Participant Reference Guidebook
Dear Families,

If this is your first time here, welcome to the Chicago Housing Authority’s Housing Choice Voucher (HCV) Program. If you’re already a Participant in the Program, Hello again. To all of you, we are glad you are here.

This Reference Guide will tell you everything you need to know about the HCV Program and what it has to offer.

The Chicago Housing Authority (CHA) helps families find and afford safe, decent and sanitary places to live in all of Chicago’s unique neighborhoods. Reading this guide is the first step of your journey to your first HCV Program home (or second, or third, or ...)

This guide is your map of the HCV Program. It will tell you what to look for, what you will need to do and where to go to ask for help.

For example, you will learn about the following:

• Applying for the HCV Program
• What rules you must follow
• Being a good neighbor
• How much rent you’ll have to pay
• Moving from one apartment or house to another
• How to remain in the HCV Program
• And more

You will also learn about our special programs designed to help you buy a home, get job training and move to top-rated Chicago neighborhoods.

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 guide, enjoy your trip!

Sincerely,

HCV Program Staff
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Ethics — Everyone’s Responsibility

Because taxpayers fund housing assistance programs like the Housing Choice Voucher (HCV) Program, just the appearance of fraud or corruption in the system could affect the public’s confidence in the Program.

If the public does not trust in the HCV Program, the Program could lose public funding. Therefore, it is imperative that everyone involved in the Program look out for fraud or corruption within the system.

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

Some examples of staff actions prohibited by CHA’s ethics policy 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 Administrative Plan)
- Passing a unit that fails a Housing Quality Standards (HQS) inspection in exchange for any gift, payment or favor
- 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 better place on any waiting list

If you witness a CHA employee asking for money, gifts or favors in exchange for HCV Program-related services, off-hours services or construction services, do not accept the offer and immediately call the CHA Program Integrity Hotline at 800-533-0441. Staff will handle your call promptly and confidentially.

In addition, do not offer or send gifts or favors of any kind to CHA employees (including tips, food or drink). To thank an employee for a job well done, write a letter to the deputy program director about the employee’s great work.

DON’T Make Side Payments

Never Pay the Owner an amount that is different than what is on your CHA provided rent share letter. Collecting side payments from HCV Program Participants is a serious offense and punishable under federal law. If an Owner or Property Manager asks for a payment outside the agreed upon rent, immediately report it to CHA. A Participant or an Owner or Property Manager that pays or collects a side payment will be removed from the HCV Program and/or prosecuted for a federal crime.

Changes in Utility Responsibility

Additionally, you are only responsible for the utilities that are listed as tenant provided in CHA records. If you or the owner wants to change the utility responsibilities, CHA approval, a new lease, and a new contract must be established.
Fair Housing
What is fair Housing?
It is important to understand the basic rights provided to you under Fair Housing laws. The premise is simple: everyone has the legal right to live anywhere he/she wants (and can afford) to live. Fair Housing laws apply to both individuals and families whether they are Voucher Holders or not.

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

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Note: Not all protected classes are covered under all of the laws.
*In the city of Chicago and throughout Cook County, Owners must consider the voucher as a source of income when determining an individual’s suitability as a tenant.

Fair Housing Laws do not require an Owner to rent to anyone. Owners have the right to screen applicants based on legal guidelines and procedures. The screening process will vary. Some Owners/Managers will just talk to you and make a decision. Other Owners will require you to go through a formal screening process that may include:

- Checking credit history and references
- Conducting a criminal background check
- Reviewing previous rental history
- Filling out an application form
- Making home visits

Fair Housing Laws require an Owner to treat all applicants the same.

For example, if an Owner conducts home visits as a part of their screening process, they must conduct home visits for every applicant. If the screening uncovers information that indicates that you may not pay the rent on time or that you may damage the property, then the Owner does not have to accept you as a tenant. The Owner may not use your status as a Voucher Holder to deny you tenancy.
Under the Fair Housing Act, it is against the law for Owners or Property Managers 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 guiding renters to a particular area based on the ‘makeup’ of the building or neighborhood)

**Where can I find more information?**

Please see HUD’s “Are You a Victim of Housing Discrimination?” brochure and CHA’s Fair Housing Act Information sheet located on pages 109-114 in the Fair Housing Resources section of this Reference Guide.

**Reasonable Accommodations for persons with disabilities**

If you or anyone in your family is a person with disabilities 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. CHA asks that Applicants, Voucher Holders and Participants make requests for reasonable accommodations in writing using the Reasonable Accommodation Request form (see pages 102-104 in the Resources for People with Disabilities section of this Reference Guide).
**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

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:

- Evicted from your apartment or house:
- Required to repay all overpaid rental assistance you received:
- Fined up to $10,000:
- Imprisoned for up to 5 years; and/or
- Prohibited from receiving future assistance.

Your State and local governments may have other laws and penalties as well.

### 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

- All sources of money you or any member of your household receive (wages, welfare payments, alimony, social security, pension, etc.);
- Any money you receive on behalf of your children (child support, social security for children, etc.);
- Income from assets (interest from a savings account, credit union, or certificate of deposit: dividends from stock, etc.);
- Earnings from second job or part time job;
- Any anticipated income (such as a bonus or pay raise you expect to receive)

#### Assets

- 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.
• 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.

**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.

**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.

**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).

**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
Program Overview

What is the Housing Choice Voucher (HCV) Program?
The HCV Program helps low-income families, the elderly and people with disabilities pay for housing (apartments, duplexes, condominiums, single-family homes and townhouses). The Program helps low-income families to afford safe, decent and clean homes. We call people that find housing through the Program Participants.

As an HCV Program Participant, you will pay the Owner or Property Manager a portion of the rent for the unit you live in and CHA will pay the rest.

Who manages the HCV Program?
Congress created the HCV Program by passing a law called the Housing and Community Development Act of 1974. The U.S. Department of Housing and Urban Development (HUD) gives money to the Chicago Housing Authority to run the Program in Chicago. HUD also makes the rules that CHA must follow.

Four groups work together each day to make the HCV Program work:

- **U.S. Department of Housing and Urban Development (HUD)**
  Federal agency that makes rules about the Program and gives money to local agencies like CHA to run the Program

- **Chicago Housing Authority (CHA)**
  Local agency that decides who can join the Program and pays can part of families’ rent to Property Owners/Managers

- **Property Owners/Managers**
  Individuals that own/manage a property choose Voucher Holders as tenants and sign contracts (leases) with them to rent their units

- **Participants**
  Individuals that work with CHA to find move to and pay for housing and follow the HCV Program rules and regulations
What will I have to do as a voucher holder in the HCV Program?
You will do the following things as a part of the Program:

1. Apply for program eligibility and attend a briefing to learn about the Program and its rules and regulations
2. Sign a voucher promising to follow the rules and regulations
3. Look for a unit (apartment, house, etc.) and tell CHA what unit you want to rent
4. Wait for the unit to pass inspection and for the Owner and CHA to agree on rent
5. Sign a lease (contract) with the Owner
6. Pay your portion of the rent to the Property Owner/Manager on time, CHA pays the rest
7. Move in and follow the rules of the lease and the Program
8. Attend interviews, re-examinations and HQS Inspections, as required

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 that carry out and explain housing laws
- Give CHA training and support regarding HUD regulations
- Make sure CHA follows HUD policies, regulations and runs the HCV Program correctly

**Chicago Housing Authority**
- Manage the HCV Program from day-to-day
- Meet goals set by CHA
- Give Applicants, Voucher Holders, Participants, Owners and Property Managers quick, professional service
- Decide who qualifies for the HCV Program and conduct regular re-examinations to make sure they still qualify
- Terminate Participants from the Program if they break the HCV Program rules and regulations
- Explain the HCV Program rules and regulations to Owners and Property Managers
- Conduct Housing Quality Standards (HQS) inspections
- Make sure units meet federal guidelines for health and safety standards
• Decide on and distribute Housing Assistance Payments (HAPs) to Owners
• Monitor Participants and Owners to make sure they follow the rules and regulations of the HCV Program
• Find ways for Participants to move to opportunity neighborhoods in Chicago

**Property Owners/Managers**
• Pick 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 your lease
• Allow CHA to inspect the unit to be rented
• Pay for utilities and services the lease says are to be paid by the 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 Owner or Property Manager to inspect the unit and make necessary repairs
• Pay rent not paid by CHA and any utility bills the Owner is not responsible for
• Supply and maintain any appliances that the Owner does not supply
• Give CHA any information needed to make sure you still qualify for the Program
• Keep the unit in good, safe, decent and sanitary condition
Other Subsidy Programs

What is the Property Rental Assistance (PRA) Program?
The Property Rental Assistance (PRA) Program is an innovative strategy to ensure reliable, long-term affordability of quality housing. The program commits project-based vouchers to privately-developed and owned housing units in properties within Chicago’s stable and revitalizing neighborhoods.

The PRA Program is CHA’s version of HUD’s Project-Based Voucher (PBV) Program using funds from the Housing Choice Voucher (HCV) Program. Under the PRA Program, CHA attaches subsidy to specific housing units in multi-family developments in Chicago.

PRA Program Objectives:
- Expand affordable housing opportunities throughout Chicago
- Provide Owners with reliable and straightforward rental income
- Ensure long-term affordability at quality properties
- Provide housing options for specific populations such as:
  - Homeless
  - Veterans
  - Intergenerational housing
  - Persons with specific disabilities

What is the difference between the HCV Program and the PRA 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 Owner ends and the family can move with continued assistance to another unit.

Under the PRA 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 Owner/Developer to fill vacancies. If a lease-compliant family moves after two years the family may request to receive a tenant-based voucher if one is available.

What families are eligible to obtain PRA Program housing?
CHA refers families who are on the CHA’s property-based waiting list and the public housing waiting list to Owners of PRA Program units. Under specific conditions, Owners may refer families to be placed on the waiting lists.

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?
Owners set their own property-specific tenant screening and selection criteria, which must apply to all the units at a property regardless of whether it receives PRA Program subsidy. The lease used for participating properties must comply with the Chicago Residential Landlord Tenant Ordinance. CHA will review the Tenant Selection Plan to ensure compliance with Fair Housing and the PRA 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; home visits to assess housekeeping skills/ability to care for a unit.

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 PRA Program units?
CHA will refer prospective tenants to the Owner to fill vacant units. 50% of these referrals will be from the Public Housing Program (current residents, Relocateses and the general waiting list) and 50% 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 PRA Program tenants pay?
PRA 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. Families that have “no income” must report any increases in income within 30 days. The rules for re-examination are the same as those for the HCV Program. For more information about CHA’s re-examination policies, please see page 52.
Note: CHA has exemptions from certain HUD income calculation rules for both PRA and HCV Programs.

How much is the PRA security deposit?
The 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 PRA unit for at least two years and is lease compliant, the family may request a voucher to move. If a voucher is available, the tenant will be issued one. 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 this Program?

- Comply with Family Obligations 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

What is the Moderate Rehabilitation Program?

Just like the PRA Program, Moderate Rehabilitation (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 substandard 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.
Customer Service

CHA Customer Call Center
Whenever you have a question, you should first contact the CHA Customer Call Center at 312-935-2600 (TTY: 312-461-0079) or hcv@thecha.org. A call center specialist can give you the information you need quickly.

The CHA Customer Call Center is open Monday through Friday from 8:00 a.m. to 5 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 e-mail within 24 hours. Usually, you will not have to wait on hold as long if you call us on 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 your call or within the text of the e-mail 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
- Rent
- Waiting list
- Portability (moving out of Chicago)
- Special programs
- Reasonable accommodations (assistance for people with disabilities and others)
- Interpreters
- Anything you have a question about

NOTE: The best days to call the CHA Customer Call Center are Wednesdays, Thursdays, and Fridays.
CHA Housing Choice Voucher Program Regional Offices

You should always contact the CHA Customer Call Center first. However, if you need to meet with someone in person, you will do so at one of the offices listed in the table below. You will go to one of the offices to do things like get moving papers and attend re-examinations, Informal Hearings and Informal Reviews.

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

Your servicing office depends on your ZIP code.

If you are part of a special program, you will do business at the Central Office. Below is a list of CHA’s special programs:

- Family Self-Sufficiency (FSS) Program
- Choose To Own (CTO) Homeownership Program
- Mobility Counseling Program

Note: Sometimes a different office will start serving your ZIP code. Always be sure to check the HCV Program website at www.thecha.org/hcv or contact the CHA Customer Call Center at 312-935-2600 or hcv@thecha.org for the most up-to-date information about your ZIP code.

<table>
<thead>
<tr>
<th>Central Office</th>
<th>South Office</th>
<th>West Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 E. Van Buren</td>
<td>10 W. 35th St., 5th Floor</td>
<td>2750 W. Roosevelt Road</td>
</tr>
<tr>
<td>Chicago, IL 60605</td>
<td>Chicago, IL 60616</td>
<td>Chicago, IL 60608</td>
</tr>
<tr>
<td>60601, 60602, 60603,</td>
<td>60615, 60617, 60619,</td>
<td>60607, 60608, 60609,</td>
</tr>
<tr>
<td>60604, 60605, 60606,</td>
<td>60620, 60621, 60622,</td>
<td>60612, 60618, 60621,</td>
</tr>
<tr>
<td>60610, 60611, 60613,</td>
<td>60627, 60628, 60633,</td>
<td>60623, 60624, 60629,</td>
</tr>
<tr>
<td>60614, 60616, 60617,</td>
<td>60637, 60643, 60649,</td>
<td>60630, 60631, 60632,</td>
</tr>
<tr>
<td>60622, 60625, 60626,</td>
<td>60653, 60655, 60827</td>
<td>60634, 60636, 60638,</td>
</tr>
<tr>
<td>60642, 60645, 60657,</td>
<td></td>
<td>60639, 60641, 60644,</td>
</tr>
<tr>
<td>60659, 60660, 60661,</td>
<td></td>
<td>60646, 60647, 60651,</td>
</tr>
<tr>
<td>Port-ins, new admissions</td>
<td></td>
<td>60652, 60656</td>
</tr>
<tr>
<td>(waitlist)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Participating in the HCV Program

Steps to take as a Participant (Overview)

1. **Apply and Interview** — If you are chosen from the waiting list, you will need to give CHA details about your income, the names of your family members, Social Security numbers for those members and other information as a part of the application process. CHA has established a special preference for families that are currently working. Therefore, families that are not currently working will be selected from the waiting list after all other qualified working preference families have been provided assistance. In addition, every household member that is 18 years or older must pass a criminal background check.

2. **Attend Voucher Briefing** — To receive your voucher, you must go to a voucher briefing. At the briefing you will learn about the Family Obligations (rules of the Program), how to find a place to live, how to keep your unit in good condition, how to stay on the Program, how to be a good neighbor and other information.

3. **Use Your Voucher** — CHA will give you information to help you find a unit, but you are responsible for finding your own place to live. During your search, you will need your voucher and a Request for Tenancy Approval (RTA) packet. You will find a sample of the forms included in this packet on pages 74-89 in the Resources section of this Reference Guide.

4. **Await Inspection Results** — CHA will need to inspect the unit you want to rent before you can live there. The unit must meet CHA’s and HUD’s Housing Quality Standards. If it does, you can move in. If it does not, the Owner will need to make repairs and get another inspection before you can move.

5. **Await Rent Decision** — The Owner will tell CHA how much the unit’s rent should be. CHA will decide if their rent request is reasonable.

6. **Sign the lease** — You will sign a lease with the Owner. The lease is an agreement between you and the Owner, not CHA. She/he will also give you a copy of the Tenancy Addendum to add to the lease terms.

7. **Move in, Pay Rent and Utilities** — Once you and the Owner have turned in all of the required paperwork to CHA, you will move in. Each month, you will pay your portion of the rent to the Owner or Property Manager and CHA will pay the remaining amount.

8. **Be a Positive Part of the HCV Program** — To remain in the HCV Program and continue receiving rent assistance from CHA, you will need to follow all of the rules and regulations written in your Family Obligations, the lease, the Tenancy Addendum and any amendments to the lease. You will also need to take part in inspections and re-examinations as long as you participate in the Program.
Step 1 — Apply and Interview
If you are reading this Reference Guide, you have probably already gone through the application and interview process. Applicants receive this guide when they attend the voucher briefing.

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—families that relocate from public housing or from another Housing Authority do not need to be on the waiting list.
- The family passes a background check.
- The family’s income is not more than HUD’s income limits for Chicago.

How does the wait list work?
The HCV Program waiting list is closed for now. CHA last opened the list in 2008. Families applied and a computer randomly chose 40,000 names for the waiting list. When CHA re-opens the HCV Program waiting list, we will advertise the re-opening in local newspapers and at social service agencies.

Relocation from Public Housing
CHA allows families that are being relocated from public housing the opportunity to relocate to other Chicago neighborhoods using a voucher.

Porting
If a voucher family relocates from another Housing Authority in a different city or state to Chicago (this is called porting), they may join the Program without being placed on the waiting list and still use a voucher.

A family may also use their CHA-issued voucher to port to another Housing Authority’s jurisdiction.

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 that have been subsidized in any HUD rental assistance program. The database includes information about any debts a former Participant may owe to any Public Housing Authority (PHA) or reasons a PHA terminated a Participant’s rental assistance that include information on program violations. See the HUD form “Debts Owed to Public Housing Agencies and Terminations” found on pages 120-121 in the Resources section of this Reference Guide for more information.
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 member of the family from rent-assisted housing in the last five years
- CHA or another PHA terminated program assistance for any member of the family within the last 10 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 104 in the Resources section of this Reference Guide for a sample Ineligibility and Right to Informal Review Notice). A hearing officer that did not help make the original decision will review your case. CHA will send you a letter about the final decision within 30 days of the Informal Review.

**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 written in the table below (based on the number of people in your family):

**FY 2014 Income Limits Table**

<table>
<thead>
<tr>
<th>FY 2014 Income Limit Category</th>
<th>1 Person</th>
<th>2 People</th>
<th>3 People</th>
<th>4 People</th>
<th>5 People</th>
<th>6 People</th>
<th>7 People</th>
<th>8 People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low (80%)</td>
<td>$40,550</td>
<td>$46,350</td>
<td>$52,150</td>
<td>$57,900</td>
<td>$62,550</td>
<td>$67,200</td>
<td>$71,800</td>
<td>$76,450</td>
</tr>
<tr>
<td>Very Low (50%)</td>
<td>$23,350</td>
<td>$29,000</td>
<td>$32,600</td>
<td>$36,200</td>
<td>$39,100</td>
<td>$42,000</td>
<td>$44,900</td>
<td>$47,800</td>
</tr>
<tr>
<td>Extremely Low (30%)</td>
<td>$15,200</td>
<td>$17,400</td>
<td>$19,550</td>
<td>$21,700</td>
<td>$23,450</td>
<td>$25,200</td>
<td>$36,950</td>
<td>$28,650</td>
</tr>
</tbody>
</table>

When your name reaches the top of 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?

**Annual 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. The amount of rent you have to pay and the amount that CHA pays will depend on your income. While CHA may not count all of your income, you must report all of it. Based on HUD rules, CHA will decide what income will or will not be counted, as shown on below.

The table below contains some examples of income:

<table>
<thead>
<tr>
<th>Income CHA will count:</th>
<th>Income CHA will NOT count:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment (gross)</td>
<td>Live-in aides’ income</td>
</tr>
<tr>
<td>Net business income</td>
<td>Foster children/adult’s income</td>
</tr>
<tr>
<td>Net income from real estate or personal property</td>
<td>Employment income of children under 18 years of age</td>
</tr>
<tr>
<td>Regular gifts or contributions</td>
<td>Employment income above $480 per year for full-time students 18 years of age</td>
</tr>
<tr>
<td>Unemployment</td>
<td>Food Stamps</td>
</tr>
<tr>
<td>Pensions</td>
<td>Adoption care income above $480 per year, for each child</td>
</tr>
<tr>
<td>Child Support</td>
<td></td>
</tr>
<tr>
<td>Worker’s compensation</td>
<td></td>
</tr>
<tr>
<td>Welfare assistance</td>
<td></td>
</tr>
<tr>
<td>Alimony</td>
<td></td>
</tr>
<tr>
<td>Social Security benefits</td>
<td></td>
</tr>
<tr>
<td>Military pay</td>
<td></td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)</td>
<td></td>
</tr>
</tbody>
</table>

**Assets - Income from assets, such as those below, are only counted when you enter the Program, not during re-examinations**
- Interest from assets
- Savings accounts
- Checking accounts
- Stocks, bonds and money market accounts

**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 and above that 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 a person with 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 a head of household that is elderly or a person with a disability
- Medical expenses for all family members that are greater than 3 percent of your annual income
- Disability assistance expenses that are greater than 3 percent of your annual income that allows a family member with a disability to work

Once CHA accepts a family 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.

CHA calculates your TTP based on your income.

Your TTP is the greatest amount of those below:

- 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
- In special cases, 40 percent of your family’s monthly adjusted income
At your voucher briefing, the Briefer will tell you what your TTP is and let you know how much of your rent CHA will pay. This allows you to look for units in your price range.

**Minimum Rent**
The minimum amount of rent you will pay is $75 a month. If you cannot afford the $75 a month, you can request a hardship exemption. CHA may consider a hardship exemption in the following situations:

- You lost your federal, state or local assistance
- 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 the loss of a job or a death in the family

To request a hardship exemption from the minimum rent, you need to complete a “Minimum Rent Requirement Hardship Exemption Request” form (available online at www.thecha.org/forms) 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.

---

**Total Tenant Payment example**

In the example below, the family’s annual adjusted income is $8,400. Dividing $8,400 by 12 equals the family’s monthly adjusted income — $700. The family’s annual gross income is $8,880. Dividing $8,880 by 12 equals the family’s monthly gross income - $740.

| 10 percent of monthly gross income | $740 x 10% = | $74 |
| 30 percent of monthly adjusted income | $700 x 30% = | $210 |
| CHA minimum rent | = | $75 |
| Total Tenant Payment - the largest of the amounts above | = | $210 |

In this example, the Participant will not pay less than $210 (the TTP) for rent and utilities.
## Sample Rent Calculations

### 1. Apply & Interview

#### Elderly Head of Household with 1 Dependent

<table>
<thead>
<tr>
<th>Component</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Household</td>
<td>Social Security = $585/month</td>
</tr>
<tr>
<td>Dependant:</td>
<td>Child Support + $65/week</td>
</tr>
<tr>
<td>Annual Income</td>
<td>$10,400</td>
</tr>
<tr>
<td>Adjusted Income</td>
<td>$3,520</td>
</tr>
<tr>
<td><strong>Total Tenant Payment (TTP)</strong></td>
<td></td>
</tr>
<tr>
<td>Total Monthly Income</td>
<td>$867</td>
</tr>
<tr>
<td>10% of Annual Income</td>
<td>$87</td>
</tr>
<tr>
<td>Adjusted Monthly Income</td>
<td>$793</td>
</tr>
<tr>
<td>30% of Adjusted Monthly Income</td>
<td>$239</td>
</tr>
<tr>
<td>Minimum Rent</td>
<td>$75</td>
</tr>
<tr>
<td><strong>TTP</strong></td>
<td>$238</td>
</tr>
</tbody>
</table>

**Tenant Rent Calculation**

- Payment Standard: $1,139
- Contract Rent Amount: $943
- Utility Allowance: $159
- Gross Rent of Unit: $1,102
- **TTP**: $238
- Total HAP (Gross rent - TTP): $1,102
- Owner HAP (Lessor of Contract Rent/HAP): $884
- **Tenant Rent**: $79

---

#### Employed Head of Household and Employed Spouse with 2 Dependents

<table>
<thead>
<tr>
<th>Component</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Household:</td>
<td>$360 bi-weekly</td>
</tr>
<tr>
<td>Dependant:</td>
<td>No Child Support</td>
</tr>
<tr>
<td>Annual Income</td>
<td>$9,360</td>
</tr>
<tr>
<td>Adjusted Income</td>
<td>$8,400</td>
</tr>
<tr>
<td><strong>Total Tenant Payment (TTP)</strong></td>
<td></td>
</tr>
<tr>
<td>Total Monthly Income</td>
<td>$780</td>
</tr>
<tr>
<td>10% of Annual Income</td>
<td>$78</td>
</tr>
<tr>
<td>Adjusted Monthly Income</td>
<td>$700</td>
</tr>
<tr>
<td>30% of Adjusted Monthly Income</td>
<td>$210</td>
</tr>
<tr>
<td>Minimum Rent</td>
<td>$75</td>
</tr>
<tr>
<td><strong>TTP</strong></td>
<td>$210</td>
</tr>
</tbody>
</table>

**Tenant Rent Calculation**

- Payment Standard: $1,139
- Contract Rent Amount: $943
- Utility Allowance: $159
- Gross Rent of Unit: $1,102
- **TTP**: $210
- Total HAP (Gross rent - TTP): $892
- Owner HAP (Lessor of Contract Rent/HAP): $892
- **Tenant Rent**: $51

---

#### Elderly Head of Household with 1 Dependent

<table>
<thead>
<tr>
<th>Component</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Household</td>
<td>Zero Income</td>
</tr>
<tr>
<td>Dependant:</td>
<td>No Child Support</td>
</tr>
<tr>
<td>Annual Income</td>
<td>$0</td>
</tr>
<tr>
<td>Adjusted Income</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total Tenant Payment (TTP)</strong></td>
<td></td>
</tr>
<tr>
<td>Total Monthly Income</td>
<td>$0</td>
</tr>
<tr>
<td>10% of Annual Income</td>
<td>$0</td>
</tr>
<tr>
<td>Adjusted Monthly Income</td>
<td>$0</td>
</tr>
<tr>
<td>30% of Adjusted Monthly Income</td>
<td>$0</td>
</tr>
<tr>
<td>Minimum Rent</td>
<td>$75</td>
</tr>
<tr>
<td><strong>TTP</strong></td>
<td>$75</td>
</tr>
</tbody>
</table>

**Tenant Rent Calculation**

- Payment Standard: $1,102
- Contract Rent Amount: $943
- Utility Allowance: $159
- Gross Rent of Unit: $1,102
- **TTP**: $75
- Total HAP (Gross rent - TTP): $1,027
- Owner HAP (Lessor of Contract Rent/HAP): $643
- **Tenant Rent**: $0

---

### Part-Time Employed Head of Household with 2 Dependents (no other allowable expenses)

<table>
<thead>
<tr>
<th>Component</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Household:</td>
<td>$23,000 annually</td>
</tr>
<tr>
<td>Dependant:</td>
<td>$21,000 annually</td>
</tr>
<tr>
<td>Annual Income</td>
<td>$44,000</td>
</tr>
<tr>
<td>Adjusted Income</td>
<td>$40,040</td>
</tr>
<tr>
<td><strong>Total Tenant Payment (TTP)</strong></td>
<td></td>
</tr>
<tr>
<td>Total Monthly Income</td>
<td>$3,667</td>
</tr>
<tr>
<td>10% of Annual Income</td>
<td>$367</td>
</tr>
<tr>
<td>Adjusted Monthly Income</td>
<td>$3,337</td>
</tr>
<tr>
<td>30% of Adjusted Monthly Income</td>
<td>$1,001</td>
</tr>
<tr>
<td>Minimum Rent</td>
<td>$75</td>
</tr>
<tr>
<td><strong>TTP</strong></td>
<td>$1,001</td>
</tr>
</tbody>
</table>

**Tenant Rent Calculation**

- Payment Standard: $1,139
- Contract Rent Amount: $943
- Utility Allowance: $159
- Gross Rent of Unit: $1,102
- **TTP**: $1,001
- Total HAP (Gross rent - TTP): $101
- Owner HAP (Lessor of Contract Rent/HAP): $101
- **Tenant Rent**: $842
Step 2 - Attend a Voucher Issuance Briefing

What is a voucher issuance briefing?
After you submit your application and are approved by CHA, you will go to an informational meeting about the Program called a voucher briefing. At the voucher briefing, you will learn about how the Program works and get forms and other information you need to start searching for your unit.

At the briefing, CHA will also explain the Family Obligations to you. In addition, the Family Obligations are included in the Resources section of this Participant Reference Guide. When CHA accepts your Request for Tenancy Approval and you move into your unit, you must continue to abide by the Family Obligations in order to continue receiving rental assistance from the CHA HCV Program.

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 a number of rules called the Family Obligations that your family must follow. When you sign the voucher, you agree to follow those rules. If you do not follow the Family Obligations, CHA may remove you from the Program.

You can find the Family Obligations on pages 63-64 in the Resources section of this Reference Guide. You will need to 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 Family Obligations at a re-examination.
What does a voucher look like?
Below you will find an example of a voucher.

Unit Size
The size limit that the family is eligible for; it indicates the amount of assistance CHA pays.

Issue Date
The day that the family receives their voucher.

Voucher
Housing Choice Voucher Program

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

Public Reporting Burden for this collection of information is estimated to average 0.05 hours per response, 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 agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. Assurances of confidentiality are not provided under this collection. This collection of information is authorized under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). 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.

Privacy Act Statement. The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). Collection of family members’ names is mandatory. 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. HUD may disclose this information to Federal, State and local agencies when relevant to civil, criminal, or regulatory investigations and prosecutions. It will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Failure to provide any of the information may result in delay or rejection of family voucher issuance.

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

1. Insert unit size 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.)
2. Date Voucher Issued (mm/dd/yyyy)
   Insert actual date the Voucher is issued to the Family.
3. Date Voucher Expires (mm/dd/yyyy)
   Insert date sixty days after date Voucher is issued. (See Section 6 of this form.)
4. Date Extension Expires (if applicable) (mm/dd/yyyy)
   (See Section 6, of this form)
5. Name of Family Representative
6. Signature of Family Representative
7. Name of Public Housing Agency (PHA)
8. Name and Title of PHA Official
9. Signature of PHA Official
10. Date Signed (mm/dd/yyyy)

Name of Family Representative
The name of the head of household who is receiving the voucher.

Expiration Date
The date that the voucher expires (90 days from the day it is received).

Date Signed
The date that the head of household receives the voucher. This date should be the same as the issue date.

Signature of Representative
Signature of the head of household who is receiving the voucher.

Signature of PHA Official
Must be signed by CHA to be valid.
Step 3 — Use Your Voucher

How do I find housing?
At the voucher briefing, you will learn how many bedrooms your family qualifies for and how much rental 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.

You can find information about available housing in a number of places:

- Newspapers
- Apartment guides
- CHA Regional Offices
- Friends, neighbors or co-workers who know of available units
- Real estate agents
- Online at www.thecha.org/units
- Or, simply go to the neighborhood you want to move into and look for “For Rent” signs

How does CHA decide how many bedrooms my family needs?
CHA assigns one bedroom for the head of household and the spouse/co-head and one additional bedroom for every two people in the family.

The table below shows examples of the bedroom guidelines:

<table>
<thead>
<tr>
<th>Number of Bedrooms</th>
<th>Number of Family Members</th>
<th>Number of Family Members (If Unit Includes a Living Room/Sleeping Area)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>6</td>
<td>12</td>
<td>14</td>
</tr>
</tbody>
</table>

How do I know how much rent I can pay for a unit?
You will need to have an idea of how much of your rent will be paid by CHA and how much will be paid by you to know what units you can afford. The total cost of your housing each month will include both the monthly rent paid to the Owner (your portion and CHA’s portion) and the cost of
utilities that you will need to pay each month. The maximum amount of rent that CHA will pay on your behalf equals the Payment Standard minus your Total Tenant Payment. CHA determines the Payment Standard based on the number of bedrooms in a unit (see the table of Payment Standards below).

Payment Standards (effective November 1, 2013)

<table>
<thead>
<tr>
<th>Bedrooms</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHA</td>
<td>$784</td>
<td>$969</td>
<td>$1,139</td>
<td>$1,372</td>
<td>$1,561</td>
<td>$1,732</td>
<td>$1,917</td>
<td>$2,047</td>
<td>$2,378</td>
</tr>
</tbody>
</table>

For example, if you need a two-bedroom unit for your family, CHA will use the amount $1,139 to determine the maximum amount of assistance you will receive. See the box below for an example.

**Helping a Family Determine Affordable Rent**

In the example below, the family needs a two-bedroom unit and their Total Tenant Payment is $210 (30 percent of their monthly adjusted income). In special cases, the family may pay up to 40 percent of their monthly adjusted income (in the example below, 40 percent of the family’s monthly adjusted income is $280). The Payment Standard for a two-bedroom unit is $1,139.

<table>
<thead>
<tr>
<th>Minimum Family TTP</th>
<th>=</th>
<th>$210</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Rent assistance provided by CHA (Payment Standard minus Total Tenant Payment)</td>
<td>$1,139 - $210 =</td>
<td>$929</td>
</tr>
<tr>
<td>Affordable Rent for the family (including utilities)</td>
<td>=</td>
<td>$1,139</td>
</tr>
<tr>
<td><strong>Maximum Affordable Rent</strong> for the family (in special cases, Total Tenant Payment can be 40 percent of Monthly Adjusted Income, that plus CHA’s Maximum Rent assistance equals Maximum Affordable Rent).</td>
<td>$929 + $280 =</td>
<td>$1,209</td>
</tr>
</tbody>
</table>

In this example, the family should look for a unit with rent plus utilities (or rent that includes utilities) at $1,139 to $1,209.

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 have 90 days after you receive it to look for housing. If you do not find housing
during the 90 days that your voucher is active, you will lose the voucher. You will need to re-apply for a new voucher when the waiting list re-opens.

Please note that if you have requested to move and have not moved out of your current unit but have not found new housing within the 90 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 90 days, you will lose your voucher. For more information about moving, please see pages 54-55.

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

- If you are a person with a disability
- If there is a serious illness or death in your family
- If 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.

**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. You should decide 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 will want to think about some of the questions in the table below when choosing a neighborhood:

<table>
<thead>
<tr>
<th>Questions to ask</th>
<th>Where to look for answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>How good are the schools?</td>
<td>• <a href="http://www.cps.edu/schools">www.cps.edu/schools</a> • <a href="http://www.isbe.state.il.us">www.isbe.state.il.us</a></td>
</tr>
<tr>
<td>How safe is the neighborhood?</td>
<td>• <a href="http://www.chicago.everyblock.com/crime">www.chicago.everyblock.com/crime</a></td>
</tr>
<tr>
<td>How close is public transportation?</td>
<td>• <a href="http://www.neighborhoodscout.com">www.neighborhoodscout.com</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="http://www.transitchicago.com">www.transitchicago.com</a></td>
</tr>
</tbody>
</table>

Other questions that might also 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?
What are Opportunity Areas?
CHA encourages Voucher Holders to move into Opportunity Areas because they generally offer a good quality of life. However, Owners may charge higher rents than in other neighborhoods. For that reason, HUD allows CHA to increase the Payment Standard in these areas to pay market comparable rent.
Selecting a unit that is right for you and your family
Selecting a place that you and your family will want to reside for a long time is very important. There are many things to consider when selecting a unit that is right for your family.

Some things you may consider are:
- Is there enough space for you and your family?
- Are pets allowed?
- Is there yard space for your children to play and exercise?
- Are there too many stairs to get to your unit?
- Is the heating and cooling controlled by the tenants or the landlord?
- Are utilities included in the rent?

Another important thing to consider when selecting your next residence is the health and safety of the unit.

Tips on how to pick a healthy unit
As you look for your new apartment, 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 has young children. For example, many apartments have carpeting, which may collect dust and other pollutants that can cause asthma attacks. If you or your family member has asthma, an apartment without carpeting would be the healthier choice.

Please consider these 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 come into your apartment through the heating and vents.

Fire Safety
Does the apartment have working smoke detectors? Are there fire exits (more than one door in an apartment)?

Bed Bugs
Chicago ordinance requires that landlords get rid of bed bugs. Landlords 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 by breathing dust from lead paint. Lead poisoning can cause behavior problems, learning difficulties, and other developmental problems.
• Check for peeling around the windows and porch
• Ask the landlord if there has been problems with lead based paint

Properly Working Windows
It is important for housing units where children reside, to have properly working windows to prevent falls. Properly working windows also allow ventilation and provide security.
• Check to make sure the windows open from the top and bottom
• Check to make sure all the windows have screens
• Check to make sure the windows lock

Breathing Conditions
If you or your family has breathing problems [asthma, chronic obstructive pulmonary disease (COPD), etc.] please review the table below.

<table>
<thead>
<tr>
<th>Problem</th>
<th>What to do:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tobacco smoke</td>
<td>Pick an apartment that is smoke free. Ask landlord how the policy is enforced. Also look for signs about policy and cigarette butts around the property.</td>
</tr>
<tr>
<td>Carpeting</td>
<td>When possible, pick an apartment with no carpeting. Newer carpeting is healthier than old carpeting.</td>
</tr>
<tr>
<td>Pets</td>
<td>Ask the landlord if the previous tenant or tenants surrounding your unit had/have pets.</td>
</tr>
<tr>
<td>Cockroaches and mice</td>
<td>Look in kitchen cabinets and behind the stove. Ask the landlord about how they take care of pests.</td>
</tr>
<tr>
<td>Mold</td>
<td>Look under sinks, closets, and bathroom for moisture or signs of mold.</td>
</tr>
<tr>
<td>Water leaks</td>
<td>Look for water stains on the ceiling and walls.</td>
</tr>
<tr>
<td>Gas stove</td>
<td>Ensure that there is a method for ventilation.</td>
</tr>
</tbody>
</table>
How should I present myself to the owner?
When you go looking for a new house or apartment, you should treat it like a job interview. At your first meeting, Owners will decide if you will be a good neighbor and tenant, just like a company would decide if you would be a good employee.

The list below gives examples of what Owners look for in a tenant:

- Good rental history
- Stable income (for example 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 why you called)

What questions should I ask the owner?
Before you go to view a unit, you will contact the Owner over the phone. You will want to make a good first impression so that the Owner thinks of you as someone that will be a good tenant and neighbor.

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

- Are there any vacancies?
- How much is the rent?
- Do you allow pets? Are there any pet fees?
- Are there any application, association, condominium or other rental fees?
- How much is the security deposit?
- What utilities will I pay?
- Who is responsible for pest control?
- How do I request repairs?
- Does the unit have central air conditioning?
- Does the unit include a stove or refrigerator or do I need get my own?

What should I do when I go to view the unit?
First, you will want to dress appropriately and be courteous so you make a good impression. Every time an Owner talks with you, they will think about whether you will be a good tenant and neighbor.

When you go to the unit, you will need to bring some information with you and fill out an application.
Below are some things you will want to bring:

- Personal identification
- Names and phone numbers of your references
- Employment information
- Contact information for the Owner or Property Manager of your past and current apartments or homes
- Your voucher
- Request for Tenancy Approval (RTA) packet

Everyone that rents a unit must fill out an application. Many Owners will ask you for an application fee to process your application and perform a credit check.

**What happens once the owner approves my application?**

When the Owner of the unit approves your application, you, along with the Owner, will need to complete and submit the forms included in your RTA packet to CHA. You can find an example of these forms on pages 74-89 in the Resources section of this Reference Guide. CHA will then begin the process to approve your unit and allow you to move in to your new home.

The list below describes CHA’s approval process:

1. The RTA packet is signed by you and the Owner and submitted to CHA
2. CHA will review the tax, foreclosure, and ownership status of the property.
3. CHA will review the owner’s background for criminal activity.
4. CHA will work with the Owner to schedule and complete an initial Housing Quality Standards (HQS) Inspection of the unit.
5. If the Owner needs to make repairs to the unit to meet HQS, CHA will schedule and complete a re-inspection.
6. CHA will decide whether the rent is reasonable, how much of the rent you will pay and how much CHA will pay the Owner directly. CHA will also decide if you will receive a Utility Re-imbursement Payment to help pay for your utilities.
7. After the unit passes inspection and CHA decides on rent payments, you will sign a lease with the Owner. At this time, CHA also signs a contract with the Owner for the Housing Assistance Payment.
8. Once you have signed the lease and received keys to the unit, the unit is yours. Once you have accepted the keys, you are responsible for adhering to the Family Obligations and all terms of the lease and Tenancy Addendum.
Step 4 — Await Inspection Results

What are Housing Quality Standards (HQS) inspections?
CHA inspects units that Voucher Holders want to rent to make sure the units will not endanger the health and safety of the household. During an HQS inspection, the inspector visits a unit to see that it has electricity, ventilation and enough living space for the family.

Here are some of the HQS requirements:

- Area for food preparation and storage
- Adequate space and security
- Heat
- Lighting and electricity
- Quality structure and materials
- Acceptable interior air quality
- Acceptable water supply
- Lead-based paint is not present
- Acceptable site and neighborhood
- Smoke and carbon monoxide detectors
- See pages 49-51 for more about HQS

CHA will schedule an initial inspection after receiving your completed Request for Tenancy Approval (RTA) forms. CHA works directly with the Owner to handle inspections or re-inspections.

Inspections and 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 housing fits this category of older housing. Children under the age of six are particularly susceptible to the potential neurological problems caused by lead poisoning because their nervous system is still developing. In addition, they tend to crawl and 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, if a building meets all of the following conditions, CHA will perform a visual paint assessment during the HQS inspection process:

- 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. In order to provide lead-safe environments for their tenants, 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 two informational brochures about lead poisoning that detail its effects and prevention (see pages 116-119 in the Resources section of this Reference Guide). CHA distributes this packet to all Participants at voucher briefings and re-examination interviews and makes it available in the Resource Centers of each office as well as on CHA’s website at www.thecha.org/forms. In addition, Participants must sign a Release Form and Checklist to confirm receipt and understanding of these materials.

**Do I need to attend the initial inspection?**
You will not need to attend the initial inspection, but CHA recommends that you keep in touch with the Owner during the process. CHA will notify you when the unit passes or fails an inspection.
**Step 5 — Await Rent Decision**

**How does CHA decide if the rent for a unit is reasonable?**
CHA will compare the rent that the Owner asks for to the market rent for similar unassisted units to make sure that the Owner’s requested rent is not too high. To do this, CHA considers a number of things like location, amenities, affordability, condition, utilities and Fair Market Rent, a number provided by HUD.

**Fair Market Rent**
Each year, HUD announces the Fair Market Rent for units according to the bedroom size and area. 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 $917 based on what 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 owner?**
CHA can only decide how much assistance to provide once you have selected a unit and turned in your completed Request for Tenancy Approval (RTA) forms.

*Housing Assistance Payment (HAP)*
The amount of money that CHA pays to an 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 amount of rent asked for by the 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 of your unit and the type of utility. If a family’s Total Tenant Payment (TTP) is lower than the Utility Allowance, they may receive a Utility Re-imbursement Payment from CHA via a debit card to cover the difference. See the table on page 40 for a listing of Utility Allowances for different types of units.

*Gross Rent and Payment Standard*
CHA uses the smaller of two numbers to calculate the HAP — the gross rent for the unit or the Payment Standard for your family. The gross rent is the Owner’s requested rent for the unit plus your Utility Allowance for the utilities you need to pay. CHA determines the Payment Standard based on the number of bedrooms in a unit (see the table of Payment Standards on page 29).

**Total Tenant Payment**

\[
\text{Total Tenant Payment} = \begin{cases} \text{10\% of Monthly Income} & \text{OR} \\ \text{30\% of Adjusted Monthly Income} & \text{OR} \\ \$75.00 & \end{cases}
\]
The list below describes the process CHA follows to calculate the HAP:

1. Looks at the rent amount asked for by the Owner
2. Assigns you a Utility Allowance based on the utilities you are responsible for and the number of bedrooms in your unit
3. Adds the Owner’s requested rent and your Utility Allowance — this is called gross rent
4. Compares the gross rent and Payment Standard and selects the lower of the two
5. Subtracts your Total Tenant Payment from the lower amount to get the HAP

Calculating the HAP
In the example below, the family wants to rent a two-bedroom unit. The lease states that the family will pay for heating gas, cooking gas and electricity. Their Utility Allowance will be $105 ($59 for heating gas plus $5 for cooking gas plus $41 for electricity).

<table>
<thead>
<tr>
<th>Owner Requested Rent</th>
<th>=</th>
<th>$950</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Tenant Payment (Utility Allowance plus tenant rent payment to Owner)</td>
<td>=</td>
<td>$215</td>
</tr>
<tr>
<td>Utility Allowance (Consideration for utility expenses that the tenant is responsible for paying)</td>
<td>=</td>
<td>$105</td>
</tr>
<tr>
<td>Gross Rent (Owner Requested Rent plus Utility Allowance)</td>
<td>$950 + $105 =</td>
<td>$1,055</td>
</tr>
<tr>
<td>Payment Standard for a two-bedroom unit</td>
<td>=</td>
<td>$1,139</td>
</tr>
<tr>
<td>CHA selects Gross Rent because Gross Rent ($1,055) is less than the Payment Standard ($1,139)</td>
<td>=</td>
<td>$1,055</td>
</tr>
<tr>
<td>Housing Assistance Payment (HAP) (Gross Rent minus Total Tenant Payment)</td>
<td>$1,055 - $215 =</td>
<td>$840</td>
</tr>
<tr>
<td>Tenant Rent payment to Owner (Total Tenant Payment minus the Utility Allowance)</td>
<td>$215 - $105 =</td>
<td>$110</td>
</tr>
</tbody>
</table>

In this example, CHA will pay the Owner $840 on behalf of the family each month. The family will pay a total of $110. The total rent payment to the Owner will be $950.

If the Gross Rent (rent to the Owner plus utilities) is more 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 monthly adjusted income any one month.
Monthly Utility Allowances
The table below shows Utility Allowances for different types of rental units. 
*Effective November 1, 2013*

### Detached - Single Family

<table>
<thead>
<tr>
<th>Utility or Service</th>
<th>0 BR</th>
<th>1 BR</th>
<th>2 BR</th>
<th>3 BR</th>
<th>4 BR</th>
<th>5 BR</th>
<th>6 BR</th>
<th>7 BR</th>
<th>8 BR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heating</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Natural Gas *</td>
<td>25</td>
<td>36</td>
<td>46</td>
<td>56</td>
<td>67</td>
<td>81</td>
<td>93</td>
<td>107</td>
<td>123</td>
</tr>
<tr>
<td>c. Oil</td>
<td>117</td>
<td>164</td>
<td>211</td>
<td>257</td>
<td>328</td>
<td>374</td>
<td>430</td>
<td>494</td>
<td>568</td>
</tr>
<tr>
<td>d. Electric</td>
<td>42</td>
<td>58</td>
<td>73</td>
<td>89</td>
<td>112</td>
<td>128</td>
<td>147</td>
<td>168</td>
<td>193</td>
</tr>
<tr>
<td><strong>Cooking</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Natural Gas **</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>8</td>
<td>10</td>
<td>11</td>
<td>13</td>
<td>15</td>
<td>17</td>
</tr>
<tr>
<td>d. Electric</td>
<td>5</td>
<td>7</td>
<td>10</td>
<td>12</td>
<td>15</td>
<td>17</td>
<td>20</td>
<td>23</td>
<td>26</td>
</tr>
<tr>
<td><strong>Other Electric/Lighting</strong></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td><strong>Water Heating</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>a. Natural Gas *</td>
<td>30</td>
<td>36</td>
<td>42</td>
<td>48</td>
<td>57</td>
<td>63</td>
<td>70</td>
<td>78</td>
<td>87</td>
</tr>
<tr>
<td>c. Oil</td>
<td>9</td>
<td>12</td>
<td>16</td>
<td>19</td>
<td>24</td>
<td>28</td>
<td>32</td>
<td>36</td>
<td>42</td>
</tr>
<tr>
<td>d. Electric</td>
<td>15</td>
<td>21</td>
<td>27</td>
<td>33</td>
<td>42</td>
<td>48</td>
<td>56</td>
<td>64</td>
<td>74</td>
</tr>
<tr>
<td><strong>Water &amp; Sewer</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>16</td>
<td>23</td>
<td>39</td>
<td>62</td>
<td>86</td>
<td>109</td>
<td>133</td>
<td>156</td>
<td>179</td>
<td></td>
</tr>
<tr>
<td><strong>Range/Microwave</strong></td>
<td></td>
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<td>10</td>
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</tr>
<tr>
<td><strong>Refrigerator</strong></td>
<td></td>
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<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
</tr>
</tbody>
</table>

**Fixed Gas Surcharge:**

- *HEATING; with gas heating*  
  29 29 29 29 29 29 29 29 29
- **NO HEAT; without gas heating**  
  15 15 15 15 15 15 15 15 15

### Multi Family***

<table>
<thead>
<tr>
<th>Utility or Service</th>
<th>0 BR</th>
<th>1 BR</th>
<th>2 BR</th>
<th>3 BR</th>
<th>4 BR</th>
<th>5 BR</th>
<th>6 BR</th>
<th>7 BR</th>
<th>8 BR</th>
</tr>
</thead>
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**Fixed Gas Surcharge:**

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- **NO HEAT; without gas heating**  
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***Semi-Detached, Row House, Duplex, Townhouse, Elevator/High Rise Apartments, Garden/Walkup Apartments***
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 amount of 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 Owner or Property Manager each month equals your Total Tenant Payment minus the cost of utilities for which you are responsible. You will then pay utilities to the appropriate party (Owner, Property Manager or utility company).

In special cases, you may be allowed to pay up to 40 percent of your monthly adjusted income if the gross rent (Owner rent plus utilities) of your unit is greater than CHA's Payment Standard for your family.

For sample rent calculations, see page 25 of this Reference Guide.
Step 6 — Sign the Lease

What is the lease?
The lease is a contract between you and the Owner. 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 95-98). For an example of a lease, see pages 90-94 in the Resources section of this Reference Guide.

When do I sign the lease?
Do not sign your lease or move in to your new home until it passes a Housing Quality Standards inspection and CHA approves the rent. CHA will notify you and the Owner when the unit has passed inspection and the rent has been approved. Once this has happened, you can arrange with the Owner to sign your lease. At that time, you will work with the Owner or Property Manager to schedule a move-in date and arrange for when you will get your keys. You may also pay your security deposit at that time.

What is a security deposit?
An Owner collects a security deposit to pay for rent you did not pay or any damage to the unit that is not from normal use when you move out. You will give the 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 Landlord and Tenant Ordinance.

If you have done excessive damage to the unit or have unpaid rent when you move out, the Owner will deduct the total amount from your security deposit. If you keep the unit clean and do not cause any excessive damage to the unit, you should receive your full security deposit when you move out.

Below you will find the city of Chicago’s regulations about security deposits:

• An Owner or Property Manager must provide to the tenant a receipt for the security deposit that includes the 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.

• An Owner must pay interest each year on security deposits and pre-paid rent (effective January 1, 1992) held more than six months.

• The rate of interest an Owner must pay is set each year by the City Comptroller (effective July 1, 1997).

• Before expenses for damages can be deducted from the security deposit, the Owner or Property Manager must provide the tenant with an itemized statement of the damages within 30 days of the date the tenant vacates the dwelling unit.

• An Owner or Property 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, an Owner or Property 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 (effective July 1, 1992).

How much can the owner charge me to repair damages?
The Owner of your unit cannot charge you for slight damage from normal use. For example, the Owner cannot charge you for small scuffs or scratches on the hallway wall. However, he/she can charge you for a hole in the wall.

How do I make sure I don’t pay for damages that are not mine?
To protect your security deposit, CHA recommends that you take careful notes about the condition of the unit when you move in. You should also take pictures of any damages if you can. This will make sure the Owner does not charge you for damages caused by people that lived in the unit before you.

If you have trouble getting your deposit back, please contact the Legal Assistance Foundation of Metropolitan Chicago at 312-341-1070.
Step 7 — Move in, Pay Rent and Utilities

Congratulations! Once you’ve reached this step, you are an official HCV Program Participant! When you move in, remember to take detailed notes about the condition of your unit. CHA also recommends that you take pictures of any damage to the unit to protect yourself when you move.

What kinds of things should I do when I move in to the neighborhood?
CHA recommends the following:

- Find the nearest medical facilities, libraries and parks
- Talk with your children about the change
- Enroll your children in school and after-school programs
- Find out when garbage is collected
- Consider purchasing renter’s insurance to protect your home and belongings
- Meet your new neighbors
- Find out about the leaders in your community and meet them
- Register to vote at your nearest library
- Participate in neighborhood and PTA meetings
- Join community organizations and Neighborhood Watch programs
- Learn about city code violations

What are my responsibilities to CHA and the owner?
The list below states a number of requirements you must meet as a Participant in the HCV Program:

- You must obey the requirements of the lease and Tenancy Addendum you signed with the Owner
- You must obey the requirements in the Family Obligations on pages 63-64 in the Resources section of this Reference Guide
- Before you move out of the unit, you must give CHA 30 days’ notice in writing and the Owner or Property Manager at least 30 days’ notice in writing or the amount of notice stated in your 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; at a re-examination, 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 Owner or Property Manager and utility companies
Step 8 — Be a Positive Part of the HCV Program

How do I make sure I do my part in the HCV Program?
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 that 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 things you can do are act and treat others in your neighborhood as you’d like them to act and treat you.

Build relationships with and talk to your neighbors
Your ability to communicate and get along with your neighbors and the Owner or Property Manager of your unit has a large effect on whether you and your family will feel comfortable in your neighborhood.

Remember, you will live in a neighborhood with 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 friendship, 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)
- Eliminate rumors

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

Keep your unit clean—inside and out
Here are some basic housekeeping tips:

- Make cleaning a family activity
- Keep your home organized
- Choose a place where you can store items
- Avoid clutter (get rid of things you don’t use)
- Straighten up your unit daily
- Choose a place for your 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
- 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
• Your guests parking their cars in front of your neighbor’s driveway
• Letting your dog go to the bathroom on your neighbors’ yards
• Letting your trash bin overflow and spill into your yard
• Littering in your yard
• 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’s a good way to solve problems I might have with my neighbors?
Taking the following actions will make sure you and your neighbors solve conflicts 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
• 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 that 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 for information about block clubs or CAPS
• Visit www.thecha.org/almderman to find your alderman
Inspections

Your unit must continue to meet the Housing Quality Standards while you live there to keep your home safe, healthy and comfortable. Inspectors sent by CHA will visit your unit to make sure it is decent, safe and sanitary.

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

• Annual Inspection
• Quality Control Inspection
• Enhanced Inspection
• 24-Hour Emergency Inspection

Annual Inspections
HUD rules require that CHA inspect all assisted units each year. Every 365 days, CHA will need to conduct another inspection of your unit. Sixty days before the anniversary date of your last inspection, CHA will mail you and the Owner a letter with an inspection date.

If a unit fails the annual inspection, the inspector will determine whether the Participant or the Owner is responsible for the failure.

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

If the Participant is responsible for the failure, the family must make the repair or work with the Owner or Property Manager to have (and if necessary, pay for) the repair and have it re-inspected within the specified timeframe. Otherwise, CHA will send the family an Intent to Terminate (ITT) Notice. The ITT Notice informs 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 the following:

• Failure to pay for Participant-supplied utilities
• Failure to provide and maintain Participant-supplied appliances
• Damage caused by the Participant or their guests
• Cancellation of two consecutive inspections
• Does not allow the inspector to complete an inspection
• Not showing up for an inspection

If the failure is an emergency, the Owner or Participant must make the repair and have the unit re-inspected within 24 hours.
Quality Control Inspections
Quality control Inspections are conducted by CHA staff or its contractor’s inspection supervisor or quality control inspector within 90 days of the date the last inspection was conducted. The purpose of these inspections is to determine that the HQS are uniformly applied and interpreted by all inspectors.

The quality control HQS 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 HQS inspections and is drawn to represent a cross section of units receiving assistance.

If based on the quality control inspection the unit does not meet the HQS, CHA staff or its contractor will notify the Owner that the unit failed the inspection and is not eligible for continued assistance unless specific repairs are made by the Owner within 30 calendar days or within 24 hours of notification by CHA staff or its contractor for emergency fail items.

Enhanced Inspections
The Enhanced Inspection rates the units based on the quality of the building’s interior and exterior, to determine a units eligibility for the unit based benefits of the Owner Excellence Program.

24-Hour Emergency Inspections
If an inspector discovers a serious failure that threatens the health or safety of the Participant, the failure items must be corrected within 24 hours.

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

Below are some examples of 24-hour emergency failure items:

- 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 detectors
- Heating system that is not working or cannot maintain 68 degrees between...
September 15 and June 1

*Inspection Results*
CHA makes inspection results available on the Internet as quickly as one business day after the inspection is performed. Simply visit [www.thecha.org/results](http://www.thecha.org/results) to get inspection results such as pass or fail status as well as specific failure information.

In addition, Participants can call or send a text message to 312-544-0302 for information about the date and timeframe of their next inspection. All that is needed is the 6-digit Event ID.

**Housing Quality Standards (HQS) Inspection Information**

You can now find out the date and timeframe of your next inspection on this website or through an automated call system or text message. All you need is your Inspection ID. Simply enter it here or call or send a text message to 312-544-0302. If testing, please make sure to only include your Inspection ID. Anything more and you will receive an instruction message on how to use the system. In addition, you can now contact the Inspections Department directly via an e-mail of inspections@thecha.org.

**NOTE:**
Participants can find out the date and timeframe of their next inspection by calling or sending a text message to 312-544-0302.
Re-examinations

What are re-examinations?
Participants must have their income and family composition re-examined every two years by a CHA housing specialist — this is called a re-examination.

At the re-examination, your CHA housing specialist will make sure you are receiving all of the assistance you deserve.

When the time comes for your re-examination, CHA will send you a Re-examination Appointment Notice telling you the date and time of your re-examination. You will receive this notice three or four weeks before your appointment. If you have any questions or need a reasonable accommodation, please contact the CHA Customer Call Center. For sign language services, CHA asks that you give at least seven days advanced notice.

Along with this notice, you will get an Application for Continued Eligibility and an Authorization for Release of Information. You will need to complete these forms and bring them with you to your appointment.

You must attend this appointment. If you cannot, you need to contact the CHA Customer Call Center immediately to reschedule. In addition, all family members 18 years of age and older must attend the re-examination. Failure to attend your appointment is a violation of your Family Obligations and could result in your termination from the HCV Program.

What will happen at my 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 page 66)

You will need to bring proof of these items with you to the re-examination. For a checklist of documents you should bring, see the Verification Documents Checklist on page 100 in the Resources section of this Reference Guide. 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.

At your appointment, a CHA housing specialist will review your documents with you and have you sign a number of forms. The specialist will also double-check the income information you give them using HUD’s national online computer system.
As a part of the re-examination process, CHA will perform a criminal background check on every household member 18 years of age and older including live-in aides. In addition, CHA will obtain police reports on household members 17 years of age or older who have been reported to have engaged in criminal activity within the last five years.

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.

Individuals that do not need to provide a Social Security number to CHA include:

- Individuals that do not claim to have eligible immigration status
- Individuals age 62 or older as of Jan. 31, 2011
- Individuals from 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 interim or regular re-examination. 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 (this is called a termination). CHA will delay the termination for 90 days if the family failed to provide Social Security numbers because of an event they couldn’t control. After a housing specialist evaluates the information you provide, they will recalculate your Total Tenant Payment and the amount of assistance CHA will give you. You will receive 30 days notice of these recalculation.

**What is an interim re-examination?**

An interim re-examination is a re-examination that occurs at a time other than your regularly scheduled re-examination.

CHA will conduct an interim re-examination if there is a change in the size of your household (approved additions or removals — see below for who can be added) or if you report an increase in income and your household previously had no (zero) income. Those 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.

CHA limits the addition of new members to your household to include only:

- Birth, adoption or court-awarded custody/legal guardianship of a child
- Marriage, civil union or domestic partnership
- Reasonable accommodation
- Elderly parent(s)
Moving

What do I do if I want to move?
You can move and continue receiving rent assistance if you have lived in your unit for 12 months, given CHA and the Owner or Property Manager at least 30 days’ notice and are in good standing with the HCV Program. CHA will only give you permission to move if you are not violating the lease or any of the Program rules, are not under eviction or termination or within 120 days of your next re-examination.

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
- Relocatees

If you want to move, (list ways to request move) note: You will want to look for housing and find another 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.

The following steps must be completed once you submit your move request:

1. Eligibility verification by CHA to include a criminal background check for any household member 18 years of age or older
2. Attend a Participant (voucher) briefing
3. Provide the Owner and CHA a Notice to Vacate (see page 122 in the Resources section of this Reference Guide)
4. Submit to CHA a completed Request for Tenancy Approval (RTA) packet (see pages 74-89 in the Resources section of this Reference Guide)
5. If CHA approves your request to move, you and the Owner will receive an Acknowledgement to Vacate Notice that includes your move-out date and other important information
6. Wait for your new unit to pass inspection and for CHA to determine the rent with the new Owner
7. Sign your lease
8. Complete a move-out inspection of the unit you are vacating with the unit’s Owner or Property Manager
9. Move in to the new unit
Remember, just like when you moved in, you must have the same consideration on your way out. That means that you:

- 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
- Turn in the keys to the Property Owner/Manager note: You are still considered to have occupancy of the unit if you have not turned the keys over to the Owner.

What if I want to move outside of the Chicago area?
As a Participant in the HCV Program, your rent assistance can move along with you. You can transfer your voucher to other counties or states. This is called porting.

To port to another Housing Authority other than CHA, you will need to inform CHA by contacting the CHA Customer Call Center. You will also need to meet the other Housing Authority’s requirements. To find contact information for other housing authorities in Illinois, see Other Housing Authorities on pages 124-125 in the Resources section of this Reference Guide.

How do I port to another Housing Authority?
The list below gives you facts about the porting process:

- 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 different rules, policies and deadlines than CHA
- 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 have another interview at the other Housing Authority and submit 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 Owner or Property Manager at least 30 days’ notice that you will be moving
- You must have 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.

What happens to my security deposit when I move?
First, unless you get permission from the Owner to do so, you cannot use your security deposit to pay your last month’s rent. If you do receive permission, make sure that you get it in writing. Otherwise, the Owner might sue you.
When you get ready to move out, the Owner or Property Manager will look at your unit with you to see if it is in the same condition as when you moved in. If it is, the Owner must return your security deposit to you within 45 days of your move-out date.
You will want to keep your Move In/Move Out form and any pictures you took when you moved into the unit to make sure the 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 Owner will deduct repair costs from your security deposit.
If the 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 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 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 landlord until you receive instructions from the new owner or lender. If you receive information about a new landlord, you should supply this information to CHA immediately.
- Confirm the status of the foreclosure
  There are online resources available to assist residents in confirming the status of a foreclosure. You can visit the Cook County Assessor’s website (www.cookcountyassessor.com)
- 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, you can visit 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.
Terminations

What is a termination?
A termination is CHA removing a Participant from the HCV Program. HUD requires CHA to terminate a Participant if the Participant violates the Family Obligations or lease and when a Participant is no longer eligible for assistance.

If terminated, you will no longer receive rental assistance from CHA. Before CHA terminates a Participant, the Participant will receive an Intent to Terminate Notice which states why they might be terminated and when. See page 101 in the Resources section of this Reference Guide for an example of an Intent to Terminate Notice.

Why might I be terminated?
If any of the following situations applies to you and 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
- Participant fails to fulfill their 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
- Participant fails to turn in required documentation (such as Social Security numbers)
- 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 HQS 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-related or violent criminal activity
- Any eye-witness 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 or 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 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 that was not involved in the 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 Housing Quality 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 Owner provided in CHA’s contract with the 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
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
Special Programs

What special programs does CHA offer?
Not only does CHA help you afford quality housing for you and your family, CHA offers programs and services to help you achieve personal goals, such as working toward homeownership (Choose to Own Homeownership Program), accomplishing career goals and saving money (Family Self-Sufficiency Program) and relocating to top-rated communities within the city of Chicago (Mobility Counseling Program).

For more information about any of these special programs, visit CHA’s website at www.thecha.org or call the CHA Customer Call Center at 312-935-2600.

What is the Family Self-Sufficiency (FSS) Program?
CHA’s Family Self-Sufficiency (FSS) Program assists both HCV Program Participants and public housing residents in obtaining or advancing employment opportunities and building financial assets for the future. FSS is a HUD program that allows participants to build financial assets as their household income increases from employment. Participation generally lasts five years during which participants identify educational, professional and personal goals.

Hundreds of CHA families have graduated from the FSS Program and found rewarding careers in hospitality or customer service, real estate, education and medical fields. FSS graduates have used the money saved during the program to make down payments on homes, purchase cars, pay off debt, start businesses, and more.

CHA’s FSS Program for HCV Program Participants is currently enrolling and accepting new applications. To learn more about the FSS Program, call the FSS provider agency, Heartland Human Care Services, at 773-358-3584.

What is the Choose to Own (CTO) Homeownership Program?
CHA’s Choose to Own (CTO) Homeownership Program gives Participants the option to own a home within the city of Chicago. The CTO Homeownership Program combines knowledgeable staff and strong community partnerships to give you a comprehensive support network that guides you along your path to homeownership.

To qualify for the CTO Homeownership Program, you must:
- A head of household,
- Have a gross annual income equal to 50% or greater based on family size, (see the chart below for details)
- Have a good credit history (with scores of 620 or higher), and
- Have a minimum down payment** of three percent (3%) of the home purchase price.

**One percent (1%) of the down payment must come from personal savings.
The chart below displays current calculations for 50% AMI:

<table>
<thead>
<tr>
<th>Household Size</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>50% AMI</td>
<td>$25,350</td>
<td>$29,000</td>
<td>$32,600</td>
<td>$36,200</td>
<td>$39,100</td>
<td>$42,000</td>
<td>$44,900</td>
<td>$47,800</td>
</tr>
</tbody>
</table>

The CTO Homeownership Program provides the following services to support you through the home-buying process:

- Pre- and post-purchase counseling to help you navigate the home-buying process
- Referrals to lenders
- Pro bono (free or reduced fee) lawyers to help with the closing and post-purchase legal issues
- Estate planning features

*Seniors and people with disabilities may be exempt from the minimum income requirements.*

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 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, HCV Participants can attend a CTO Orientation.

Visit the CHA website at www.thecha.org, to view the orientation schedule. For questions about the program, call the CHA Customer Call Center at 312-935-2600.

**What is the Mobility Counseling Program?**

Assistance provided by the Mobility Counseling Program helps families use their voucher to find and move into quality housing in top-rated communities throughout Chicago (see the map on page 31). These Opportunity Areas offer more opportunities for HCV Program families, plus:

- Better quality of life
- Diverse neighborhoods
- Access to better schools and parks
- Higher quality housing
- Access to shopping

CHA wants to help you find a home in a safe and secure community so that you can focus on the priorities in your life — your children’s education, starting a new career or other ambitions and goals you may have for your family.
Current HCV Program Participants, new admissions and families porting-in from another Housing Authority can take advantage of the Mobility Counseling Program. When you join, Mobility Counselors will help you through every step of the leasing process and you will be able to take advantage of the following benefits:

- Workshops on home maintenance, financial management and tenant rights
- Community tours and unit search assistance
- A grant of up to $500 to be used toward your security deposit, the purchase of new furniture or training courses so you can get your driver’s license

**Families already living in Opportunity Areas are not eligible for the Mobility Counseling Program.**

For more information about the Mobility Counseling Program, visit the CHA website at www.thecha.org/mobility.
CHA Family Obligations

When your unit is approved and the HAP Contract is executed with the Owner, you and all of the members of your household must follow the rules listed below in order to continue participating in the Housing Choice Voucher Program.

Things the family MUST do:

1. Supply any information that CHA or HUD determines to be necessary including evidence of citizenship or eligible immigration status and information for use in a regularly scheduled re-examination or interim re-examination 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 CHA to verify that the family is living in the unit or information related to family absence from the unit.
4. Promptly notify CHA in writing when the family is away from the unit for an extended period of time in accordance with CHA policies.
5. Allow CHA to inspect the unit at reasonable times and after reasonable notice.
6. Notify CHA 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 CHA in writing of the birth, adoption or court-awarded custody of a child.
9. Request written approval from CHA to add any other family member as an occupant of the unit.
10. Promptly notify CHA in writing if any family member no longer lives in the unit.
11. Give CHA a copy of any Owner eviction notice.
12. Pay utility bills and provide and maintain any appliances that the Owner is not required to provide under the lease.
13. Attend informational briefings/required appointments including but not limited to those scheduled to discuss violations of these Family Obligations and allegations of criminal activity in the family’s unit, building or neighborhood.
14. Request and obtain CHA approval before adding a live-in aide to the household.
15. Notify CHA of the arrest of a household member within 10 days of the occurrence for violent or criminal activity against persons or property, or involving alcohol, gangs, drugs and/or weapons.
16. Any information the family supplies must be true and complete.
Things the family MUST NOT do:

17. 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).
18. Commit any serious or repeated violation of the lease.
19. Commit fraud, bribery or any other corrupt or criminal act in connection with the HCV Program.
20. Engage in or allow guests to 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.
21. Sublease or let the unit or assign the lease or transfer the unit.
22. 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.
23. Damage the unit or premises (other than damage from ordinary wear and tear) or permit any guest to damage the unit or premises.
24. Receive Housing Choice Voucher Program housing assistance while residing in a unit owned by a spouse, parent, child, grandparent, grandchild, sister or brother of any member of the family, unless CHA has determined (and has notified the Owner and the family in writing 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.
25. 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.
26. Engage in or allow guests to engage in any behavior that disturbs the peaceful and quiet enjoyment by others of the premises and the neighborhood.
27. Threaten or engage in or allow guests to threaten or engage in abusive or violent behavior toward CHA personnel or its representatives.
28. Possess or use a firearm or aggravated assault weapon in violation of federal, state or local criminal or civil laws.
29. Be a registered sex offender in any state or territory of the United States.
30. Be convicted of a drug-related crime for the manufacture or production of methamphetamine on the premises of federally assisted housing.
CHA Resources

CHA Resource Center and Resource areas
The CHA HCV Program Regional Offices offer Resource Centers open to everyone, providing Internet access, numerous resource publications, and work tables. Here you can use the Internet to look for employment, polish your resume and find housing.

You will also find information about childcare, food pantries, credit counseling, legal services, college scholarships, training programs and much more.

The Resource Centers are open Monday through Friday from 8:00 a.m. – 5:00 p.m.

CHA Online — www.thecha.org/hcv
You can visit CHA’s website at www.thecha.org/hcv anytime, day or night, to review the Family Obligations, learn more about inspections, find a calendar of workshops and events, search for housing, download resource materials and more.

Going Places newsletter
The HCV Program’s Participant newsletter, Going Places, keeps you informed about Program rules and changes. It also includes articles that can help you in your daily life as an HCV Program Participant. The newsletter is published four times a year and mailed directly to each participating household. You can also view issues online at www.thecha.org/goingplaces.

Resources for People with Disabilities

How does CHA define disability?
The 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 impairment.

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, the CHA cannot offer an accommodation to a person who is not disabled.
What is a reasonable accommodation?
A reasonable accommodation is a change to a CHA policy or procedure that ensures people with disabilities equal access to CHA’s Housing Choice Voucher program. If an Applicant, Voucher Holder, or Participant wishes to request an accommodation, they may do so at any time during their participation on the Program, including during initial application, while they live in a unit subsidized by the CHA, and even during eviction.

The 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 the 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
- Providing increased rental assistance if necessary for finding an accessible apartment

To request an accommodation, you may download the CHA’s request form at www.thecha.org/forms or you may contact a customer service representative at the CHA’s Customer Call Center by calling 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 reexamination. The 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 the CHA to violate any program regulations nor impose a financial burden on the CHA.

Can I request a reasonable accommodation from my landlord or property owner?
Landlords and Owners are covered by some of the same laws that CHA abides by, so they also must consider reasonable accommodation requests. Landlords and 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 from your Landlord or Owner are:
   • 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 in order to easily access it.

Examples of reasonable modifications that can be made to a unit or building are:
   • Widening doorways or passageways for a person who uses a wheelchair
   • Installation of ramps or motorized lifts
   • Placing flashing strobe lights to alert people with sensory impairments of the doorbell or fire alarm
   • Installing protective plastic on walls to prevent damage from wheelchairs

By law, Landlords and 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 the CHA

Landlords and 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. An example may be that grab bars that were installed for your use 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?
On an annual basis, the CHA sets aside money that is used to assist Voucher Holders renting in the private market to make physical modifications to their unit or building. The Modification Fund is limited and Voucher Holders who wish to be considered for a grant must contact the CHA Customer Call Center at 312-935-2600 in order to submit their information.
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 or large print. To request translation and interpreter services, contact the CHA Customer Call Center at 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 a PHA 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 the PHA, owner or 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/Manager 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/Manager.

The 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.

**Provide Emergency Moving Papers**
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. 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.
- PHAs, owners and managers may request that an individual certify via the HUD 50066 form.

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 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:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Violence Help Line</td>
<td>877-863-6338</td>
</tr>
<tr>
<td>Rape Crisis Hotline</td>
<td>888-293-2080</td>
</tr>
<tr>
<td>Legal Assistance Foundation of Metro Chicago</td>
<td>312-341-1070</td>
</tr>
<tr>
<td>Coordinated Advice Referral Program for Legal Services</td>
<td>312-738-9200</td>
</tr>
</tbody>
</table>

The Safe Homes Act
Under The 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 landlord written notice of the credible imminent threat 3 days before or after you leave the home. If you end your lease early, you must remove all your belongings and turn over your keys to your landlord or property 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 your landlord for an emergency lock change. You must give your landlord 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.

Your landlord must change the locks or give you permission to change the locks within 48 hours of the written request. If your landlord does not change the locks within 48 hours, you may change them on your own without the landlord’s permission, or sue the landlord in court to have the locks changed. If you change the locks, you must give the landlord a new key within 48 hours.
Program Forms and Documents
Sample HCV Program Voucher
Page 1 of 3

Voucher
Housing Choice Voucher Program

PUBLIC REPORTING BURDEN FOR THIS COLLECTION OF INFORMATION IS ESTIMATED TO AVERAGE 0.05 HOURS PER RESPONSE, INCLUDING THE TIME FOR READING INSTRUCTIONS, SEARCHING EXISTING DATA SOURCES, GATHERING AND MAINTAINING THE DATA NEEDED, AND COMPLETING AND REVIEWING THE COLLECTION OF INFORMATION. THIS AGENCY MAY NOT CONDUCT OR SPONSOR, AND A PERSON IS NOT REQUIRED TO RESPOND TO, A COLLECTION OF INFORMATION UNLESS THAT COLLECTION DISPLAYS A VALID OMB CONTROL NUMBER. ASSURANCES OF CONFIDENTIALITY ARE NOT PROVIDED UNDER THIS COLLECTION. THIS COLLECTION OF INFORMATION IS AUTHORIZED UNDER SECTION 8 OF THE U.S. HOUSING ACT OF 1937 (42 U.S.C. 1437f). THE INFORMATION IS USED TO AUTHORIZE A FAMILY TO LOOK FOR AN ELIGIBLE UNIT AND SPECIFY THE SIZE OF THE UNIT. THE INFORMATION ALSO SETS FORTH THE FAMILY’S OBLIGATIONS UNDER THE HOUSING CHOICE VOUCHER PROGRAM.

PRIVACY ACT STATEMENT. THE DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) IS AUTHORIZED TO COLLECT THE INFORMATION REQUIRED ON THIS FORM BY SECTION 8 OF THE U.S. HOUSING ACT OF 1937 (42 U.S.C. 1437f). COLLECTION OF FAMILY MEMBERS’ NAMES IS MANDATORY. THE INFORMATION IS USED TO AUTHORIZED A FAMILY TO LOOK FOR AN ELIGIBLE UNIT AND SPECIFY THE SIZE OF THE UNIT. THE INFORMATION ALSO SETS FORTH THE FAMILY’S OBLIGATIONS UNDER THE HOUSING CHOICE VOUCHER PROGRAM. HUD MAY DISCLOSE THIS INFORMATION TO FEDERAL, STATE AND LOCAL AGENCIES WHEN RELEVANT TO CIVIL, CRIMINAL, OR REGULATORY INVESTIGATIONS AND PROSECUTIONS. IT WILL NOT BE OTHERWISE DISCLOSED OR RELEASED OUTSIDE OF HUD, EXCEPT AS PERMITTED OR REQUIRED BY LAW. FAILURE TO PROVIDE ANY OF THE INFORMATION MAY RESULT IN DELAY OR REJECTION OF FAMILY VOUCHER ISSUANCE.

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

1. INSERT size 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.)

2. ISSUE DATE (mm/dd/yyyy)
   Insert actual date the voucher is issued to the family.

3. EXPIRATION DATE (mm/dd/yyyy)
   Insert date sixty days after date voucher is issued. (See Section 6 of this form.)

4. DATE EXTENSION (mm/dd/yyyy)
   (See Section 6 of this form)

5. NAME OF FAMILY REPRESENTATIVE

6. SIGNATURE OF FAMILY REPRESENTATIVE

7. NAME OF PUBLIC HOUSING AGENCY (PHA)
   CHICAGO HOUSING AUTHORITY

8. NAME OF PHA OFFICIAL

9. SIGNATURE OF PHA OFFICIAL

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 the 30 percent of monthly adjusted family income. In determining the maximum initial housing assistance payment for the family, the PHA will use the payment standard and comparative market rents for the area chosen that are 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 approvable 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 a 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 (on 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.

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 provisions 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 determines that the unit or lease cannot be approved, 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 determines to be necessary including evidence of citizenship or eligible immigration status, and information for use in a regularly scheduled 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, adoption, 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.
12. Attend informational briefings/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.
13. Request and obtain CHA approval before adding a live-in aide to the household.
14. Notify CHA of the arrest of a household member within 10 days of the occurrence for violent or criminal activity against persons or property, or involving alcohol, gangs, drugs and/or weapons.
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 or allow guests to 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 spouse, 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 in writing 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.
10. Engage in or allow guests to engage in any behavior that disturbs the peaceful and quiet enjoyment by others of the premises and the neighborhood.
11. Threaten or engage in or allow guests to threaten or engage in abusive or violent behavior toward CHA personnel or its representatives.
12. Possess or use a firearm or aggravated assault weapon in violation of federal, state or local criminal or civil laws.
13. Be a registered sex offender in any state or territory of the United States.
14. Be convicted of a drug-related crime for the manufacture or production of methamphetamine on the premises of federally assisted housing.

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, 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 this 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.
Welcome to the Chicago Housing Authority’s Housing Choice Voucher (HCV) Program.

Below are general time frames of the Moves Process that will start at receipt of your complete RTA Packet.

**RTA Submission**
- Owner or Voucher Holder submits a complete and accurate RTA packet to CHA
  - You will submit your RTA packet to the HCV Program Regional Office that serves the ZIP code of the property you wish to rent.
  - To find out more about ZIP codes serviced by each office visit www.thecha.org/hcv.
    - Central Office - 60 E. Van Buren St., Chicago, IL 60605
    - South Office - 10 W. 35th St., 5th Floor, Chicago, IL 60616
    - West Office - 2750 W. Roosevelt Rd., Chicago, IL 60608
  - Registered owners can upload the RTA and track the entire move process at www.thecha.org/hcvportal

**Determining Eligibility**
- Estimated Timeframe: 5 Days
- Information in the RTA packet is used to determine the eligibility of the Owner or Property Manager
  - CHA conducts a criminal background check. For business entities, the status of your company will be verified on Cyberdrive.
  - CHA verifies that the property’s taxes are current.

**Scheduling Inspection**
- Estimated Timeframe: 3 Days
- CHA will schedule an inspection to ensure the unit meets the Housing Quality Standards set by HUD
  - You will receive a phone call informing you of the time and date of your inspection appointment.
  - Owner or representative and participant should be present. Participants are required to be present at annual inspections.

**Conducting Inspection**
- Estimated Timeframe: 5 Days
- CHA will conduct an inspection of your unit according to Housing Quality Standards
  - Your unit must be rent ready.
  - If the inspection does not pass, you will be allowed 14 days to make repairs and pass a re-inspection. If the unit does not pass the re-inspection, CHA will cancel the move process for this unit.

**Determining Rent**
- Estimated Timeframe: 3 Days
- CHA will call the owner with a rent offer based on other comparable unassisted units leased within 1 year, within a 1 mile radius. Also CHA will accept a detail rent roll for multi-family properties

**Rent Acceptance**
- Estimated Timeframe: 2 Days
- CHA awaits the owner’s acceptance of the rent offer
  - If the rent offer is not accepted within two days of the offer, CHA must cancel the move.

**Contract Sent**
- Estimated Timeframe: 5 Days
- CHA sends the contract via the requested method (fax or e-mail) to the owner for signature and return of the contract and corresponding lease
  - If documents are not received within five days of our sending the contract, CHA will cancel the move.

**Contract Execution**
- Estimated Timeframe: 5 Days
- CHA receives the signed contract and corresponding lease and sets up the account for payment
  - CHA will execute the contract with the owner and process payment by the next available check run.
  - If you are a new owner to the HCV Program, you are required to attend an Owner Briefing before CHA can execute the HAP Contract.

Failure to submit correct and complete documents will result in delays.
Quick, efficient processing of the Request for Tenancy Approval (RTA), Housing Quality Standards (HQS) inspection and Housing Assistance Payment (HAP) requires the prompt submission of this packet.

**Note:** The family should not move in to the unit until all of the following occur:

1. The unit passes inspection
2. The rent amount is approved
3. The lease is signed

If you are a new Owner to the HCV Program, you are required to attend an Owner Briefing before you can execute the HAP Contract.

- For more information, visit www.thecha.org/ownerbrief or contact 312-786-3602 or ownerinfo@thecha.org

When you submit your RTA packet, make sure you include this page along with all of the documents listed in the checklist below.

---

**Voucher Holder Name:** ____________________________________________  **Voucher #:** __________________

**Family Voucher Size:** ________  **Does the family participate in CHA's Special Programs?** □ Yes □ No

**Owner/Owner Representative Name:** ____________________________________________

**Are you a new Owner to CHA?** [check one] □ Yes □ No

If yes, you must attend an Owner Briefing and submit the New Owners Only documents below.

If no, please provide your Owner #: __________________

**Owner: Have you screened your potential tenant?** [check one] □ Yes □ No

**Note:** CHA can help by providing contact information for the family's previous HCV Program Property Owner/Manager. However, tenant screening and reference checks are ultimately your responsibility.

**Required Documentation Checklist:**

All required documentation must be completed and submitted before your request is sent to the Inspections Department. To protect the integrity of personal information, Property Owners/Managers may submit them separate from the RTA. For faster processing of your request, you can upload this RTA and other required documents using the Owner Portal at www.chahcvportal.org.

**Included in this packet:**

- □ Request for Tenancy Approval (including your Property Index Number (PIN))
  - If you don’t know your PIN, visit www.cookcountyassessor.com
- □ Authorization for the Request for Information — Owner
- □ Disclosure of Information for Pre-1978 Housing Rental and Leases
- □ **New Owners Only** Direct Deposit Authorization Packet (including IRS Form W-9)
- □ Management Authorization Form (if applicable)

**Information to be provided by you:**

- □ Proof of Ownership (Recorded Deed from the Cook County Recorder of Deeds or Court Order of Assignment, signed/stamped by Judge).
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. 4/30/2014)

Public reporting burden for this collection of information is estimated to average .08 hours per response, 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 agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless that collection displays a valid OMB control number.

Assurances of confidentiality are not provided under this collection. Eligible families submit this information to the Public Housing Authority (PHA) when applying for housing assistance under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). The PHA uses the information to determine if the family is eligible, if the unit is eligible, and if the lease complies with program and statutory requirements. Responses are required to obtain a benefit from the Federal Government. The information requested does not lend itself to confidentiality.

1. Name of Public Housing Agency
Chicago Housing Authority

2. Address of Unit (street address, apartment number, city, State & zip code)

3. Requested Beginning Date of Lease

4. # of Bedrooms

5. # of Bathrooms

6. Year Constructed

7. Proposed Rent


9. Date Unit Available for Inspection

11. 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 appliances provided by the owner.

Item Specify Provided By
Heating
Natural Gas
Electric
Cooking
Natural Gas
Electric
Water Heating
Natural Gas
Electric
Other Electric

Water/Sewer

Trash

Refrigerator

Range/Microwave

Additional Owner-Provided Amenities
Flooring
Carpeting
Hardwood
Tile
Vinyl

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

Section 504/ American with Disabilities Act Accessibility Features
Entry/Door Features
Accessible Parking Nearby
Flat-No-Step Entry
Ramped Entry
Doorways 32″ or wider
Automatic Entry Door
Accessible Elevators
Unit on First Floor
Lever-Style Door Handles

Kitchen Features
Low Counter(s)
Minimum 27″ Knee Space Under Counter
Non-digital Appliances
Front Controls on Stove/Cook-top

Bathroom Features
Low Vanity
Minimum 27″ Knee Space Under Vanity
Grab Bars
Reinforced for Grab Bars
Roll-in Shower
Lowered Toilet
Raised Toilet
1′ Turn or 60″ Turning Circle in Bathroom

Miscellaneous Features
Within Paratransit Route
Accessible Laundry
Accessible Flooring
Sign Language Friendly

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

Previous editions are obsolete
Page 2 of 2

Form HUD-52517 (06/2003)
Ref. Handbook 7420.8
*Revised by CHA under MTW 07/2013
### 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.

<table>
<thead>
<tr>
<th>Address and unit number</th>
<th>Date Rented</th>
<th>Rental Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
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<td></td>
</tr>
</tbody>
</table>

**b.** The owner (including a principal or other interested party) is not the spouse, domestic partner, 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.

**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 completion 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.

13. The PHA has not screened the family’s behavior or suitability for tenancy. Such screening is the owner’s own responsibility.

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

15. The PHA will arrange for inspection of the unit and will notify the owner and family as to whether or not the unit will be approved.
DISCLOSURE OF INFORMATION FOR PRE-1978 HOUSING RENTAL AND LEASES

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 Owner(s) 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 City State ZIP

Owner (Lessor) Disclosure (check and initial the appropriate boxes/lines)
- (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).
  - ☐ 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. This includes self-testing and clearance exams. Not applicable if built after 1978.

Participant (Lessee) Acknowledgment (all Lessees should initial)
- (a) Lessee has received copies of all information listed above.
- (b) Lessee has received the pamphlet Protect Your Family from Lead in Your Home.

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.

(Lessor) (Date)

(Lessee) (Date)

(Agent) (Date)

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

Central Office
60 E. Van Buren Street, Chicago, IL 60605
312-935-2000 / 312-461-0079

South Office
10 W. 35th Street, Chicago, IL 60616

West Office
2750 W. Roosevelt Road, Chicago, IL 60608

CHA Customer Call Center / TTY
312-935-2000 / 312-461-0079

Web
www.thecha.org/hcv

Email
hcv@thecha.org
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 Owner/Property 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:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

<table>
<thead>
<tr>
<th>Participant</th>
<th>Owner/Property Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Name:</td>
<td>Print Name:</td>
</tr>
<tr>
<td>Voucher #:</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Phone #:</td>
<td>Phone #:</td>
</tr>
</tbody>
</table>

"Participants who want to move must vacate the unit in compliance with the lease, provide the 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 Participant must be in good standing with no lease violations before a voucher is issued to lease a new unit."

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Office</td>
<td>60 E. Van Buren Street, Chicago, IL 60605</td>
</tr>
<tr>
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</tbody>
</table>

CHa Customer Call Center / TTY
312-935-2600 / 312-461-0079
Web
www.thecha.org/hcv
Email
hcv@thecha.org
UTILITY INFORMATION REQUEST AND CONSENT FORM

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.

Please provide information on the utility for which you are responsible for.
Otherwise, check the Not Applicable box.

Electric ~ Not Applicable ☐

The Chicago Housing Authority (“CHA”) has requested Commonwealth Edison Company (“ComEd”) to provide it with certain information related to your account. Pursuant to laws and regulations regarding the protection of utility customer information, ComEd will not release your customer information to the CHA without your authorization. Accordingly, ComEd and CHA hereby request your consent to ComEd’s disclosure of account information to the CHA. If you consent to your account information being shared with the CHA, please complete the information and consent form below.

Customer Information
Name on Account: ________________________________
Telephone Number: ________________________________
Service Address: ________________________________

CONSENT FOR ACCOUNT INFORMATION

I, ________________________________, hereby authorize ComEd to release my Customer record information to the Chicago Housing Authority and I give my consent to the Chicago Housing Authority, and its authorized agents, employees, and representatives (collectively referred to as “CHA”) to obtain and confirm information regarding my ComEd account for electric service at the address provided above.

I represent that the account identified above is my account, to the best of my knowledge, and understand and agree that the information disclosed by ComEd to CHA may be used by CHA for purposes of verifying my compliance with the CHA Housing Choice Voucher Program.

I release ComEd from all claims, damages, or expenses of any kind resulting from unauthorized use of this information.

CUSTOMER’S CONSENT AND RELEASE

_________________________________________  ________________________________
Signature                                             Date

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

[ ] Central Office  60 E. Van Buren Street, Chicago, IL 60605
[ ] South Office  10 W. 35th Street, Chicago, IL 60616
[ ] West Office  2750 W. Roosevelt Road, Chicago, IL 60608
CHA Customer Call Center / TTY  312-935-2600 / 312-461-0079
Web  www.thecha.org/hcv
[ ] Email  www.thecha.org/hcv
Gas – Not Applicable

The Chicago Housing Authority (“CHA”) has requested Peoples Gas to provide it with certain information related to your account. Pursuant to laws and regulations regarding the protection of utility customer information, Peoples Gas will not release your customer information to the CHA without your authorization. Accordingly, Peoples Gas and CHA hereby request your consent to Peoples Gas disclosure of account information to the CHA. If you consent to your account information being shared with the CHA, please complete the information and consent form below.

Customer Information

Name on Account: ________________________________

Telephone Number: ________________________________

Service Address: ________________________________

CONSENT FOR ACCOUNT INFORMATION

I, _______________________________________, hereby authorize Peoples Gas to release my Customer record information to the Chicago Housing Authority and I give my consent to the Chicago Housing Authority, and its authorized agents, employees, and representatives (collectively referred to as “CHA”) to obtain and confirm information regarding my Peoples Gas account for electric service at the address provided above.

I represent that the account identified above is my account, to the best of my knowledge, and understand and agree that the information disclosed by Peoples Gas to CHA may be used by CHA for purposes of verifying my compliance with the CHA Housing Choice Voucher Program.

I release Peoples Gas from all claims, damages, or expenses of any kind resulting from unauthorized use of this information.

CUSTOMER’S CONSENT AND RELEASE

__________________________________________  __________________________
Signature                                      Date

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

Central Office
60 E. Van Buren Street, Chicago, IL 60605

South Office
10 W. 35th Street, Chicago, IL 60616

West Office
2750 W. Roosevelt Road, Chicago, IL 60608

CHA Customer Call Center / TTY
312-935-2600 / 312-461-0079

Web
www.thecha.org/hcv

Email
www.thecha.org/hcv
Water – Not Applicable ☐

The Chicago Housing Authority ("CHA") has requested the Department of Water Management to provide it with certain information related to your account. Pursuant to laws and regulations regarding the protection of utility customer information, Department of Water Management will not release your customer information to the CHA without your authorization. Accordingly, Department of Water Management and CHA hereby request your consent to Department of Water Management’s disclosure of account information to the CHA. If you consent to your account information being shared with the CHA, please complete the information and consent form below.

Customer Information

Name on Account:__________________________________________________________

Telephone Number:_______________________________________________________

Service Address:_________________________________________________________

CONSENT FOR ACCOUNT INFORMATION

I, ____________________________________________, hereby authorize Department of Water Management to release my Customer record information to the Chicago Housing Authority and I give my consent to the Chicago Housing Authority, and its authorized agents, employees, and representatives (collectively referred to as “CHA”) to obtain and confirm information regarding my Department of Water Management account for electric service at the address provided above.

I represent that the account identified above is my account, to the best of my knowledge, and understand and agree that the information disclosed by Department of Water Management to CHA may be used by CHA for purposes of verifying my compliance with the CHA Housing Choice Voucher Program.

I release Department of Water Management from all claims, damages, or expenses of any kind resulting from unauthorized use of this information.

CUSTOMER’S CONSENT AND RELEASE

__________________________________________  __________________________
Signature                                      Date
UTILITY INFORMATION REQUEST AND CONSENT FORM
(Multiple Units)

Complete the list below to include all of the voucher-assisted tenants currently residing at the property. If you have more than 10 voucher-assisted tenants at the property, please make copies of this page. You may also print and attach your own computer-generated list of tenants.

**List of Tenants at the Property**

<table>
<thead>
<tr>
<th>#</th>
<th>Voucher #</th>
<th>Name</th>
<th>Property Address</th>
<th>Utility Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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### MANAGEMENT AUTHORIZATION

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.

<table>
<thead>
<tr>
<th>Owner Name</th>
<th>Management Company Name</th>
<th>to manage the property located at</th>
<th>The Management Company Name will have the authorization to conduct the following business with the Chicago Housing Authority (CHA)</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Owner/Signer Email</th>
<th>Owner/Signer Address</th>
<th>Owner/Signer City, State, Zip</th>
<th>Owner/Signer Business Phone</th>
<th>Owner/Signer Cell Phone</th>
<th>Owner/Signer Name (print)</th>
<th>Manager Name (print)</th>
<th>Management Company</th>
</tr>
</thead>
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<tr>
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</tbody>
</table>

Owner certifies legal ownership of the property or legal entity which owns the property and has assigned the above responsibilities to Management Company Name

---

*Valid government issued photo ID is required of the agent and owner and must accompany this document, CHA will obtain a copy to be retained in the Vendor file.

**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.

---

**CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS**

<table>
<thead>
<tr>
<th>CHA Customer Call Center / TTY</th>
<th>Central Office 60 E. Van Buren Street, Chicago, IL 60605</th>
<th>South Office 10 W. 35th Street, Chicago, IL 60616</th>
<th>West Office 2750 W. Roosevelt Road, Chicago, IL 60608</th>
</tr>
</thead>
<tbody>
<tr>
<td>312-935-2600 / 312-461-0079</td>
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<tr>
<td>Web</td>
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<td>Email</td>
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</tbody>
</table>
## 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 a 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). To expedite this process, for properties held by an LLC, please also submit a Certificate of Good Standing from the State of Illinois.

**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.

<table>
<thead>
<tr>
<th>Property Owner/Manager Name</th>
<th>Owner # (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Security Number/Tax ID Number</th>
<th>Date of Birth (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

**Signature**

**Date**

### CHA Housing Choice Voucher Program Office Locations

- **Central Office**
  - 60 E. Van Buren Street, Chicago, IL 60605
  - CHA Customer Call Center / TTY
  - 312-935-2600 / 312-461-0079

- **South Office**
  - 10 W. 35th Street, Chicago, IL 60616
  - Web
  - www.thecha.org/hcv

- **West Office**
  - 2750 W. Roosevelt Road, Chicago, IL 60608
  - Email
  - hcv@thecha.org

Rev. 07/02/2013, Eff. 08/01/2013, CHA-0013, Owner Screening
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 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, e-mail 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

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 e-mail directdeposit@thecha.org.

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

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

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Date – Date of form being filled for submission and on Form W-9 must match</td>
</tr>
<tr>
<td>B</td>
<td>Owner # - From HAP check stub, if known</td>
</tr>
<tr>
<td>C</td>
<td>Voucher # for Participant</td>
</tr>
<tr>
<td>D</td>
<td>Name of Financial Institution/Account #/ Routing # and Transit #/ Type of Account – Whatever is listed on the verification document see checking account/savings deposit slip sample attachment</td>
</tr>
<tr>
<td>E</td>
<td>The name indicated as the Payee Name and on Form W-9 must match</td>
</tr>
<tr>
<td>F</td>
<td>The numbers indicated as the SSN or Federal Tax ID, # and on Form W-9 must match</td>
</tr>
<tr>
<td>G</td>
<td>Authorized Person - E-mail, Address, City, State, Zip, Phone, Signature</td>
</tr>
</tbody>
</table>

Rev. 07022013, Eff. 08012013, CHA-0032: ACH Docs
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, Owner Direct Deposit Program, 80 E.
Van Buren, 8th Floor, Chicago, IL 60606-1207. e-mail it to directdeposit@thecha.org or fax it to 312-786-6966.

Date: __________________________  Owner# (from HAP check stub): ______________  Voucher #: __________________________

☐ NEW ENROLLMENT   ☐ CHANGE BANK ACCOUNT INFORMATION

I hereby authorize the Chicago Housing Authority (CHA) Housing Choice Voucher (HCV) Program to deposit my Housing
Assistance Payments (HAPs) to 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 |
| 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, 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.

| Payee Name: | __________________________ |
| ☐ SSN or Federal Tax I.D. #: | __________________________ |
| Name of Authorized Person: | __________________________ |
| Title: | __________________________ |

| E-Mail Address: | __________________________ |
| Address: | __________________________ |
| City: | __________________________ |
| State: | __________________________ |
| ZIP Code: | __________________________ |
| Telephone: Office (_____) __________________________ |
| Cell (_____) __________________________ |

Signature of 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 Owners
and Management Agents or any law by an employee or agent of CHA will result in penalties and fines.

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Phone</th>
</tr>
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<td>312-935-2600 / 312-461-0079</td>
</tr>
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<td>South Office</td>
<td>10 W. 35th Street, Chicago, IL 60616</td>
<td>Web <a href="http://www.thecha.org/hcv">www.thecha.org/hcv</a></td>
</tr>
<tr>
<td>West Office</td>
<td>2750 W. Roosevelt Road, Chicago, IL 60608</td>
<td>Email <a href="mailto:hcv@thecha.org">hcv@thecha.org</a></td>
</tr>
</tbody>
</table>
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

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

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<td><a href="mailto:hcv@thecha.org">hcv@thecha.org</a></td>
</tr>
</tbody>
</table>
### W-9 Request for Taxpayer Identification Number and Certification

<table>
<thead>
<tr>
<th>Name (as shown on your income tax return)</th>
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<tbody>
<tr>
<td>Business name/described entity name, if different from above</td>
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</tbody>
</table>

**Check appropriate box for federal tax classification:**
- [ ] Individual/sole proprietor
- [ ] C Corporation
- [ ] S Corporation
- [ ] Partnership
- [ ] Trust/estate
- [ ] Other (see instructions)

**Address (number, street, and apt. or suite no.)**

**City, state, and ZIP code**

**List account number(s) here (optional)**

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

**Social security number**

**Employer identification number**

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or if I am waiting for a number to be issued to me), and
2. 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 and dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. 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 form 2 above if you have been notified by the IRS that you are 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 on page 3.

### General Instructions

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

**Future developments:** The IRS has created a page on IRS.gov for information about Form W-9, at www.irs.gov/formw9. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

**Purpose of Form:**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of a court judgment, or trust beneficiaries income from an IRA.

**Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of partnership income from a U.S. trade or business is not subject to withholding tax on foreign partners' share of effectively connected income.

**Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from FATCA reporting is correct.

**Note:** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person:** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or resident alien.
- A partnership, corporation, company, or association created or organized in the United States or under the laws of a foreign country.
- An estate other than a foreign estate, or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships:** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partner’s share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

**Form W-9 (Rev. 8/2013)**
# CHICAGO APARTMENT LEASE

**DATE OF LEASE:** | **TERM OF LEASE:** | **MONTHLY RENT:** | **SECURITY DEPOSIT:**
---|---|---|---
**BEGINNING:** | **ENDING:** | | *** if none enter none**

**LESSEE:**

<table>
<thead>
<tr>
<th>NAME:</th>
<th>ADDRESS: STREET</th>
<th>APT #:</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
</tr>
</thead>
</table>

**LESSOR:**

<table>
<thead>
<tr>
<th>NAME:</th>
<th>ADDRESS: STREET</th>
<th>SUITE #:</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>TELEPHONE</th>
</tr>
</thead>
</table>

**AUTHORIZED OCCUPANTS:**

| PERSON AUTHORIZED TO ACT ON BEHALF OF OWNER FOR PURPOSE OF SERVICE OF PROCESS AND RECEIPTING OF NOTICES: |
|---|---|---|---|---|

**APPLICATION AND OCCUPANCY NOTICE TO TENANT**

Lessee acknowledges that this lease has been extended to lessee pursuant to an application therefor submitted by lessee. The accuracy of the information therein contained is a material condition of lessor in extending this lease to lessee. Lessor warrants that all the information given by lessee in applying for this lease is true and acknowledges that providing false information is a material breach of this lease. Occupancy by more persons as set forth in this lease or application shall constitute a material breach of this lease.

**NOTICE OF CONDITIONS AFFECTING HABITABILITY**

I hereby acknowledge that lessor has disclosed any code violations, code enforcement litigation and/or compliance board proceedings during the previous 12 months for the apartment and common area and any notice of intent to terminate utility service, copies of which, if any, are attached to this lease.

_____________________
Initials of Lessee

**FURTHER ACKNOWLEDGEMENTS BY LESSEE**

Lessee hereby acknowledges that on __________, 20___, he/she they received from _______________, (lesser or representative) in connection with the rental of the dwelling located at ________________________________, (address of premises) the following documents:

- Security Deposit Receipt
  (Acknowledgement by Lessee)
- Heating Cost Disclosure Statement
  (Acknowledgement by Lessee)
- Protect your Family From Lead in Your Home Brochure
  (Acknowledgement by Lessee)

In consideration of the mutual agreements and covenants herein set forth, and in further consideration of the statements made by lessor in the application for lease and all supporting documents thereto, the truth and accuracy thereof being attested to by lessee, and the information therein contained being incorporated into this lease as if set forth herein in full, Lessee hereby leases to lessor, and lessor hereby leases from lessee, for use as a private dwelling unit only, the above noted premises, together with the fixtures and appliances belonging thereto, for the above term:

**LESSEE**

<table>
<thead>
<tr>
<th>NAME:</th>
<th>ADDRESS: STREET</th>
<th>APT #:</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
</tr>
</thead>
</table>

**LESSOR**

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<th>SUITE #:</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>TELEPHONE</th>
</tr>
</thead>
</table>

**DATE**

**DATE**

**DATE**

**DATE**
3. SECURITY DEPOSIT: Lessee has deposited with Lessor, the sum set forth above as a security deposit to be held by Lessor in accordance with state or local law or ordinance to secure the faithful performance by the Lessee of all of the provisions contained in this lease. If Lessee performs all of the obligations as provided in this lease and pays all sums due Lessor, then Lessor, after the Lessee has surrendered possession of the premises and delivered the keys thereto to Lessor, shall refund said deposit to Lessee, including interest as provided by law. If Lessee has failed to perform or comply with any of the provisions of the lease, then Lessor may apply all or any part of the security deposit in payment of any sums due from Lessee to Lessor, or to pay for any repairs of any damages caused by Lessee, Lessor’s officers or agents. The security deposit shall not be treated as advance payment of rent, and the Lessee shall not apply the security deposit as rent during the term of the lease unless Lessor obtains written permission from Lessor to do so.

4. POSSESSION: If Lessee cannot deliver possession of the premises to Lessor at the commencement of the lease term, the rent shall be abated until the premises are available for occupancy by Lessee, or at Lessor’s option, the Lessee may terminate this lease upon written notice to Lessor. Lessee shall not be liable to Lessor for any consequential damages to Lessor arising as a result of Lessee’s inability to give Lessee possession of the premises at the commencement of the lease term.

5. CONDITION OF PREMISES: Lessee has examined the premises prior to accepting the same and prior to the execution of this lease, and is satisfied with the physical condition thereof, including but not limited to the heating, plumbing and smoke detectors. Lessee’s acceptance and occupancy shall constitute conclusive evidence of Lessee’s receipt of the premises in good order and repair as of the commencement of the lease term. Lessor or the Lessor’s agent has made no promises as to condition or repair to Lessee, unless they are expressly shown in a written instrument signed by Lessee and Lessor or his agent, and the premises to decorate, alter or repair the premises have been made by the Lessor agent, unless otherwise herein.

6. LIMITATION OF LIABILITY: Except as provided by state or local law or ordinance, Lessor shall not be liable for or responsible for (a) occasions by Lessee to keep premises in repair; (b) any loss or damage of or to Lessee’s property whatever located in or about the building or premises; or (c) acts or omissions of other tenants, occupants or others at the building.

7. LESSEE TO MAINTAIN: Lessor shall be responsible for the maintenance and repair of the premises and furnishings therein, in a clean and healthy condition, and in good working order, and in accordance with all ordinances applicable to the tenancy, at Lessee’s own expense, and upon the termination of this lease, for any damage. Lessor shall return the premises to Lessor in as good a condition of cleanliness and repair as at the commencement of this lease, reasonable wear and tear excepted. Lessor shall make all necessary repairs to the premises whenever damage has occurred or repairs are required by Lessee to Lessor’s order or neglect. Lessor shall replace all broken glass and fixtures and shall maintain all smoke and carbon detectors in good condition at all times, including replacing spent batteries as necessary. Upon Lessor vacating the premises, the premises are not clean and in good repair. Lessor or Lessor’s agent may replace the premises in the same condition of repair and cleanliness as existed at the commencement of the lease term. Lessor agrees to pay Lessee for all expenses incurred by Lessee in replacing the premises in that condition. Lessor shall not cease or permit any waste, misuse or neglect to occur to the water, gas, utilities or any other portion of the premises.

8. USE OF PREMISLES: The premises shall be occupied for the sole purpose of housing, and by the persons disclosed in this lease, and no applicants for lease submitted by Lessor in connection with the renting of the premises. Lessor shall not engage in any activity that will increase the rate of insurance on the property. Lessee shall not allow trauma to accumulate in the common areas or use or allow others to be thrown from windows. Lessor shall not hang objects out of windows or place objects on windowsills or ledges, which may fall and injure persons below. Lessee shall not keep any pet in the premises without written permission of Lessor. Lessee shall not use the premises for cooking, sleeping or storage of furniture, bicycles or other items of personal property. In no case shall Lessee allow pets or decks to be overloaded or occupied by more people than would be reasonably safe based on the condition of such pets or decks.

9. APPLIANCES: Lessee shall not install any air conditioning, heating or cooking equipment in dishwashers or clothes washers or dryers or other appliances in any portion of the building or premises occupied by Lessee without first obtaining Lessor’s written permission to do so. All such appliances installed by Lessee shall be maintained in good working order by Lessor and removed by Lessor at the expiration of the term of the lease. Any damage caused by appliances installed by Lessee shall be the responsibility of Lessee and Lessor shall reimburse Lessor for the cost of repair of any damage caused by such appliances.

10. HOT AND HOT WATER: Lessor agrees to provide Lessee with hot and cold water and all connections for good functioning plumbing equipment in a manner which distributes other tenants, and shall maintain the volume of such equipment at reasonable levels. In addition, Lessee agrees to limit playing of such equipment between the hours of 10:00 p.m. and 7:00 a.m. to a volume that cannot be heard by persons outside of the premises.

11. DISTURBANCE: Lessor agrees not to play television, radios or musical equipment or musical or other playing equipment for any purpose that any of the premises for which the Lessee pays rent, which will increase the rate of insurance on the premises, except at double the monthly rental specified above. Lessor agrees not to play such equipment for a period of one hour after the expiration of this lease. Lessor shall have the right to take action on account of Lessee’s default, in the event of a disturbance from the premises, continued occupancy shall be deemed a month-to-month tenancy, on the same terms and conditions as herein provided, except for the double rent provision, to the extent permitted by state or local law or ordinance.

12. FORCIBLE DETAINER: If Lessee defaults in the payment of rent or any part thereof, Lessor may, after giving Lessee written notice of the same, commence legal proceedings to recover the possession of the premises. In the event Lessor accepts a payment of rent for a period after the expiration of the lease in the absence of any written notice of cancellation, continued occupancy shall be deemed a month-to-month tenancy, on the same terms and conditions both tenancies.

13. SUBLET OR ASSIGNMENT: Lessor shall not assign the premises or any part thereof, nor assign this lease, without obtaining Lessor’s prior written permission to sublet or assign. Lessor shall not unreasonably withhold permission and will accept a reasonable sublessee as provided by law.

14. HOLDING OVER: If the Lessee remains in possession of the premises or any part thereof after the termination of the lease by lapse of time, either by Lessee or by the Lessor, or by their respective agreement, continued occupancy shall be deemed a month-to-month tenancy, on the same terms and conditions as herein provided, except for the double rent provision, to the extent permitted by state or local law or ordinance.

15. FORCIBLE DETAINER: If Lessee defaults in the payment of rent, or any part thereof, at the end of the term of this lease, whether or not the Premises becomes vacant by reason of abandonment, breach of the lease by tenant, or any other reason, Lessor or his agents, at Lessor’s option, may terminate this lease and, if abandoned or vacated, may re-enter the premises. Nonpayment of any of Lessee’s obligations shall constitute a default and forfeiture of this lease, and Lessor’s failure to take action on account of Lessee’s default shall not constitute a waiver of said default.

16. LIABILITY FOR RENT: Lessor shall continue paying rent and all other obligations of Lessee to the end of the term of this lease, whether or not the Premises becomes vacant by reason of abandonment, breach of the lease by tenant, or any other reason. If Lessee or the Lessor has been evicted for breach of this lease, the rent said obligation for rent has not been paid or discharged, in whole or in part, by any law or ordinance. Notwithstanding any of the provisions contained in this section, the Landlord shall make a good faith effort to re-let the Premises (but not in priority to other vacancies) and if the Premises is re-let, Lessor shall be responsible for the balance of the rent, costs, advertising costs and attorney’s fees in connection therewith.

17. BINDING EFFECT: If Lessee violates any covenant or condition of this lease, Lessor shall have the right to terminate this lease at Lessee’s right to possession pursuant to the lease upon appropriate legal notice to Lessor. If Lessee assigns this lease, whether with or without Lessor’s permission as required herein, the conditions and covenants contained in the lease shall nonetheless be binding on the assignee as if assigned and binding upon the Lessee. Lessor may, in his discretion, assign this lease and if Lessee or the Lessor has been evicted for breach of this lease, or if Lessee or the Lessor has been evicted or discharged, in whole or in part, by any law or ordinance. Notwithstanding any of the provisions contained in this section, the Landlord shall make a good faith effort to re-let the Premises (but not in priority to other vacancies) and if the Premises is re-let, Lessor shall be responsible for the balance of the rent, costs, advertising costs and attorney’s fees in connection therewith.

18. ATTORNEY’S FEES: If Lessor commences legal proceedings to obtain possession from the party named as Lessor in the Lease without Lessor’s written permission as required in paragraph 13 above, Lessor shall pay Lessor’s reasonable attorney’s fees incurred to enforce Lessor’s compliance with the terms of this Lease.

LEASE COVENANTS AND AGREEMENTS:
19. CONTINUOUS OCCUPANCY: Lessee shall maintain continuous occupancy of the premises, and not allow the same to remain vacant for any period in excess of ten days without notifying the Lessor of such vacancy. Lessee shall not allow persons other than those authorized by the Lease to occupy the premises as guests for periods exceeding seven consecutive days during the term of the Lease for any reason.

20. REMEDIES CUMULATIVE: Lessor’s remedies contained in this Lease are cumulative and in addition to, and not in lieu of, any other remedies granted to Lessor pursuant to this Lease or applicable State or Local Law or Ordinance.

21. SUBORDINATION: If the Premises, building or any part thereof shall become insurable as a result of fire, explosion or other casualty, Lessor and Lessee shall have all of the rights provided by State or local law or ordinance. For purposes of this paragraph, Lessor’s good faith effort to obtain insurance, adjustments, settlements or awards to obtain sufficient funds to perform repairs made necessary due to fire, explosion or other casualty shall be deemed diligent efforts to repair the building within a reasonable time.

22. SECURITY GATES OR BARS: The installation by Lessor of any metal gate or bars on doors or windows is dangerous and strictly prohibited. Lessee shall immediately remove any such notice by Lessor to remove such gate or bars. Lessee shall have the right to immediately remove any such installation at Lessor’s expense if Lessee fails to do so upon notice. Lessor hereby grants Lessor access to the leased premises at reasonable times for the purpose of removing such gates or bars. The cost of repairing any damage to the leased premises caused by the installation and/or removal of such gates or bars shall be paid by Lessor upon demand by Lessor therefor, in addition to all costs of enforcement of this paragraph 22, including reasonable attorney’s fees incurred by Lessee in enforcing this provision. In addition to the foregoing, the installation of such gates or bars shall constitute a breach of this lease, entitling Lessor, at Lessor’s sole option, to terminate Lessee’s right to possession of the premises pursuant to this lease and commence proceedings to dispossess Lessee from the premises.

23. MECHANIC’S LIENS: Lessee shall not place or allow to be placed on the Premises, the building or elsewhere on the real property, any machine’s lien or any other claim for lien for any repairs, maintenance, alterations or modifications performed by, or ordered or controlled by, the Lessor, whether or not same were rightfully performed or ordered by the Lessor. The placement of any such lien shall constitute a breach of this lease and upon ten days’ notice to cure said lien or lien claim, Lessor may terminate Lessee’s occupancy or right to possession. In addition, Lessee shall have the right to satisfy and remove said lien without regard to the merits thereof and Lessor shall be responsible for the damages incurred in removing the lien, along with other damages, costs and attorney’s fees incurred by Lessor in connection therewith.

24. RULES AND REGULATIONS: Lessee agrees to obey the Rules and Regulations contained in this lease, and any attachments and inclusions hereunto as well as any further reasonable Rules and Regulations established by the Lessor during the tenancy of this lease. The Rules and Regulations are hereby incorporated into and made a part of this lease. Failure to observe the Rules and Regulations shall be deemed to be a material breach of this lease, and in event of such breach, Lessor shall be entitled to terminate Lessee’s right to possession under the Lease upon ten days’ notice, and shall further be entitled to such other and remedies as provided by applicable state or local law or ordinance.

25. SUBORDINATION OF LEASE: This lease is subordinated to all mortgages which may now or hereafter affect the real property of which the Premises forms a part. The reinstatement of this lease, or any memorandum thereof by Lessee shall constitute a material breach of this lease.

26. SEVERABILITY: If any clause, phrase, provision or portion of this Lease, or the application thereof to any person or circumstance, shall be determined to be invalid or unenforceable under applicable law or ordinance, such event shall not affect, impair or render invalid or unenforceable the remainder of this lease or any other clause, phrase, provision or portion hereof to other persons or circumstances, and the lease shall be interpreted in accordance with said ordinance.

RULES AND REGULATIONS

1. No dogs, cats, or other animals shall be kept in the premises except with the Lessor’s prior consent, and subject to the conditions set forth in any such consent. No animals are permitted without a leash in any public areas of the premises.

2. No additional locks or other similar devices shall be attached to any door without Lessor’s written consent.

3. Lessee shall not install or operate any machinery, refrigeration or heating devices or use or permit onto the premises any inflammable fluids or materials which may be hazardous to life or property.

4. Hallways, stairways and elevators shall not be obstructed or used for any purpose other than ingress and egress from the building. Children are not permitted to play in the common areas. Lessee may not smoke any items in the hallways or common areas of the building.

5. Operation of electrical appliances or other devices which interfere with radio or television reception is not permitted.

6. Delivery and moving of furniture must be conducted through the front entrance of the building at times permitted by Lessor.

7. Lessee may not barbeque or operate cooking equipment on porches or balconies.

8. Lessee shall not dispose of rubbish, rugs or other items which might clog toilets or sink drains into toilets or sink drains.

9. Lessee shall not place any signs or advertisements on the windows or within the apartment or otherwise upon the Building, if such signs are visible from the street.

10. Lessee shall dispose of garbage and refuse by securely bagging or wrapping same and disposing of it in designated garbage containers or incinerators. Lessee shall not allow garbage containers to overflow and shall see to it that garbage container lids are fully closed and secure at all times.

11. Lessee shall not install a waterbed or any other unusually heavy item of furniture without prior written permission from Lessor.

12. Lessee shall not interfere in any manner with the heating or lighting or other fixtures in the building nor run extension cords or electrical appliances in violation of the Building Code.

13. Lessor may bar individuals from the building and/or Lessee’s premises. All guests and invitees of Lessee shall observe all rules and regulations of the building. If these provisions are violated by guests, they may be barred and/or arrested, after they have received a barred notice and then have been placed on a barred list by Lessor. Violations of this rule are grounds for termination of your tenancy.

ASSIGNMENT BY LESSOR

In consideration of One Dollar to the underwriters in hand paid, and other good and valuable consideration, the receipt of which is hereby acknowledged, Lessor hereby transfers, assigns and sets over to ________________________ 20__, all right, title and interest in and to the above Lease and the rent thereby reserved, except rent due and payable prior to ________________________ 20__, Dated ____________________ 20__.

(SEAL)

(SEAL)

GUARANTEE

In consideration of One Dollar and other good and valuable consideration, the receipt of which is hereby acknowledged, the undersigned Guarantor hereby guarantees the payment of rent and performance by Lessee. Lessee’s heirs, executors, administrators, successors or assigns of all covenants and agreements of the above Lease.

Dated ____________________ 20__.

(SEAL)

(SEAL)
**City of Chicago Landlord and Tenant Ordinance**

**Page 1 of 2**

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### CITY OF CHICAGO RESIDENTIAL LANDLORD AND TENANT ORDINANCE SUMMARY

This Summary of the ordinance must be attached to every written rental agreement or be given to the tenant who has an oral rental agreement. Unless otherwise noted, all provisions are effective as of November 6, 1986. [Mun. Code ch. 5-12-170]

**IMPORTANT:** If you seek to exercise rights under the ordinance, obtain a copy of the ordinance to determine appropriate remedies and procedures. Consulting an attorney would be advisable.

#### IMPORTANT NOTICE

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.

#### WHAT RENTAL UNITS ARE COVERED BY THE ORDINANCE? [Mun. Code ch. 5-12-010]

- Rental units with written or oral leases (including all subsidized units such as CHA, IHDA, Sect. 8, etc.)
- Units in owner-occupied buildings with 6 or fewer units.
- Units in hotels, motels, boarding houses, unless rented on a monthly basis and occupied for more than 30 days.
- School dormitory rooms, shelters, employee’s quarters, non-residential rental properties.
- Owner occupied Co-ops and condominiums.

#### WHAT ARE THE TENANT’S GENERAL DUTIES UNDER THE ORDINANCE? [Mun. Code ch. 5-12-040]

The tenant, the tenant’s family and guests must comply with all obligations imposed specifically upon tenants by the Municipal Code, including:

- Buying and installing batteries in smoke and carbon monoxide detector within tenant’s apartment.
- Keeping the unit safe and clean.
- Using all equipment and facilities in a reasonable manner.
- Not damaging the unit.
- Not disturbing other residents.

#### LANDLORD’S RIGHT TO ACCESS [Mun. Code ch. 5-12-050]

- A tenant shall permit reasonable access to a landlord upon receiving 2 days notice by mail, telephone, written notice or other means designed in good faith to provide notice.
- A general notice to all affected tenants may be given in the event repair work on common areas or other units may require such access.
- In the event of emergency or where repairs elsewhere unexpectedly require access, the landlord must provide notice within two days after entry.

#### SECURITY DEPOSIT AND PREPAID RENT [Mun. Code ch. 5-12-080]

- A landlord must give a tenant a receipt for a security deposit including the 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 landlord must pay interest for Security deposit and prepaid rent (eff. 1/1/92) held more than 6 months.
- The rate of interest a landlord must pay is set each year by the City Comptroller. (eff. 7-1-97)
- Before expenses for damage can be deducted from the security deposit, the landlord must provide the tenant with an itemized statement of damages within 30 days of the date the tenant vacates the dwelling unit.
- A landlord must return all 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 landlord return all security deposit and required interest, if any, minus unpaid rent and money for damages, within 7 days from the date that the tenant provides notice of termination of the rental agreement. (eff. 1/1/92)

#### WHAT ARE THE LANDLORD’S GENERAL DUTIES UNDER THE ORDINANCE?

- To give tenant written notice of the owner’s or manager’s name, address and telephone number. [Mun.Code ch.5-12-090]
  1. To give new or renewing tenants notice of:
  2. Code citations issued by the City in the past 12 months;
  3. Pending Housing Court or administrative hearing actions;
  4. Water, electrical or gas service shut-off to the building during the entire occupancy. [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]
- To provide tenants with at least 30 days written notice if the rental agreement will not be renewed. If the landlord fails to give the required written notice, the tenant may remain in the dwelling unit for 60 days under the same terms and conditions as the last month of the existing agreement. (eff. 1/1/92) [Mun. Code ch.5-12-130(j)]
- To not enforce prohibited lease provisions. [Mun. Code ch. 5-12-140]

#### 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 fifteenth 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 ½ of the month’s rent, whichever is more, but not to exceed one month’s rent. Repairs must be done in compliance with Code. Receipt for repairs must be given to the landlord and no more than the cost of the repairs can be deducted from the rent; and also:
    3. File suit against the landlord for 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 after 14 days repairs are not made, the tenant may immediately terminate the lease. Tenant must deliver possession and move out in 30 days or tenant’s notice is considered withdrawn. (eff. 1-1-92)
FAILURE TO PROVIDE ESSENTIAL SERVICES (heat, running or hot water, electricity, gas or plumbing) [Mun. Code ch. 5-12-110(F)]

- If, contrary to the lease, an essential service is not provided, or if the landlord fails to maintain the building in material compliance with the Code to such an extent that such failure constitutes an immediate danger to the health and safety of the tenant, 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. Procure substitute services, and upon presenting paid receipts to the landlord, deduct the cost from rent; OR
  2. File suit against the landlord and recover damages based on the reduced value of the dwelling unit; OR
  3. Procure substitute housing and be excused from paying rent for that period. The tenant also may recover from the landlord the cost of substitute housing up to an amount equal to the monthly rent or portion thereof; 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 the premises. Rent withholding cannot start until after the 24 hours expires and applies only to days past the 24-hour waiting period; OR (eff. 1/1/92)
  5. Request that the landlord correct the failure within 72 hours and if the landlord fails to do so, terminate the rental agreement. If the rental agreement is terminated, the tenant must deliver possession within 30 days or the notice of termination is considered withdrawn. (eff. 1/1/92)

NOTE: Remedies 4) and 5) may not be used if the failure is due to the utility provider’s failure to provide service. For the purposes of this section only, the notice a tenant provides must be in writing, delivered to the address the landlord has given to tenant as an address to which notices should be sent. If the landlord does not inform the tenant of an address, the tenant may deliver written notice to the last known address of the landlord or by other reasonable means designed in good faith to provide written notice to the landlord. (eff. 1/1/92)

FIRE OR CASUALTY DAMAGE [Mun. Code ch. 5-12-110(g)]

- If 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 responsible for fire or accident, the tenant may:
  1. Move out immediately, but if this is done, the tenant must provide written notice to the landlord of the intention to terminate within 14 days after moving out.
  2. The tenant may stay in the unit, if it is legal, but if the tenant stays and 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 out the work, the tenant may notify the landlord, in writing, within 14 days after the tenant becomes aware that the work is not diligently carried out, of the tenant’s intention to terminate the rental agreement and move out.

SUBLEASES [Mun. Code ch. 5-12-120]

- The landlord must accept a reasonable subtenant offered by the tenant without changing additional fees.
- 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.
- 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.

WHAT HAPPENS IF A TENANT PAYS RENT LATE? [Mun. Code ch. 5-12-140(b)]

- If the tenant fails to pay rent on time, the landlord may charge a $10.00 per month late fee on rents under $500.00 and a 5% per month late fee on that part of the rent that exceeds $500.00 (i.e., for a $450.00 monthly rent the late fee is $10.00, for a $700.00 monthly rent the late fee is $10.00 plus 5% of $200.00 or $20.00). (eff. 1/1/92)

WHAT HAPPENS IF A TENANT PAYS RENT DUE AFTER THE EXPIRATION OF THE TIME PERIOD SET FORTH IN A TERMINATION NOTICE? [Mun. Code ch. 5-12-120 (b)]

- If the landlord accepts rent due knowing that there is a default in payment, the tenant may stay.

LANDLORD REMEDIES [Mun. Code ch. 5-12-130]

- If the tenant fails to pay rent for the landlord, after giving 5 days written notice to the tenant, may terminate the rental agreement.
- If the tenant fails to comply with the Code or the rental agreement, the landlord, after giving 10 days written notice to the tenant, may terminate the rental agreement if tenant fails to correct the violation.
- 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 an emergency, or within 14 days. If the breach is not corrected in the time period specified, 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.

LOCKOUTS [Mun. Code ch. 5-12-160]

- It is ILLEGAL for a landlord to lock out a tenant, or change the locks, or remove the doors of a rental unit, or to cut off heat, utility or water service, or to do anything which interferes with the tenant’s use of the apartment.
- All lockouts are illegal and the Police Department is responsible for enforcement against such illegal activity. (eff. 1/1/92)
- The landlord shall be fined $200 to $500 for each day the lockout occurs or continues.
- The tenant may sue the landlord to recover possession of the unit and twice the actual damages sustained or two months’ rent, whichever is greater.

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 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.

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. (eff. 1/1/92)

WHERE CAN I GET A COPY OF THE ORDINANCE?

For a copy of the Ordinance, visit the Office of the City Clerk, Room 107, City Hall, 121 North LaSalle Street, Chicago, Illinois, or the Municipal Reference Library, Harold Washington Library, 5th Floor, 400 S. State Street, Chicago, Illinois.
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 owner and 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 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.
   c. The owner may charge the tenant extra amounts for items customarily included in rent to owner.

7. Maintenance, Utilities, and Other Services
   a. Maintenance
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 their residences 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).

   5. The examples of other good cause in this paragraph do not preempt any State or local laws to the contrary.

   6. 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 tenant: (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

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Previous editions are obsolete

Page 10 of 12

Form HUD-52641 (8/2009)

Ref Handbook 7420.8

*Revised by CHA under MTW 01/17/2013*
e. Protections for Victims of Abuse.

(1) An incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be construed as serious or repeated violations of the lease or other “good cause” for termination of the assistance, tenancy, or occupancy rights of such a victim.

(2) Criminal activity directly relating to abuse, engaged by in a member of a tenant’s household or any guest or other person under the tenant’s control, shall not be cause for termination of assistance, tenancy, or occupancy rights if the tenant or an immediate member of the tenant’s family is the victim or threatened victim of domestic violence, dating violence, or stalking.

(3) Notwithstanding any restrictions on admission, occupancy, or terminations of occupancy or assistance, or any Federal, State or local law to the contrary, a PHA, owner or manager may “bifurcate” a lease, or otherwise remove a household member from a lease, without regard to whether a household member is a signatory to the lease, in order to evict, remove, terminate occupancy rights, or terminate assistance to any individual who is a tenant or lawful occupant and who engages in criminal acts of physical violence against family members or others. This action may be taken without evicting, removing, terminating assistance to, or otherwise penalizing the victim of the violence 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.

(4) Nothing in this section may be construed to limit the authority of a public housing agency, owner, or manager, when notified, to honor court orders addressing rights of access or control of the property, including civil protection orders issued to protect the victim and issued to address the distribution or possession of property among the household members in cases where a family breaks up.

(5) Nothing in this section limits any otherwise available authority of an owner or manager to evict or the public housing agency to terminate assistance to a tenant for any violation of a lease not premised on the act or acts of violence in question against the tenant or a member of the tenant’s household, provided that the owner, manager, or public housing agency does not subject an individual who is or has been a victim of domestic violence, dating violence, or stalking to a more demanding standard than other tenants in determining whether to evict or terminate.

(6) Nothing in this section may be construed to limit the authority of an owner or manager to evict, or the public housing agency to terminate assistance, to any tenant if the owner, manager, or public housing agency can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property if the tenant is not evicted or terminated from assistance.

(7) 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, or stalking.

f. Eviction by court action. The owner may only evict the tenant by a court action.

g. 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.

9. Lease: Relation to HAP Contract
If the HAP contract terminates for any reason, the lease terminates automatically.

10. 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.

11. Family Move Out
The tenant must notify the PHA and the owner before the family moves out of the unit.

12. 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.

13. Prohibition of Discrimination
In accordance with applicable equal opportunity statutes, Executive Orders, and regulations, the owner must not discriminate against any person because of race, color, religion, sex, national origin, age, familial status or disability in connection with the lease.

14. 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.

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.

15. 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. Any notice under the lease by the tenant to the owner or by the owner to the tenant must be in writing.

17. 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.
Re-examination Appointment Notice

[Participant First Name] [Participant Last 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] 
[Participant First Name] [Participant Last Name] 
[Participant Address] [Apt] 
[Participant City, State ZIP] 

If you have any questions or need to update your contact information, please call the CHA Customer Call Center at 312-935-2600 or e-mail hcv@thecha.org.

***PLEASE NOTE THAT THE LOCATION OF YOUR SERVICING OFFICE MAY HAVE CHANGED.***

Date: [Date of Re-examination Appointment] 
Time: [Time of Re-examination Appointment] 
Location: [Office Address] 
[Office City, State Zip]

Please complete the enclosed documents and bring them with you to your appointment.

- Application for Continued Eligibility
- Verification Documents Checklist with acceptable forms of documentation

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 first scheduled re-examination appointment, you must contact us at 312-935-2600 in advance of the appointment date to reschedule.

CHA will be sending more information via e-mail, text messages and through phone reminders. Therefore, it is important that we have your correct contact information in our system. Our records indicate the following:

Home Phone: [Participant Home Phone #] 
Cell Phone: [Participant Cell Phone #] 
Email: [Participant Email Address]

If you have any questions or need to update your contact information, please call the CHA Customer Call Center at 312-935-2600 or e-mail hcv@thecha.org.

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

<table>
<thead>
<tr>
<th>Central Office</th>
<th>South Office</th>
<th>West Office</th>
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<tbody>
<tr>
<td>60 E. Van Buren Street, Chicago, IL 60605</td>
<td>10 W. 35th Street, Chicago, IL 60616</td>
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Verification Documents Checklist

**VERIFICATION DOCUMENTS CHECKLIST**

**Income Verification**
The following are acceptable forms of documentation used to verify income:

- **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.

- **SS/I/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 e-mail and copies of checks or payment stubs.

**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.

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**CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS**

- **Central Office**
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  Web: www.thecha.org/hcv

- **West Office**
  2750 W. Roosevelt Road, Chicago, IL 60608
  Email: hcv@thecha.org
Intent to Terminate (ITT) 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 Number

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 Effective Date for violation(s) of the following:

Provide violations here using exact wording from the Reasons for Termination Checklist.
### 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 and ZIP Code: _______________________

Name of Participant needing the accommodation:

- [ ] Head of Household
- [ ] Family Member: ________________________________________ (Name)

#### 1. What accommodation(s) are you requesting? (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.

  __________________________________________________________________________________________

  __________________________________________________________________________________________

- [ ] Lease a unit owned by a relative. Please describe why renting from a relative will assist you.

  **Note:** The same relative MAY NOT actually live in the unit to be rented by a person with disabilities.

  __________________________________________________________________________________________

  __________________________________________________________________________________________

- [ ] Change in the Payment Standard (can only be granted AFTER a specific unit is found in the community that meets disability related needs. Please check the box only after finding a unit with special features or locations.) Please describe the special features or location below.

  __________________________________________________________________________________________

  __________________________________________________________________________________________

- [ ] Additional Utility Allowance (for medical equipment that uses extra electricity).

  __________________________________________________________________________________________

  __________________________________________________________________________________________
Reasonable Accommodation Request Form
Page 2 of 3

☐ Extra bedroom necessary for a person with a disability. Please explain why you need an extra bedroom and submit additional documentation to sufficiently justify the request.

☐ Extra bedroom necessary for equipment. Please specify, in detail, the type and size of the equipment.

☐ 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: A live-in aide must meet the following HUD definition: ...a person who resides with one or more persons with disabilities and who: 1) is determined to be essential to the care and well-being of the person; 2) is not obligated for the support of the person(s); and 3) would not be living in the unit except to provide the necessary supportive services.

☐ Special communication needs for either persons with visual impairments (written material in alternate formats, such as large print) or hearing impairments (sign language interpretation services at meetings with CHA).

☐ Other policy or rule change needed. Please explain below.

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

3. Please list the contact information of the knowledgeable professional who can verify that you have a disability warranting the accommodation(s).

Name: _________________________________________ Title: _____________________________________
Address: _____________________________________________________________________________________
Telephone Number: ______________________________ Fax Number: ______________________________

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

entral Office 60 E. Van Buren Street, Chicago, IL 60605
South Office 10 W. 35th Street, Chicago, IL 60616
West Office 2750 W. Roosevelt Road, Chicago, IL 60608

CHA Customer Call Center: 312-935-2600 • www.thecha.org/hcv
4. 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:** 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 call the CHA Customer Call Center at 312-935-2600 (TTY: 312-461-0079) or Department of Housing Rights and Nondiscrimination at 312-913-7072 (TTY: 708-714-9131).

---

**For Office Use Only:**

- [ ] A copy of this form must be sent to CHA’s Department of Housing Rights and Nondiscrimination.
- [ ] Needs Department of Housing Rights and Nondiscrimination review and recommendation.
- [ ] Approved. Send as FYI to Department of Housing Rights and Nondiscrimination.
- [ ] Expedite. Check if the request should be considered on an emergency basis.

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Rev. 06/14/2013, Eff. 07/15/2013, CHA-0121: Reas Accommodation
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.

Voucher #: 

Dear 

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 

☐ Failure to attend two scheduled Eligibility Interviews or briefing appointments on 

☐ Other: 

You have a right to request an Informal Review of this decision. However, CHA must receive your written request for an Informal Review within 10 calendar 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, e-mail or drop off your written request at any of the HCV Program Offices listed below. 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.

I request an Informal Review for the following reasons:

_____________________________________________________  ___________________________
Signature        Contact Phone #

DO NOT DETACH. PLEASE RETAIN A COPY FOR YOUR RECORDS.

CHA HOUSING CHOICE VOUCHER PROGRAM OFFICE LOCATIONS

| Central Office | South Office | West Office |
| 60 E. Van Buren Street, Chicago, IL 60605 | 10 W. 35th Street, Chicago, IL 60616 | 2750 W. Roosevelt Road, Chicago, IL 60608 |
| CHA Customer Call Center / TTY | Web | Email |
| 312-935-2600 / 312-461-0079 | www.thecha.org/hcv | hcv@thecha.org |
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 e-mail to hcv@thecha.org or drop it off at any of the Regional Office locations listed below
- 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 Owner’s lease
- Extension of voucher
- General policy issues or class grievances
- Discretionary administrative determinations by the HCV Program
**CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, OR STALKING**

Public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. Information provided is to be used by PHAs and Section 8 owners or managers to request a tenant to certify that the individual is a victim of domestic violence, dating violence or stalking. The information is subject to the confidentiality requirements of the HUD Reform Legislation. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB control number.

**Purpose of Form:** The Violence Against Women and Justice Department Reauthorization Act of 2005 protects qualified tenants and family members of tenants who are victims of domestic violence, dating violence, or stalking from being evicted or terminated from housing assistance based on acts of such violence against them.

**Use of Form:** A family member must complete and submit this certification, or the information that may be provided in lieu of the certification, within 14 business days of receiving the written request for this certification by the PHA, owner or manager. The certification or alternate documentation must be returned to the person and address specified in the written request for the certification. If the family member has not provided the requested certification or the information that may be provided in lieu of the certification by the 14th business day or any extension of the date provided by the PHA, manager and owner, none of the protections afforded to victims of domestic violence, dating violence or stalking (collectively “domestic violence”) under the Section 8 or public housing programs apply.

Note that a family member may provide, in lieu of this certification (or in addition to it):
1. A Federal, State, tribal, territorial, or local police or court record; or
2. Documentation signed by an employee, agent or volunteer of a victim service provider, an attorney or a medical professional, from whom the victim has sought assistance in addressing domestic violence, dating violence or stalking, or the effects of abuse, in which the professional attest under penalty of perjury (28 U.S.C. 1746) to the professional’s belief that the incident or incidents in question are bona fide incidents of abuse, and the victim of domestic violence, dating violence, or stalking has signed or attested to the documentation.

---

**TO BE COMPLETED BY THE VICTIM OF DOMESTIC VIOLENCE:**

**Date Written Request Received By Family Member:**

**Name of the Victim of Domestic Violence:**

**Name(s) of other family members listed on the lease**

**Name of the abuser:**

**Relationship to Victim:**

**Date the incident of domestic violence occurred:**

**Time:**

**Location of Incident:**

---

1 form HUD-50066 (11/2006)
Reasonable Accommodation Request Form

Page 2 of 2

Name of victim: ___

Description of Incident:

[INSERT TEXT LINES HERE]

I hereby certify that the information that I have provided is true and correct and I believe that, based on the information I have provided, that I am a victim of domestic violence, dating violence or stalking and that the incident(s) in question are bona fide incidents of such actual or threatened abuse. I acknowledge that submission of false information relating to program eligibility is a basis for termination of assistance or eviction.

Signature ____________________________ Executed on (Date) ____________________________

All information provided to a PHA, owner or manager relating to the incident(s) of domestic violence, including the fact that an individual is a victim of domestic violence shall be retained in confidence by an owner and shall neither be entered into any shared database nor provided to any related entity, except to the extent that such disclosure is (i) requested or consented to by the individual in writing; (ii) required for use in an eviction proceeding or termination of assistance; or (iii) otherwise required by applicable law.
Are You a Victim of Housing Discrimination?

Fair Housing is Your Right!

If you have been denied your housing rights...you may have experienced unlawful discrimination.

U.S. Department of Housing and Urban Development
WHERE TO MAIL YOUR FORM OR INQUIRE ABOUT YOUR CLAIM

For Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont:
NEW ENGLAND OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Thomas P. O’Neill, Jr. Federal Building
10 Causeway Street, Room 321
Boston, MA 02222-1092
Telephone (617) 994-8320 or 1-800-827-5005
Fax (617) 565-7313 • TTY (617) 565-5453
E-mail: Complaints_office_01@hud.gov

For New Jersey and New York:
NEW YORK/New Jersey Office
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
26 Federal Plaza, Room 3532
New York, NY 10278-0068
Telephone (212) 264-1290 or 1-800-496-4294
Fax (212) 264-9829 • TTY (212) 264-0927
E-mail: Complaints_office_02@hud.gov

For Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia:
MID-ATLANTIC OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
The Wanamaker Building
100 Penn Square East
Philadelphia, PA 19107
Telephone (215) 656-0663 or 1-888-799-2085
Fax (215) 656-3419 • TTY (215) 656-3450
E-mail: Complaints_office_03@hud.gov

For Alabama, the Caribbean, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee:
SOUTHEAST/CARIBBEAN OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Five Points Plaza
40 Marietta Street, 16th Floor
Atlanta, GA 30303-2808
Telephone (404) 331-5140 or 1-800-440-8091
Fax (404) 331-1021 • TTY (404) 730-2654
E-mail: Complaints_office_04@hud.gov

For Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin:
MIDWEST OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Ralph H. Metcalfe Federal Building
77 West Jackson Boulevard, Room 2101
Chicago, IL 60604-3507
Telephone (312) 353-7776 or 1-800-765-9372
Fax (312) 886-2837 • TTY (312) 353-7143
E-mail: Complaints_office_05@hud.gov

For Arkansas, Louisiana, New Mexico, Oklahoma, and Texas:
SOUTHWEST OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
801 North Cherry, 27th Floor
Fort Worth, TX 76102
Telephone (817) 978-5900 or 1-888-560-8913
Fax (817) 978-5876 or 5851 • TTY (817) 978-5595
E-mail: Complaints_office_06@hud.gov

For Iowa, Kansas, Missouri and Nebraska:
GREAT PLAINS OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Gateway Tower II
400 State Avenue, Room 200, 4th Floor
Kansas City, KS 66101-2406
Telephone (913) 551-6958 or 1-800-743-5223
Fax (913) 551-6856 • TTY (913) 551-6972
E-mail: Complaints_office_07@hud.gov

For Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming:
ROCKY MOUNTAINS OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
1670 Broadway
Denver, CO 80202-4801
Telephone (303) 672-5437 or 1-800-877-7353
Fax (303) 672-5026 • TTY (303) 672-5248
E-mail: Complaints_office_08@hud.gov

For Arizona, California, Hawaii, and Nevada:
PACIFIC/HAWAII OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
600 Harrison Street, Third Floor
San Francisco, CA 94107-1300
Telephone (415) 489-6524 or 1-800-347-3739
Fax (415) 489-6558 • TTY (415) 436-6594
E-mail: Complaints_office_09@hud.gov

For Alaska, Idaho, Oregon, and Washington:
NORTHWEST/ALASKA OFFICE
Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Seattle Federal Office Building
909 First Avenue, Room 205
Seattle, WA 98104-1000
Telephone (206) 220-5170 or 1-800-877-0246
Fax (206) 220-5447 • TTY (206) 220-5185
E-mail: Complaints_office_10@hud.gov

If after contacting the local office nearest you, you still have questions – you may contact HUD further at:
U.S. Dept. of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
451 7th Street, S.W., Room 5204
Washington, D.C. 20410-2000
Telephone (202) 708-0836 or 1-800-669-9777
Fax (202) 708-1425 • TTY 1-800-927-9275

To file electronically, visit: www.hud.gov
Instructions: (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

<table>
<thead>
<tr>
<th>Your Name</th>
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<table>
<thead>
<tr>
<th>Your Address</th>
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<table>
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<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
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<table>
<thead>
<tr>
<th>Best time to call</th>
<th>Your Daytime Phone No</th>
<th>Evening Phone No</th>
</tr>
</thead>
</table>

Who else can we call if we cannot reach you?

<table>
<thead>
<tr>
<th>Contact's Name</th>
<th>Best Time to call</th>
</tr>
</thead>
</table>

<table>
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<tr>
<th>Daytime Phone No</th>
<th>Evening Phone No</th>
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<tr>
<th>Daytime Phone No</th>
<th>Evening Phone No</th>
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</thead>
</table>

What happened to you?
How were you discriminated against?
For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?
State briefly what happened.
Instructions: (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

Your Name

Your Address

City State Zip Code

Best time to call Your Daytime Phone No Evening Phone No

Who else can we call if we cannot reach you?

Contact’s Name Best Time to call

Daytime Phone No Evening Phone No

Contact’s Name Best Time to call

Daytime Phone No Evening Phone No

What happened to you?

How were you discriminated against?

For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?

State briefly what happened.

Form HUD-903.1 (1/02) OMB Approval No. 2529-0011 (exp. 1/31/2011)
Why do you think you are a victim of housing discrimination?

Is it because of your:
- race
- color
- religion
- sex
- national origin
- familial status (families with children under 18)
- disability?

For example: were you denied housing because of your race? Were you denied a mortgage loan because of your religion? Or turned down for an apartment because you have children?

Briefly explain why you think your housing rights were denied and circle the factor(s) listed above that you believe apply.

Who do you believe discriminated against you?

For example: was it a landlord, owner, bank, real estate agent, broker, company, or organization?

Identify who you believe discriminated against you.

Name

Address

Where did the alleged act of discrimination occur?

For example: Was it at a rental unit? Single family home? Public or Assisted Housing? A Mobile Home?

Did it occur at a bank or other lending institution?

Provide the address.

Address

City  State  Zip Code

When did the last act of discrimination occur?

Enter the date

Send this form to HUD or to the fair housing agency nearest you. If you are unable to complete this form, you may call that office directly. See address and telephone listings on back page.
It is Unlawful to Discriminate in Housing Based on These Factors...

- Race
- Color
- National origin
- Religion
- Sex
- Familial status (families with children under the age of 18, or who are expecting a child)
- Handicap (if you or someone close to you has a disability)

If You Believe Your Rights Have Been Violated...

- HUD or a State or local fair housing agency is ready to help you file a complaint.
- After your information is received, HUD or a State or local fair housing agency will contact you to discuss the concerns you raise.

Keep this information for your records.

Date you mailed your information to HUD: _____/_____/_____
Address to which you sent the information:

Office ___________________________ Telephone ___________________________
Street ___________________________
City ___________________________ State ___________ Zip Code ___________
Lead Education Initiative 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.

The Chicago Housing Authority's (CHA) Housing Choice Voucher (HCV) Program provides each Participant with a Lead Information Packet that contains the following:

- CHA's "Protecting Your Child from Lead" Brochure
- Lead Education Contacts and Resources Information Sheet
- The Environmental Protection Agency's (EPA) "Protect Your Family from Lead in Your Home" Pamphlet
- Disclosure of Information for Elevated Blood Lead Levels (Participant must fill out, sign and return to CHA)

By signing below, I confirm that I have received all of the Lead Information Packet documents listed above.

______________________________  ______________________________
Name (Participant)                     Voucher #

______________________________  ______________________________
Signature                        Date

Important Reminder
If you submitted a Request for Tenancy Approval (RTA) packet and you have a child with an elevated blood level of 20 micrograms per deciliter, or two readings of 15 to 19 at least 3 months apart, there may be a slight delay in the process. CHA will conduct a risk assessment of the residence for lead hazards. Once completed, CHA will move forward with the RTA process and request a Housing Quality Standards (HQS) inspection be conducted.

If you have any questions, please contact the CHA Customer Call Center at 312-935-2600 or hcv@thecha.org.
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.
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.
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.”

*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.
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.

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.
“Debts Owed to Public Housing Agencies and Terminations” HUD Advisory

Page 1 of 2

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.

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 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:

[PHA Information]

I hereby acknowledge that the PHA provided me with the Debts Owed to PHAs & Termination Notice:

Signature Date

Printed Name

08/2013 Form HUD-52675
Notice To Vacate Form

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 Owner/Property 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:

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

Participant       Owner/Property Manager
Print Name:       Print Name:
Voucher #:       Signature:
Signature:       Phone #:
Phone #:         Phone #:

*Participants who want to move must vacate the unit in compliance with the lease, provide the 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 Participant must be in good standing with no lease violations before a voucher is issued to lease a new unit.*

Rev. 07022013, Eff. 08012013, CHA-0088; Tenant’s Notice Intent to Move
Other Housing Authorities

Aurora Housing Authority
1630 W. Plum St.
Aurora, IL 60506
630-859-7210
www.auroraha.org

Champaign County Housing Authority
205 W. Park Ave.
Champaign, IL 61820
217-378-7100
www.hacc.net

Cicero Housing Authority
1634 S. Laramie Ave., Suite B
Cicero, IL 60804
708-652-0386
www.thetownofcicero.com

DeKalb County Housing Authority
310 N. Sixth St.
DeKalb, IL 60115
815-758-2692
www.dekcohousing.com

DuPage Housing Authority
711 E. Roosevelt Rd.
Wheaton, IL 60187
630-690-3555
www.dupagehousing.org

Housing Authority of Cook County
175 W. Jackson Blvd., Ste. 350
Chicago, IL 60604
312-663-5447
www.thehacc.org

Housing Authority of Elgin
120 S. State St.
Elgin, IL 60123
847-742-3853
www.haelgin.org

Joliet Housing Authority
6 S. Broadway St.
Joliet, IL 60436
815-727-0611
www.hajoliet.org

Kendall Housing Authority
4365 Tuma Rd.
Yorkville, IL 60560
630-553-3375
www.kendallhousing.org

Lake County Housing Authority
33928 N. US Highway 45
Grayslake, IL 60030
847-223-1170
www.lakecountyha.org

Maywood Housing Authority
801 S. Fifth Ave.
Maywood, IL 60153
708-345-7315
www.maywoodhousingauthority.org

McHenry County Housing Authority
1108 N. Seminary Avenue
Woodstock, IL 60098
815-338-7752
www.mchenrycountyhousing.org

Other Housing Authorities
Other Housing Authorities

North Chicago Housing Authority
1440 Jackson St.
North Chicago, IL 60064
847-785-4300
www.northchicagohousing.org

Oak Park Housing Authority
21 South Blvd.
Oak Park, IL 60302
708-386-9322
www.oakparkha.org

Park Forest Housing Authority
350 Victory Dr.
Park Forest, IL 60466
708-748-1112
www.villageofparkforest.com

Peoria Housing Authority
100 S. Richard Pryor Place
Peoria, IL 61605
309-676-8736
pha.peoria.il.us

Rock Island Housing Authority
227 21st St.
Rock Island, IL 61201
309-788-0825
www.riha4rent.org

Springfield Housing Authority
200 N. 11th St.
Springfield, IL 62703
217-753-5757
www.springfieldhousingauthority.org

Waukegan Housing Authority
215 S. Martin Luther King Jr. Ave.
Waukegan, IL 60085
847-244-8500
www.waukeganhousing.com

Rockford Housing Authority
223 S. Winnebago St.
Rockford, IL 61102
815-489-8500
www.rockfordha.org