Housing Choice Voucher Program

Owner Portal

Frequently Asked Questions

CHA
CHICAGO HOUSING
AUTHORITY™

CREATING AN ACCOUNT

Am I eligible to create an Owner Portal account?

If you are a HCV property owner with at least one vendor number, you are eligible to create an Owner Portal account.

How do I create an Owner Portal account?

Visit **chahcvportal.org** and click on the "Sign Up" button at the bottom left of the screen.

What information do I need to create an Owner Portal account?

To create an account, you need at least one vendor number, and the email address on file for that vendor number.

I entered my information, and I got an error message.

First, check to be sure you are using the email address on file with CHA for the vendor number you entered. Then, be sure you are typing in the information without errors.

If you are still having trouble, contact the CHA Customer Call Center to confirm the email address on file for your vendor number.

Do I need an email address to create an Owner Portal account?

Yes, you must have an email address on file in order to access your account on the Owner Portal.

I have a team who helps me manage my properties. Can I make Owner Portal accounts for them?

Yes! First, you must create an Owner Portal account using the email address on file for the vendor number(s). Once you have logged in, hover over the MY ACCOUNT menu, and click 'Sub-Accounts'.

Click the '+Add' button at the top left of the table to add a new sub-account. The pop-up box will ask you for the sub-user's email address, a password for the sub-account, a description of the sub-account, and the vendor number(s) you want the sub-account to manage. Click 'Add Sub-Account' to finish creating the account.

LOGGING IN TO YOUR ACCOUNT

I forgot my Owner Portal account password. How do I reset it?

You can reset your password yourself. Visit **chahcvportal.org** and click on 'Forgot Password' on the login screen. Type in the email address associated with the account and click the 'Email Link' button.

You should receive an email within a few minutes containing a link to reset your password. If you do not receive an email within 5 minutes, please check your spam or junk mail folder.

Note: If you enter an email address that does not have an Owner Portal account linked to it, you will not receive an email.

Owner Portal

Frequently Asked Questions

I forgot which email address I used for my Owner Portal account. What do I do?

The email address for your Owner Portal account is the same email on file for your vendor number. If you know that you normally receive emails from CHA to a certain email address, try logging in with that email address.

Note: If you have multiple vendor numbers, with multiple email addresses attached, remember that your access to each is tied to the specific email address on file.

If you can't determine which email address is affiliated with your account, contact the CHA Customer Call Center to confirm your information on file. If you are a sub-user, please check with the main user to determine what email address they set for your Owner Portal account access.

I entered the wrong password too many times, and now I'm locked out of my account. How do I unlock my account?

To have your account unlocked, you must contact the CHA Customer Call Center.

MANAGE MY ACCOUNT

How do I change my Owner Portal account password?

Hover over the MY ACCOUNT menu and click on 'Change Password'. You must enter your old password, followed by your new password. Click the 'Submit' button to finish.

I have many vendor numbers. Can I see all my properties at once?

Yes! Owner Portal accounts tie all your vendor information together by email address. If you have the same email address on file for all your vendor numbers, you can view all your property information on the same Owner Portal account. Hover over the MY ACCOUNT menu and click on 'View My Properties' to view all of your properties.

How do I update my email address affiliated with my vendor number(s)?

To change your email address, hover over the MY ACCOUNT menu and click on 'Update My Email Address'. In the table, click on the 'Edit' button to change the email address affiliated with each vendor number. Click the 'Update' button to finish. Information will be updated in 1-2 business days.

Note: If you change your email address on file with CHA, your Owner Portal login email will change and you may be required to re-register the new email address in order to log in to your account.

How do I update my phone number affiliated with my vendor number(s)?

To change your phone number, hover over the MY ACCOUNT menu and click on 'Update My Phone Number'. In the table, click on the 'Edit' button to change the main, work or cell phone number affiliated with each vendor number. Click the 'Update' button to finish. Information will be updated in 2-3 business days.

Owner Portal

Frequently Asked Questions

How do I change the business address affiliated with my vendor number(s)?

To change your business address (physical or mailing), hover over the MY ACCOUNT menu and click on 'Change My Address'.

In the table, click on the 'Edit' button to change the business physical address or mailing address affiliated with each vendor number.

Note: P.O. Boxes cannot be used as a physical address.

Click the 'Submit Update Request' button to finish. Information will be updated in 2-3 business days.

I'm getting email notifications from the Owner Portal. How do I change my notification settings?

Hover over the MY ACCOUNT menu and click 'Notification Preferences' to open the list of available notifications. Check the boxes to receive email notifications for each item. Uncheck the boxes to stop receiving email notifications for each item.

CHA has asked me to submit documents through the Owner Portal. Where do I go to do that?

You can submit a variety of documents through the Owner Portal. Hover over the MY ACCOUNT menu and click on 'Document Center'.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select the document type from the drop down. Attach your document and include any notes relevant to your submission. Click the 'Submit' button to finish.

The document will be sent to the appropriate department.

INSPECTIONS

Where can I view upcoming inspections?

Hover over the INSPECTIONS menu and click 'Inspection Appointments'.

Upcoming inspections are organized in a table. You can filter by inspection series ID, vendor number, voucher number, inspection type, inspection date and inspection time.

Note: Time frames for inspections are not available until two business days prior to the scheduled inspection.

Where can I find the results of my inspection?

Hover over the INSPECTIONS menu and click 'Inspection Results'.

Inspection results are organized in a table. You can filter by inspection series ID, vendor number, tenant name, inspection type, inspection date and inspection result.

Note: Inspection results are available the business day following the inspection.

To view individual inspection results within the inspection series, click on the row. A second table will appear at the bottom of the page.

To view a detailed list of failed items from each inspection, click on the inspection row in the second table. The fail items, if applicable, will appear in a third table at the bottom of the page.

How do I request an inspection on the Owner Portal?

Unfortunately, you cannot schedule an Initial or Complaint Inspection on the Owner Portal. You must contact the CHA Customer Call Center.

If your unit is in abatement and you need to schedule a re-inspection, hover over the INSPECTIONS menu and click 'Pay Re-inspection Fee'. You'll be directed away from the Owner Portal to submit your $75 re-inspection fee via PayPal. You will need your vendor number and your inspection series ID to complete the form.

The Inspections Department will contact you to schedule the re-inspection.

How do I dispute inspection results on the Owner Portal?

Unfortunately, you cannot dispute inspection results on the Owner Portal.

However, you can email your dispute, including any supporting documentation, to the Inspections Department at hcvpinspections@thecha.org.

How do I submit self-certification of HQS compliance on the Owner Portal?

Unfortunately, you cannot submit a Self-Certification of HQS Compliance form and supporting photos through the Owner Portal.

However, you can email the Self-Certification of HQS Compliance form and photos to the Inspections Department at hcvpinspections@thecha.org.

To download the Self-Certification of HQS Compliance form, click on RESOURCES in the menu bar. Under the 'Inspection Forms' column, click on 'Self-Certification of HQS Compliance' to download the form (fillable PDF).

How do I request an inspection extension on the Owner Portal?

First, click on RESOURCES in the menu bar. Under the 'Inspection Forms' column, click on 'Inspection Extension Request' to download the form (fillable PDF). Complete the form in its entirety and save it on your device.

Then, hover over the MY ACCOUNT menu, and click on 'Document Center'.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select 'Inspection Extension Request' from the drop down. Attach your request form and include any notes relevant to your submission. Click the 'Submit' button to finish.

Frequently Asked Questions

The form will be sent directly to the Inspections Department.

How do I pay my re-inspection fee?

Hover over the INSPECTIONS menu and click 'Pay Re-inspection Fee'.

You'll be directed away from the Owner Portal to submit your re-inspection fee via PayPal. You will need your vendor number and your inspection series ID.

The Inspections Department will contact you to schedule the re-inspection.

The Inspections Department needs supporting documents from me. How do I submit those compliance documents on the Owner Portal?

You can submit third-party building code compliance documents, elevated blood lead level (EBLL) compliance documents and elevator certificates on the Owner Portal. Hover over the MY ACCOUNT menu and click on 'Document Center'.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select the appropriate document type from the drop down. Attach your documents and include any notes relevant to your submission. Click the 'Submit' button to finish.

The documents will be sent directly to the Inspections Department.

PAYMENTS

How do I update my direct deposit information on the Owner Portal?

To change your direct deposit information, hover over the FINANCE menu and click on 'Change Direct Deposit Info'.

Select a vendor number from the drop-down menu and complete all the fields. You will also need to upload supporting documentation, such as a voided check or letter from your financial institution, to verify your bank account information. Read the fine print and check the box to agree. A 'Submit' button will appear only after you check the box. Click the 'Submit' button to finish.

Note: You can only connect one bank account to each vendor number.

A HCV Program staff member will follow up with you if additional documentation is necessary to complete the change. Information will be updated in 2-3 business days.

How do I view a record of my Housing Assistance Payments from CHA on the Owner Portal?

You can view up to two years of Housing Assistance Payment (HAP) statements on the Owner Portal. Hover over the FINANCE menu and click on 'View My HAP Statements'.

The table has two tabs: one to view statements by vendor number and one to view statements by voucher number. You can export this table to an Excel spreadsheet or to a PDF.

Owner Portal

Frequently Asked Questions

How do I download IRS tax form 1099 on the Owner Portal?

You can view and download up to four years of 1099 forms on the Owner Portal. Hover over the FINANCE menu and click on 'View My 1099'.

The table will identify your IRS 1099 forms by vendor number and tax year. Click on the 'Click to Download' link to download each statement.

How do I submit a rent increase request on the Owner Portal?

To submit a rent increase request, hover over the FINANCE menu and click on 'Request a Rent Increase'.

First, carefully read through the overview on the screen. Then select the unit for which you wish to request a rent increase from the drop down and enter the desired rent amount for that unit. Click the 'YES Please proceed with my request' button to continue.

A fillable Rent Increase Request form will appear — indicate the reason for the request and complete the highlighted fields.

Finally, you must electronically sign the Rent Increase Request form. Review the form, scroll to the bottom, and click the highlighted signature box. You can type or draw your signature. Click 'Apply' to affix the signature.

At the bottom right of the form, click on the blue 'Click to Sign' button to finalize your signature. The form will disappear, and you will see the message "Signing complete. Please proceed to the next step". You can then click 'Continue' to submit your request.

Note: The 'Click to Sign' button will appear when all the required fields have been completed.

I submitted a rent increase request. How do I track the status of my request?

To view the status of your rent increase request, hover over the FINANCE menu and click on 'Rent Increase Tracker'.

Rent increase requests are organized in a table, and you can sort the requests by vendor number, tenant name, voucher number and step.

Each request will list a number in the 'Step' column, describing where the request is in the process. To learn more about each step, hover over the number in the tracker bar to see a pop-up window. If the step includes a red X, the request was denied.

How do I view a list of my units in abatement?

To view your abated units, hover over the FINANCE menu and click on 'View My Abatements'.

Abated units are organized in a table, and you can sort the requests by vendor number, tenant name, voucher number, unit address, abatement status and abatement start/end date.

Owner Portal

Frequently Asked Questions

How do I submit a vacancy payment request on the Owner Portal?

First, click on RESOURCES in the menu bar. Under the 'Property Owner Forms' column click on 'Vacancy Payment Request' to download the form (fillable PDF). Complete the form in its entirety and save it on your device.

Then, hover over the MY ACCOUNT menu, and click on 'Document Center'.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select 'Vacancy Payment Request' from the drop down. Attach your request form and include any notes relevant to your submission. Click the 'Submit' button to finish.

The form will be sent directly to the Owner Services Department.

MOVES

My potential tenant is a HCV participant and I want to know if they can afford my unit. Can I check that on the Owner Portal?

In order to calculate if your unit is affordable for a HCV participant, you first need to gather information about the prospective tenant, such as their voucher size, annual gross income and adjusted gross income.

Then, hover over the 'MOVES' menu, and click on 'Affordability Calculator'.

Complete the fillable fields with the participant's information you gathered. Then, enter the unit information. For the utility responsibilities, only check the boxes for utilities that the tenant would be responsible to pay. Click the 'Submit' button to continue.

A message will appear notifying you if the rent and utility responsibilities would be affordable or not. If the rent is not affordable, the message will list the maximum monthly rent that the tenant would be able to afford given the income and utility responsibilities listed.

Note: This tool is used to generate an estimate of whether the requested rent (including the assigned utility responsibilities) is affordable for a HCV participant. The estimate is solely based on the form inputs and does not guarantee that CHA will grant the rent you requested for a specific unit. CHA's rent offer takes many additional factors into consideration, including a rent reasonableness analysis of comparable market-rate units.

How do I submit a Request for Tenancy Approval (RTA) packet on the Owner Portal?

If a HCV participant is interested in renting your unit, they will provide you with a voucher and a RTA packet — commonly referred to as "moving papers" — to complete. To submit the packet, you must first scan the document in its entirety and save it to your device.

Then, hover over the MOVES menu and click 'Upload My RTA'. Select the appropriate vendor number and complete the fields. Attach your RTA packet and click the 'Submit' button to finish.

Owner Portal

Frequently Asked Questions

I submitted a RTA packet. How do I track the status of the move?

Regardless of how you submit your RTA packet, you can track a move on the Owner Portal starting 2-3 business days after the submission. Hover over the MOVES menu and click 'Moves Tracker'.

RTAs are organized in a table, and you can sort the moves by vendor number, tenant name, voucher number and step.

Each move will list a number in the 'Step' column, describing where the move is in the process. To learn more about each step, hover over the number in the tracker bar to see a pop-up window. If the step includes a red X, the move was denied.

The Moves Team told me to submit my HAP Contract, Utility Lease Addendum and Lease on the Owner Portal. How do I submit those documents?

Hover over the MY ACCOUNT menu and click on 'Document Center'.

Select the appropriate vendor account, list the tenant name/affiliated voucher number (if applicable) and select the appropriate document type from the drop down. Attach your documents and include any notes relevant to your submission. Click the 'Submit' button to finish.

The documents will be sent directly to the Moves Department.

LEARN MORE

How can I learn more about HCV Program policies and initiatives?

CHA offers dozens of property owner forms, flyers, newsletters, guidebooks and helpful links on the Owner Portal. To view them, click on RESOURCES in the menu bar.

Resources are categorized by subject and clicking on an item will start the download or direct you off the Owner Portal to a partner site.

How can I contact the different HCV Program departments?

To contact any department in the HCV Program, click on the 'Contact Us' link in the bottom right corner of each page on the Owner Portal.

A contact form will pop up. Please indicate which team you are looking to speak with in the message, as well as the best way to contact you and any pertinent details that will help the team address your concern.

A HCV Program staff member will follow up with you.