.

*Sexual assault* means any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent.

*Stalking* means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- (1) Fear for the person's individual safety or the safety of others **or**
- (2) Suffer substantial emotional distress.

**Certification of Applicant or Tenant:** By signing below, I am certifying that the information provided on this form is true and correct to the best of my knowledge and recollection, and that one or more members of my household is or has been a victim of domestic violence, dating violence, sexual assault, or stalking as described in the applicable definitions above.

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**Signature**

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**Date**

**Public Reporting Burden** for this collection of information is estimated to average 20 minutes per response. This includes the time for collecting, reviewing, and reporting. Comments concerning the accuracy of this burden estimate and any suggestions for reducing this burden can be sent to the Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street, SW, Washington, DC 20410. Housing providers in programs covered by VAWA may request certification that the applicant or tenant is a victim of VAWA violence/abuse. A Federal agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

**EMERGENCY TRANSFER REQUEST FOR VICTIMS OF  
DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

**Confidentiality Note:** Any personal information you share in this form will be maintained by your covered housing provider according to the confidentiality provisions below.

**Purpose of Form:** If you are a tenant of housing assisted under a covered housing program, or if you are receiving transitional housing or rental assistance under a covered housing program, you may use this form to request an emergency transfer and certify that you qualify for an emergency transfer under the Violence Against Women Act (“VAWA”). This form refers to domestic violence, dating violence, sexual assault, or stalking as “VAWA violence/abuse.”

**VAWA protects individuals and families regardless of a victim’s age or actual or perceived sexual orientation, gender identity, sex, or marital status.**

**You may request an emergency transfer when:**

1. You (or a household member) are a victim of VAWA violence/abuse;
2. You expressly request the emergency transfer; **AND**
3. **EITHER**
  - a. you reasonably believe that there is a threat of imminent harm from further violence, including trauma, if you (or a household member) stay in the same dwelling unit; **or**
  - b. if you (or a household member) are a victim of sexual assault, either you reasonably believe there is a threat of imminent harm from further violence, including trauma, if you (or a household member) stay in the unit, or the sexual assault occurred on the premises and you request an emergency transfer within 90 days (including holidays and weekend days) of when that assault occurred.

A covered housing provider, in response to an emergency transfer request, should not evaluate whether you are in good standing as part of the assessment or provision of an emergency transfer. Whether or not you are in good standing does not impact your ability to request an emergency transfer under VAWA.

However, submitting this form does not necessarily mean that you will receive an emergency transfer. See your covered housing provider’s VAWA Emergency Transfer Plan for more information about VAWA emergency transfers and see “Notice of Occupancy Rights Under the Violence Against Women Act,” Form HUD-5380, for additional housing rights you may be entitled to.

**Am I required to submit any documentation to my covered housing provider?** Your covered housing provider may request documentation proving that you, or a household member, are a victim of VAWA violence/abuse, in addition to completing this emergency transfer request form. The request can be met by completing and submitting the VAWA Self-certification Form (Form HUD-5382), unless the covered housing provider receives conflicting information about the VAWA violence/abuse. If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you may, instead, choose to submit that documentation to your covered housing provider. See “Notice of Occupancy Rights Under the Violence Against Women Act,” Form HUD-5380, for more information.

**Will my information be kept confidential?** Whenever you ask for or about VAWA protections, your covered housing provider must keep any information you provide about the VAWA violence/abuse or the fact you (or a household member) are a victim, including the information on this form, strictly confidential. This information should be securely and separately kept from your other tenant files. This information can only be accessed by an employee/agent of your covered housing provider if (1) access is required for a specific reason, (2) your covered housing provider explicitly authorizes that person’s access for that reason, **and** (3) the authorization complies with applicable law. This information will not be given to anyone else or put in a database shared with anyone else, unless your covered housing provider (1) gets your written permission to do so for a limited time, (2) is required to do so as part of an eviction or termination hearing, **or** (3) is required to do so by law.

In addition, your covered housing provider must keep your address strictly confidential to ensure that it is not disclosed to a person who committed or threatened to commit VAWA violence/abuse against you (or a household member).

**What if I need this information in a language other than English?** To read this in Spanish or another language, please contact the Chicago Housing Authority (CHA) via email at [chala@thecha.org](mailto:chala@thecha.org) or call 312-742-8500. You can read translated VAWA forms at [www.hud.gov/program\\_offices/administration/hudclips/forms/hud5a#4](http://www.hud.gov/program_offices/administration/hudclips/forms/hud5a#4). If you speak or read in a language other than English, your covered housing provider must give you language assistance regarding your VAWA protections (for example, oral interpretation and/or written translation).

**Can I request a reasonable accommodation?** If you have a disability, your covered housing provider must provide reasonable accommodations to rules, policies, practices, or services that may be necessary to allow you to equally benefit from VAWA protections (for example, giving you more time to submit documents or assistance with filling out forms). You may request a reasonable accommodation at any time, even for the first time during an eviction. If a provider is denying a specific reasonable accommodation because it is not reasonable, your covered housing provider must first engage in the interactive process with you to identify possible alternative accommodations. Your covered housing provider must also ensure effective communication with individuals with disabilities.

**Need further help?** For additional information on VAWA and to find help in your area, visit [www.hud.gov/vawa](http://www.hud.gov/vawa). To speak with a housing advocate, contact the City of Chicago Domestic Violence Help Line at 877-863-6338.

**TO BE COMPLETED BY OR ON BEHALF OF THE TENANT REQUESTING AN EMERGENCY TRANSFER**

1. Name(s) of victim(s): \_\_\_\_\_

2. Your name (if different from victim's): \_\_\_\_\_

3. Name(s) of other household member(s): \_\_\_\_\_

4. Name(s) of other household member(s) who would transfer with the victim: \_\_\_\_\_

5. Name of the perpetrator (if known and can be safely disclosed): \_\_\_\_\_

6. Address of location from which the victim seeks to transfer: \_\_\_\_\_

7. Current Unit Size (# of bedrooms): \_\_\_\_\_

8. What is the safest and most secure way to contact you? (You may choose more than one.)

If any contact information changes or is no longer a safe contact method, notify your covered housing provider.

☐ Phone Phone Number: \_\_\_\_\_  
Safe to receive a voicemail: ☐ Yes ☐ No

☐ E-mail E-mail Address: \_\_\_\_\_  
Safe to receive an email: ☐ Yes ☐ No

☐ Mail Mailing Address: \_\_\_\_\_  
Safe to receive mail from your housing provider: ☐ Yes ☐ No

☐ Other Please List: \_\_\_\_\_

**9. Anything else your housing provider should know to safely communicate with you?**

**10. What features are requested for a safe unit?** You may list here any information that would facilitate a suitable transfer, such as accessibility needs, and a description of where it is safe or unsafe for you to live.

(Please note that the ability to provide an emergency transfer is based on unit availability.)

- |                                           |                                                        |
|-------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> New Neighborhood | <input type="checkbox"/> New Building                  |
| <input type="checkbox"/> First Floor unit | <input type="checkbox"/> Second Floor unit (and above) |
| <input type="checkbox"/> Near an Exit     | <input type="checkbox"/> Well-lit hallways/walkways    |
| <input type="checkbox"/> 24-hour Security | <input type="checkbox"/> Accessible unit               |
| <input type="checkbox"/> Other: _____     |                                                        |

**11. To approve your request for an emergency transfer, your covered housing provider may require that you provide written documentation that you (or a household member) are a victim of VAWA violence/abuse. Your covered housing provider must make this request for documentation in writing. You can choose to submit any one of the following types of documentation:**

- Form HUD-5382 *Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation*, which asks your name and the perpetrator's name (if known and safe to provide);
- A document signed by a victim service provider, attorney, mental health professional, or medical professional who has helped you address the VAWA violence/abuse. The professional must state "under penalty of perjury" that he/she/they believe in the occurrence of the incident of VAWA violence/abuse and that it is covered by VAWA. Both you and the professional must sign the statement;
- A police, administrative, or court record (such as a protective order) that shows you (or a household member) are a victim of VAWA violence/abuse; OR
- If permitted by your covered housing provider, a statement or other evidence provided by you.

**Certification of Tenant:** By signing below, I am certifying that the information provided on this form is true and correct to the best of my knowledge and recollection, and that I meet the conditions described on this form to qualify for an emergency transfer.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Public reporting burden** for this collection of information is estimated to average 20 minutes per response. This includes the time for collecting, reviewing, and reporting. Comments concerning the accuracy of this burden estimate and any suggestions for reducing this burden can be sent to the Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street, SW, Washington, DC 20410. Covered housing providers in programs covered by VAWA may ask for a written request for an emergency transfer for a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking. Housing providers may distribute this form to tenants and tenants may use it to request an emergency transfer. The information is subject to the confidentiality requirements of VAWA. A Federal agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.



# Protecting Your Child From Lead



## *Lead Education Initiative Packet*



Specific steps can be taken  
to protect your child from  
lead poisoning.

Please take a moment and  
read this packet carefully.

[www.thecha.org/hcv](http://www.thecha.org/hcv)

A Publication of





## Lead EDUCATION

### Lead: Why Is It a Problem?

Before we knew how harmful lead could be, it was used in paint, gasoline, water pipes and many other products. Now that we know the dangers of lead, the use of lead in house paint and plumbing materials has been banned.

Unfortunately, a majority of the housing in Chicago was built prior to 1978 before the banning of lead in building materials, meaning your home and apartment could contain enough lead to sicken your child through lead poisoning.

Many homes still have lead paint surfaces and lead in pipes, which still present a real danger for lead poisoning. Swallowing lead paint chips and breathing dust from lead-based paint can also make your child sick, even though this dust may not be visible.

### Who's at Risk?

**Every child under the age of six must be protected from lead poisoning.**

While anyone can get lead poisoning, babies and very small children are particularly at risk because they put things in their mouths and their small bodies absorb lead more easily. If you are pregnant, avoid exposing yourself to lead. Lead can pass through your body and harm your unborn baby.

### The Effects

Lead poisoning is an extremely serious condition. Brain damage, mental retardation, hearing loss, behavioral problems and damage to a child's kidney and stomach are just some of the effects of lead poisoning. Exposure to high levels of lead can also cause seizures, unconsciousness and even death.

### What to Look for...

If your child is always tired, can't ever seem to sit still, is grouchy, has an unusual amount of headaches and trouble sleeping at night, he or she should be tested. Other early signs to watch out for include loss of appetite, weight loss and constipation.

### How to Protect Your Child

#### 1. Testing is extremely important.

Get your children tested for lead poisoning regularly even if they seem healthy. **The Chicago Department of Public Health's guidelines recommend that children be tested at the following minimum ages: 9, 15 and 24 months and annually through age 6** (if past test results are at 10 ug/dL or above). If any of your child's test results are above 10 ug/dl, they should be tested soon after moving into any residence built before 1978.

*A list of agencies that provides free blood screenings for lead poisoning is included in this packet.*

#### 2. Act quickly — if you suspect your child is poisoned.

Early detection and treatment are extremely important to limit the damage that can occur from lead poisoning. If your child has tested with an elevated blood level of 20 ug/dL or has been tested on two occasions with elevated blood-levels of 15-19 ug/dL, in addition to seeking proper medical care, immediately contact the Chicago Department of Public Health and CHA to request a risk assessment of the unit.

#### 3. Paint is the biggest problem.

Paint that is cracking, peeling, chipping or flaking is extremely dangerous. Children can eat these pieces of paint or breathe the dust from the paint. Stop your child from putting anything paint covered into their mouths.



***Cracking, peeling, chipping and flaking paint in and around your house poses a danger.***

## Lead EDUCATION

**4. Make sure your Property Owner/Manager lives up to his/her responsibilities.**

If you see any chipping, peeling, cracking or flaking paint in your home, call your Property Owner/Manager immediately to have the defective paint removed. You should also advise CHA of defective paint. **DO NOT try to remove the lead-based paint yourself. Experts must remove lead paint.** Make sure your Property Owner/Manager hires a person who has special training and is licensed for correcting lead paint problems to remove the lead from your home. The person must know how to do this work safely and have the proper equipment to clean up thoroughly.

Be sure your Property Owner/Manager or contractor is using safe work practices and is EPA-certified when painting, remodeling or renovating your house or apartment\*. Lead-safe work practices include working wet, removing or covering your furniture and belongings in the work area, covering floors with plastic and cleaning up when done.

Your Property Owner/Manager is responsible for notifying you of any repairs to be made related to lead paint removal and when the repairs are completed.

**5. Watch where your child plays and what your child plays with.**

Most children are poisoned by lead dust that gets on their hands and then in their mouths. **Wash your child's hands, bottles, toys, pacifiers and other things that they may put in their mouths regularly.** Do not let your child play in bare soil. Soil can also be contaminated by flaking and peeling lead-based paint.

**6. Clean up safely.**

Clean up often and buy a wet mop or cloth to clean floors, window sills, mini blinds, furniture and other surfaces. Pay particular attention to dusty and dirty areas and be sure to rinse sponges and mops thoroughly after each use.

**7. Be aware of other sources of lead poisoning.**

Lead paint, dust and soil are the most common sources of lead, but other ways that children can get sick from lead include:

- Food or liquid stored in lead crystal or lead-glazed pottery or porcelain can become contaminated with lead.

- Hobbies such as making pottery, stained glass or refinishing furniture can involve lead.
- Folk remedies such as "Greta" and "Azarcon" which are used to treat an upset stomach or "pay loo ah", a treatment for a rash or fever may contain lead.
- Painted toys, household furniture and outdoor furniture may have lead. Do not let children chew on painted toys or furniture such as cribs or playpens.
- Children get exposed to lead when their parents bring home lead dust on their clothes, shoes, hair or skin.
- Some imported, non-glossy vinyl mini-blinds can be a lead hazard. Sunlight and heat can break down the blinds, possibly releasing lead contaminated dust. Look for products with labels that say "new formulation," "non-leaded formula," "no lead added" or "new non-leaded vinyl formulation."

## ! Important: CHA's Housing Quality Standards (HQS) Procedure

If you see chipping, peeling, cracking or flaking paint, do not wait. Please contact your Property Owner/Manager immediately and also request an inspection from CHA.

Even if you do not request an inspection, CHA will conduct a Housing Quality Standards (HQS) Inspection before you move into any new unit leased under the Housing Choice Voucher Program and at least once a year thereafter. This inspection includes a visual assessment of any deteriorated paint violations, such as chipping, peeling, cracking or flaking paint. CHA will then notify you and your Property Owner/Manager.

*\*The Environmental Protection Agency (EPA) requires that all persons who renovate, repair, or prepare surfaces for painting in pre-1978 rental housing or space rented by child-care facilities must be certified by the EPA and must follow the lead-safe work practices required by EPA's Renovation, Repair and Remodeling rule.*

## Lead EDUCATION

### Proper Diet and Food Preparation

The only truly effective way to keep your child safe from lead poisoning is to safely remove all lead sources from the child's environment. However, the way you prepare and serve meals can also safeguard your children from lead poisoning.

#### 1. Clear out the lead from plumbing and pipes.

Avoid cooking food in water that is contaminated by lead. **ALWAYS run the cold water at least 10-30 seconds before using it for cooking or drinking.** This helps clear the lead from the plumbing and pipes. **Never use hot water for cooking or preparing formula.**

#### 2. Do NOT store foods in open cans or pottery.

Lead-glazed ceramic ware, pottery and crystal can transfer lead to foods.

#### 3. Serve healthy, low-fat foods.

Children with good diets absorb less lead. Therefore, it is best to serve your children:

##### Foods rich in iron

Dried fruit (raisins, dates, prunes), beans, lean meats or poultry (hamburger, beef, pork, chicken, fish, tuna), baked potatoes, greens (collard, kale, spinach, beet greens), iron fortified cereals, nuts, sunflower seeds, eggs, wheat germ and peanut butter.

##### Foods rich in calcium

Dairy products such as low-fat milk, low-fat yogurt, low-fat cheese, pancakes, custard, pudding and muffins.

##### Foods rich in vitamin C

Cantaloupe, oranges, sweet potatoes, lemons, strawberries, grapefruit and limes.

#### 4. Reduce or avoid fried foods.

It's always best to broil, bake or boil food. Greasy and fried foods keep lead in your child's system.

#### 5. Wash your child's hands.

After playing around lead dust or paint many children get lead poisoning from putting their hands in their mouths. Always wash your child's hands before each meal or snack to remove dirt and dust.

### Get the Lead out of Your House

Making sure your house is free of dust and dirt is another way to protect your child from lead poisoning.

#### 1. Clean up paint chips IMMEDIATELY.

Never allow any paint chips or dust from window sills, window frames, walls and other surfaces to lie around your home. Be sure to clean up these critical areas regularly, using a mop or sponge with warm water and any all-purpose cleaner such as dish washing liquid that contains trisodium phosphate or a cleaner made especially for lead.

Keeping dust and paint chips wet will stop them from becoming airborne and spreading contamination.

#### 2. Clean your cleaning tools.

Rinse sponges, rags and mop heads after each use to prevent transferring lead residue to other parts of your home.

#### 3. Keep your children's play area clean.

Wash bottles, pacifiers, toys and stuffed animals regularly.

#### 4. Do not track in lead from the outside.

Clean or remove shoes before entering your home.







Este documento se puede traducir.  
Para adquirir la versión traducida, por favor comuníquese al 312-935-2600.

## LEAD EDUCATION CONTACTS AND RESOURCES INFORMATION SHEET

*If you need this document in a different language or **LARGER FONT** or if you need a reasonable accommodation (persons with disabilities), please call 312-935-2600 or TTY: 312-461-0079. Advance notice of seven days is required in order to arrange for interpreter services.*

The following are sources of information on lead education, the removal of lead hazards from the home and community-based health centers that are affiliated with the Chicago Department of Public Health and provide lead screening services.

### General Information

#### **Chicago Department of Public Health**

Childhood Lead Poisoning Prevention and Healthy Homes Program  
333 S. State St., Room 200  
Chicago, IL 60604  
312-747-9884  
[www.cityofchicago.org/health](http://www.cityofchicago.org/health)

#### **Cook County Department of Public Health**

Lead Poisoning Prevention and Healthy Homes Program  
15900 S. Cicero Ave., Bldg. E  
Oak Forest, IL 60452  
708-633-4000  
[www.cookcountypublichealth.org](http://www.cookcountypublichealth.org)

#### **Illinois Department of Public Health**

69 W. Washington St.  
Ste. 5500  
Chicago, IL 60602  
217-782-0403  
[www.dph.state.il.us](http://www.dph.state.il.us)

#### **Lead Safe Illinois**

25 E. Pearson St.  
Chicago, IL 60611  
312-915-6481  
[www.lead-safeillinois.org](http://www.lead-safeillinois.org)

#### **Metropolitan Tenants Organization**

1727 S. Indiana Ave., #G3  
Chicago, IL 60616  
773-292-4980  
[www.tenants-rights.org](http://www.tenants-rights.org)

#### **National Lead Information Center (NLIC)/EPA**

422 S. Clinton Ave.  
Rochester, NY 14620  
800-424-LEAD (5323)  
[www.epa.gov/lead](http://www.epa.gov/lead)

#### **U.S. Department of Housing and Urban Development**

Office of Healthy Homes and Lead Hazard Control  
451 7<sup>th</sup> St., S.W.  
Washington, DC 20410  
202-402-7698  
[www.hud.gov/program\\_offices/healthy\\_homes](http://www.hud.gov/program_offices/healthy_homes)

### Community-Based Health Centers

#### **Circle Family Healthcare Network**

5002 W. Madison St.  
Chicago, IL 60644  
773-379-1000

#### **Englewood Neighborhood Health Clinic**

641 W. 63<sup>rd</sup> St.  
Chicago, IL 60621  
312-747-8900

#### **Erie Division Street Health Center**

2418 W. Division St.  
Chicago, IL 60622  
312-666-3494

#### **Komed Holman Health Center**

4259 S. Berkeley Ave.  
Chicago, IL 60653  
773-268-7600

#### **Lawndale Christian Health Center**

3860 W. Ogden Ave.  
Chicago, IL 60623  
872-588-3000

#### **Mile Square Health Center**

1220 S. Wood St.  
Chicago, IL 60608  
312-996-2000

#### **Pilsen Lower West Neighborhood Health Clinic**

1713 S. Ashland Ave.  
Chicago, IL 60608  
312-996-2901

#### **Roseland Neighborhood Health Clinic**

200 E. 115<sup>th</sup> St.  
Chicago, IL 60628  
312-747-9500

#### **Uptown Neighborhood Health Center**

845 W. Wilson Ave.  
Chicago, IL 60640  
312-742-3227

Rev. 04292019, Eff. 05012019, CHA-0074: LBP Docs

CHA Customer Call Center / TTY: 312-935-2600 / 312-461-0079 • [hcv@thecha.org](mailto:hcv@thecha.org) • [www.thecha.org/hcv](http://www.thecha.org/hcv)



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# Protect Your Family From Lead in Your Home

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United States  
Environmental  
Protection Agency



United States  
Consumer Product  
Safety Commission



United States  
Department of Housing  
and Urban Development

## Are You Planning to Buy or Rent a Home Built Before 1978?

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Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

### Read this entire brochure to learn:

- How lead gets into the body
- How lead affects health
- What you can do to protect your family
- Where to go for more information

### Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint or lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

### If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



## **Simple Steps to Protect Your Family from Lead Hazards**

### **If you think your home has lead-based paint:**

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at [epa.gov/lead](https://epa.gov/lead).
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy, low-fat foods high in iron, calcium, and vitamin C.
- Remove shoes or wipe soil off shoes before entering your house.



## Lead Gets into the Body in Many Ways

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### **Adults and children can get lead into their bodies if they:**

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

### **Lead is especially dangerous to children under the age of 6.**

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



### **Women of childbearing age should know that lead is dangerous to a developing fetus.**

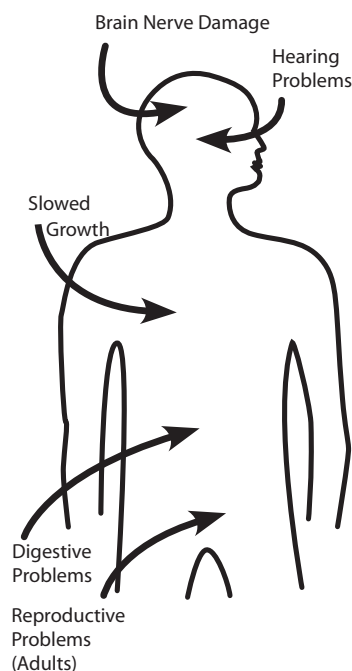
- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

## Health Effects of Lead

**Lead affects the body in many ways.** It is important to know that even exposure to low levels of lead can severely harm children.

### **In children, exposure to lead can cause:**

- Nervous system and kidney damage
- Learning disabilities, attention-deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage



While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

### **In adults, exposure to lead can cause:**

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

## Check Your Family for Lead

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**Get your children and home tested if you think your home has lead.**

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

**Your doctor can explain what the test results mean and if more testing will be needed.**

## Where Lead-Based Paint Is Found

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In general, the older your home or childcare facility, the more likely it has lead-based paint.<sup>1</sup>

**Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint.** In 1978, the federal government banned consumer uses of lead-containing paint.<sup>2</sup>

Learn how to determine if paint is lead-based paint on page 7.

### Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at [epa.gov/lead](https://epa.gov/lead).

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<sup>1</sup> "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm<sup>2</sup>), or more than 0.5% by weight.

<sup>2</sup> "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

## Identifying Lead-Based Paint and Lead-Based Paint Hazards

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**Deteriorated lead-based paint (peeling, chipping, chalking, cracking, or damaged paint)** is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

**Lead-based paint is usually not a hazard if it is in good condition** and if it is not on an impact or friction surface like a window.

**Lead dust** can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 10 micrograms per square foot ( $\mu\text{g}/\text{ft}^2$ ) and higher for floors, including carpeted floors
- 100  $\mu\text{g}/\text{ft}^2$  and higher for interior window sills

**Lead in soil** can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

**Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.**

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

## Checking Your Home for Lead

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You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
  - Portable x-ray fluorescence (XRF) machine
  - Lab tests of paint samples
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
  - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
  - Sample dust near painted surfaces and sample bare soil in the yard
  - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.



Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.

## Checking Your Home for Lead, continued

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In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit [epa.gov/lead](https://epa.gov/lead), or call **1-800-424-LEAD (5323)** for a list of contacts in your area.<sup>3</sup>

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<sup>3</sup> Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.



## **What You Can Do Now to Protect Your Family**

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**If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:**

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron, and calcium, such as spinach and dairy products. Children with good diets absorb less lead.

## Reducing Lead Hazards

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**Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.**

- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.



**Always use a certified contractor who is trained to address lead hazards safely.**

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement contractor. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

## Reducing Lead Hazards, continued

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**If your home has had lead abatement work done** or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 10 micrograms per square foot ( $\mu\text{g}/\text{ft}^2$ ) for floors, including carpeted floors
- 100  $\mu\text{g}/\text{ft}^2$  for interior windows sills
- 400  $\mu\text{g}/\text{ft}^2$  for window troughs

**Abatements are designed to permanently eliminate lead-based paint hazards.** However, lead dust can be reintroduced into an abated area.

- Use a HEPA vacuum on all furniture and other items returned to the area, to reduce the potential for reintroducing lead dust.
- Regularly clean floors, window sills, troughs, and other hard surfaces with a damp cloth or sponge and a general all-purpose cleaner.

Please see page 9 for more information on steps you can take to protect your home after the abatement. For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 15 and 16), [epa.gov/lead](https://www.epa.gov/lead), or call 1-800-424-LEAD.

## Renovating, Repairing or Painting a Home with Lead-Based Paint

**If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:**

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



**RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:**

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
  - Open-flame burning or torching
  - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment
  - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects, visit [epa.gov/getleadsafe](http://epa.gov/getleadsafe), or read *The Lead-Safe Certified Guide to Renovate Right*.

## Other Sources of Lead

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### Lead in Drinking Water

The most common sources of lead in drinking water are lead pipes, faucets, and fixtures.

Lead pipes are more likely to be found in older cities and homes built before 1986.

You can't smell or taste lead in drinking water.

To find out for certain if you have lead in drinking water, have your water tested.

Remember older homes with a private well can also have plumbing materials that contain lead.

### Important Steps You Can Take to Reduce Lead in Drinking Water

- Use only cold water for drinking, cooking and making baby formula. Remember, boiling water does not remove lead from water.
- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes.
- Regularly clean your faucet's screen (also known as an aerator).
- If you use a filter certified to remove lead, don't forget to read the directions to learn when to change the cartridge. Using a filter after it has expired can make it less effective at removing lead.

Contact your water company to determine if the pipe that connects your home to the water main (called a service line) is made from lead. Your area's water company can also provide information about the lead levels in your system's drinking water.

For more information about lead in drinking water, please contact EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have other questions about lead poisoning prevention, call 1-800 424-LEAD.\*

Call your local health department or water company to find out about testing your water, or visit [epa.gov/safewater](https://www.epa.gov/safewater) for EPA's lead in drinking water information. Some states or utilities offer programs to pay for water testing for residents. Contact your state or local water company to learn more.

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\* Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

## Other Sources of Lead, continued

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- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.<sup>4</sup>
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon**," used to treat an upset stomach.

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<sup>4</sup> In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint. In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products.

## For More Information

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### **The National Lead Information Center**

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at [epa.gov/safewater](http://epa.gov/safewater) and [hud.gov/lead](http://hud.gov/lead), or call **1-800-424-LEAD (5323)**.

### **EPA's Safe Drinking Water Hotline**

For information about lead in drinking water, call **1-800-426-4791**, or visit [epa.gov/lead](http://epa.gov/lead) for information about lead in drinking water.

### **Consumer Product Safety Commission (CPSC) Hotline**

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at [cpsc.gov](http://cpsc.gov) or [saferproducts.gov](http://saferproducts.gov).

### **State and Local Health and Environmental Agencies**

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at [epa.gov/safewater](http://epa.gov/safewater), or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.



## U. S. Environmental Protection Agency (EPA) Regional Offices

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The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

**Region 1** (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact  
U.S. EPA Region 1  
5 Post Office Square, Suite 100, OES 05-4  
Boston, MA 02109-3912  
(888) 372-7341

**Region 2** (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact  
U.S. EPA Region 2  
2890 Woodbridge Avenue  
Building 205, Mail Stop 225  
Edison, NJ 08837-3679  
(732) 906-6809

**Region 3** (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)

Regional Lead Contact  
U.S. EPA Region 3  
1650 Arch Street  
Philadelphia, PA 19103  
(215) 814-2088

**Region 4** (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact  
U.S. EPA Region 4  
AFC Tower, 12th Floor, Air, Pesticides & Toxics  
61 Forsyth Street, SW  
Atlanta, GA 30303  
(404) 562-8998

**Region 5** (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact  
U.S. EPA Region 5 (LL-17J)  
77 West Jackson Boulevard  
Chicago, IL 60604-3666  
(312) 353-3808

**Region 6** (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)

Regional Lead Contact  
U.S. EPA Region 6  
1445 Ross Avenue, 12th Floor  
Dallas, TX 75202-2733  
(214) 665-2704

**Region 7** (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact  
U.S. EPA Region 7  
11201 Renner Blvd.  
Lenexa, KS 66219  
(800) 223-0425

**Region 8** (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact  
U.S. EPA Region 8  
1595 Wynkoop St.  
Denver, CO 80202  
(303) 312-6966

**Region 9** (Arizona, California, Hawaii, Nevada)

Regional Lead Contact  
U.S. EPA Region 9 (CMD-4-2)  
75 Hawthorne Street  
San Francisco, CA 94105  
(415) 947-4280

**Region 10** (Alaska, Idaho, Oregon, Washington)

Regional Lead Contact  
U.S. EPA Region 10 (20-C04)  
Air and Toxics Enforcement Section  
1200 Sixth Avenue, Suite 155  
Seattle, WA 98101  
(206) 553-1200

## **Consumer Product Safety Commission (CPSC)**

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The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

### **CPSC**

4330 East West Highway  
Bethesda, MD 20814-4421  
1-800-638-2772  
[cpsc.gov](http://cpsc.gov) or [saferproducts.gov](http://saferproducts.gov)

## **U. S. Department of Housing and Urban Development (HUD)**

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HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Office of Lead Hazard Control and Healthy Homes for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

### **HUD**

451 Seventh Street, SW, Room 8236  
Washington, DC 20410-3000  
(202) 402-7698  
[hud.gov/lead](http://hud.gov/lead)

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U. S. EPA Washington DC 20460  
U. S. CPSC Bethesda MD 20814  
U. S. HUD Washington DC 20410

EPA-747-K-12-001  
March 2021

# **IMPORTANT!**

## **Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly**

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).



**U.S. Department of Housing and Urban Development**  
Office of Public and Indian Housing

**DEBTS OWED TO PUBLIC HOUSING AGENCIES AND TERMINATIONS**

**Paperwork Reduction Notice:** Public reporting burden for this collection of information is estimated to average 7 minutes per response. This includes the time for respondents to read the document and certify, and any recordkeeping burden. This information will be used in the processing of a tenancy. Response to this request for information is required to receive benefits. The agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number. The OMB Number is 2577-0266, and expires 04/30/2023.

**NOTICE TO APPLICANTS AND PARTICIPANTS OF THE FOLLOWING HUD RENTAL ASSISTANCE PROGRAMS:**

- Public Housing (24 CFR 960)
- Section 8 Housing Choice Voucher, including the Disaster Housing Assistance Program (24 CFR 982)
- Section 8 Moderate Rehabilitation (24 CFR 882)
- Project-Based Voucher (24 CFR 983)

The U.S. Department of Housing and Urban Development maintains a national repository of debts owed to Public Housing Agencies (PHAs) or Section 8 landlords and adverse information of former participants who have voluntarily or involuntarily terminated participation in one of the above-listed HUD rental assistance programs. This information is maintained within HUD's Enterprise Income Verification (EIV) system, which is used by Public Housing Agencies (PHAs) and their management agents to verify employment and income information of program participants, as well as, to reduce administrative and rental assistance payment errors. The EIV system is designed to assist PHAs and HUD in ensuring that families are eligible to participate in HUD rental assistance programs and determining the correct amount of rental assistance a family is eligible for. All PHAs are required to use this system in accordance with HUD regulations at 24 CFR 5.233.

HUD requires PHAs, which administers the above-listed rental housing programs, to report certain information at the conclusion of your participation in a HUD rental assistance program. This notice provides you with information on what information the PHA is required to provide HUD, who will have access to this information, how this information is used and your rights. PHAs are required to provide this notice to all applicants and program participants and you are required to acknowledge receipt of this notice by signing page 2. Each adult household member must sign this form.

**What information about you and your tenancy does HUD collect from the PHA?**

The following information is collected about each member of your household (family composition): full name, date of birth, and Social Security Number.

The following adverse information is collected once your participation in the housing program has ended, whether you voluntarily or involuntarily move out of an assisted unit:

1. Amount of any balance you owe the PHA or Section 8 landlord (up to \$500,000) and explanation for balance owed (i.e. unpaid rent, retroactive rent (due to unreported income and/ or change in family composition) or other charges such as damages, utility charges, etc.); and
2. Whether or not you have entered into a repayment agreement for the amount that you owe the PHA; and
3. Whether or not you have defaulted on a repayment agreement; and
4. Whether or not the PHA has obtained a judgment against you; and
5. Whether or not you have filed for bankruptcy; and
6. The negative reason(s) for your end of participation or any negative status (i.e., abandoned unit, fraud, lease violations, criminal activity, etc.) as of the end of participation date.

**Who will have access to the information collected?**

This information will be available to HUD employees, PHA employees, and contractors of HUD and PHAs.

**How will this information be used?**

PHAs will have access to this information during the time of application for rental assistance and reexamination of family income and composition for existing participants. PHAs will be able to access this information to determine a family's suitability for initial or continued rental assistance, and avoid providing limited Federal housing assistance to families who have previously been unable to comply with HUD program requirements. If the reported information is accurate, a PHA may terminate your current rental assistance and deny your future request for HUD rental assistance, subject to PHA policy.

**How long is the debt owed and termination information maintained in EIV?**

Debt owed and termination information will be maintained in EIV for a period of up to ten (10) years from the end of participation date or such other period consistent with State Law.

**What are my rights?**

In accordance with the Federal Privacy Act of 1974, as amended (5 USC 552a) and HUD regulations pertaining to its implementation of the Federal Privacy Act of 1974 (24 CFR Part 16), you have the following rights:

1. To have access to your records maintained by HUD, subject to 24 CFR Part 16.
2. To have an administrative review of HUD's initial denial of your request to have access to your records maintained by HUD.
3. To have incorrect information in your record corrected upon written request.
4. To file an appeal request of an initial adverse determination on correction or amendment of record request within 30 calendar days after the issuance of the written denial.
5. To have your record disclosed to a third party upon receipt of your written and signed request.

**What do I do if I dispute the debt or termination information reported about me?**

If you disagree with the reported information, you should contact in writing the PHA who has reported this information about you. The PHA's name, address, and telephone numbers are listed on the Debts Owed and Termination Report. You have a right to request and obtain a copy of this report from the PHA. Inform the PHA why you dispute the information and provide any documentation that supports your dispute. HUD's record retention policies at 24 CFR Part 908 and 24 CFR Part 982 provide that the PHA may destroy your records three years from the date your participation in the program ends. To ensure the availability of your records, disputes of the original debt or termination information must be made within three years from the end of participation date; otherwise the debt and termination information will be presumed correct. Only the PHA who reported the adverse information about you can delete or correct your record.

Your filing of bankruptcy will not result in the removal of debt owed or termination information from HUD's EIV system. However, if you have included this debt in your bankruptcy filing and/or this debt has been discharged by the bankruptcy court, your record will be updated to include the bankruptcy indicator, when you provide the PHA with documentation of your bankruptcy status.

The PHA will notify you in writing of its action regarding your dispute within 30 days of receiving your written dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record. If the PHA determines that the disputed information is correct, the PHA will provide an explanation as to why the information is correct.

**This Notice was provided by the below-listed PHA:**

Chicago Housing Authority  
60 E. Van Buren Street  
Chicago, IL 60605

**I hereby acknowledge that the PHA provided me with the  
Debts Owed to PHAs & Termination Notice:**

**Signature**

**Date**

**Printed Name**

**If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. Please call us (312) 742-8500 to assist you with an interpreter.**

Español Spanish	Si usted, o alguien que usted está ayudando, tiene preguntas; tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Por favor llámenos al (312) 742-8500 para asistirlo con un intérprete.
漢語 Chinese	如果您或您正在帮助的人有问题，您有权免费使用您的语言获取帮助和信息。请致电（312）742-8500 与我们联系，可以获得口译协助。
Język Polski Polish	Jeśli Ty albo osoba, której pomagasz, macie / ma pytania, to macie / masz prawo uzyskać bezpłatną pomoc i informacje w języku polskim. Zadzwoń do nas pod numer (312) 742-8500 aby uzyskać pomoc tłumacza.
العربية Arabic	إذا كانت لديك أنت أو الشخص الذي تساعد أسئلة، فليدكم الحق في الحصول على المساعدة أو المعلومات بدون مقابل. يرجى الاتصال بنا على الرقم (312) 742-8500 لمساعدتكم بواسطة مترجم.
हिन्दी Hindi	यदि आपके, या कोई और जिसकी आप मदद कर रहे हैं, के प्रश्न हैं, तो आपको बिना किसी कीमत के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। कृपया हमें (312) 742-8500 पर कॉल करें ताकि हम आपकी एक दुभाषिया के साथ सहायता कर सकें।
한국어 Korean	귀하 또는 귀하가 돕고 있는 누군가가 질문이 있다면, 해당 언어에 대해 무료로 도움을 받고 정보를 얻을 권리가 있습니다. (312) 742-8500 으로 전화 주시면 통역사와 함께 도와드리겠습니다.
Română Romanian	Dacă dvs. sau o persoană pe care o ajutați aveți întrebări, aveți dreptul să obțineți asistență și informații gratuite în limba dvs. Ne puteți suna la (312) 742-8500 pentru a beneficia de serviciile unui interpret.
Wikang Tagalog Tagalog	Kung ikaw, o sinumang tinutulungan mo ay may tanong, may karapatan kayong humingi ng libreng tulong at impormasyon sa inyong wika. Mangyaring tawagan kami sa (312) 742-8500 para tulungan ka ng tagapagsaling-wika.
Bosanski Bosnian	Ako Vi, ili neko kome pomažete, imate pitanja, imate pravo na pomoć i informacije na svom jeziku bez ikakvih troškova. Molimo nazovite nas na broj (312) 742-8500 da biste dobili pomoć sa prevodiocem.
български Bulgarian	Ако Ви е или някой, който Ви помага, имате въпроси: Вие имате право да получите помощ и информация на Вашия език, без разходи. Моля, обадете ни се на (312) 742-8500, за да помогнем с преводач.
українська мова Ukrainian	Якщо у Вас або у людини, якій Ви допомагаєте є питання, Ви можете отримати допомогу та інформацію Вашою мовою без жодних витрат. Будь ласка, зателефонуйте нам за телефоном (312) 742-8500 для з'єднання Вас з перекладачем.
Srpskohrvatski Serbo-Croatian	Ako Vi, ili neko kome pružate pomoć, imate pitanja, imate pravo da pomoć i informacije dobijete na svom jeziku, bez naknade. Molimo pozovite nas na (312) 742-8500 za pomoć sa uslugom prevodenja.
Af-Soomaali Somali	Haddii adiga, ama qof aad caawinaysid, uu qabo su'aalo, waxaad xaq u leedahay in aad heshid caawimaad iyo macluumaad ku qoran luuqadaada kuwaas oo bilaash ah. Fadlan naga soo wac lambarkan (312) 742-8500 si aynu kuugu caawino in aad heshid turjubaan.
日本語 Japanese	あなたまたはあなたが助けている人に質問がある場合、あなたは無料であなたの言語でヘルプと情報を入手する権利があります。通訳を要請するには（312）742-8500 までお電話ください。
ગુજરાતી Gujarati	જો તમને કે તમે જેને મદદ કરતા હો તેને પ્રશ્નો હોય તો, વિના મુલ્યે મદદ મેળવવાનો અને તમારી ભાષામાં માહિતી મેળવવાનો અધિકાર છે. તમને દુભાષિયાની સહાય આપવા કૃપા કરી અમને (312) 742-8500 આ નંબર ઉપર કોલ કરો.

Version 07/2017

Chicago Housing Authority Language Assistance [chala@thecha.org](mailto:chala@thecha.org)

Office of Diversity and Inclusion

**The Chicago Housing Authority programs and activities are important to everyone.**

We provide free translation and interpretation services for anyone who needs language assistance.

We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability

To receive language or communication assistance free of charge, please call us at (312) 742-8500 or contact us via e-mail at [chala@thecha.org](mailto:chala@thecha.org)

If you believe we have failed to provide a service, or think we have discriminated in another way, please contact the CHA's Housing Rights and Nondiscrimination Department. For contact information go to the CHA website [www.thecha.org](http://www.thecha.org) or call at (312) 913-7062

You may also contact HUD's local Office of Fair Housing and Equal Opportunity. For contact information of the local HUD office, go to the HUD website or call the housing discrimination toll free hotline at 800-669-9777 (voice) or 800 927-9275 (TTY).

Version 07/2017

Chicago Housing Authority Language Assistance [chala@thecha.org](mailto:chala@thecha.org)

Office of Diversity and Inclusion



## Notes

[illegible]



CHICAGO HOUSING  
AUTHORITY™

Chicago Housing Authority Housing Choice Voucher Program

# Office Locations

## Central Office

60 E. Van Buren Street, Chicago, IL 60605

## South Office

3617 S. State Street, Chicago, IL 60609

## West Office

1852 S. Albany Avenue, Chicago, IL 60623

## CHA Customer Call Center

312-935-2600 | [hcv@thecha.org](mailto:hcv@thecha.org)

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