

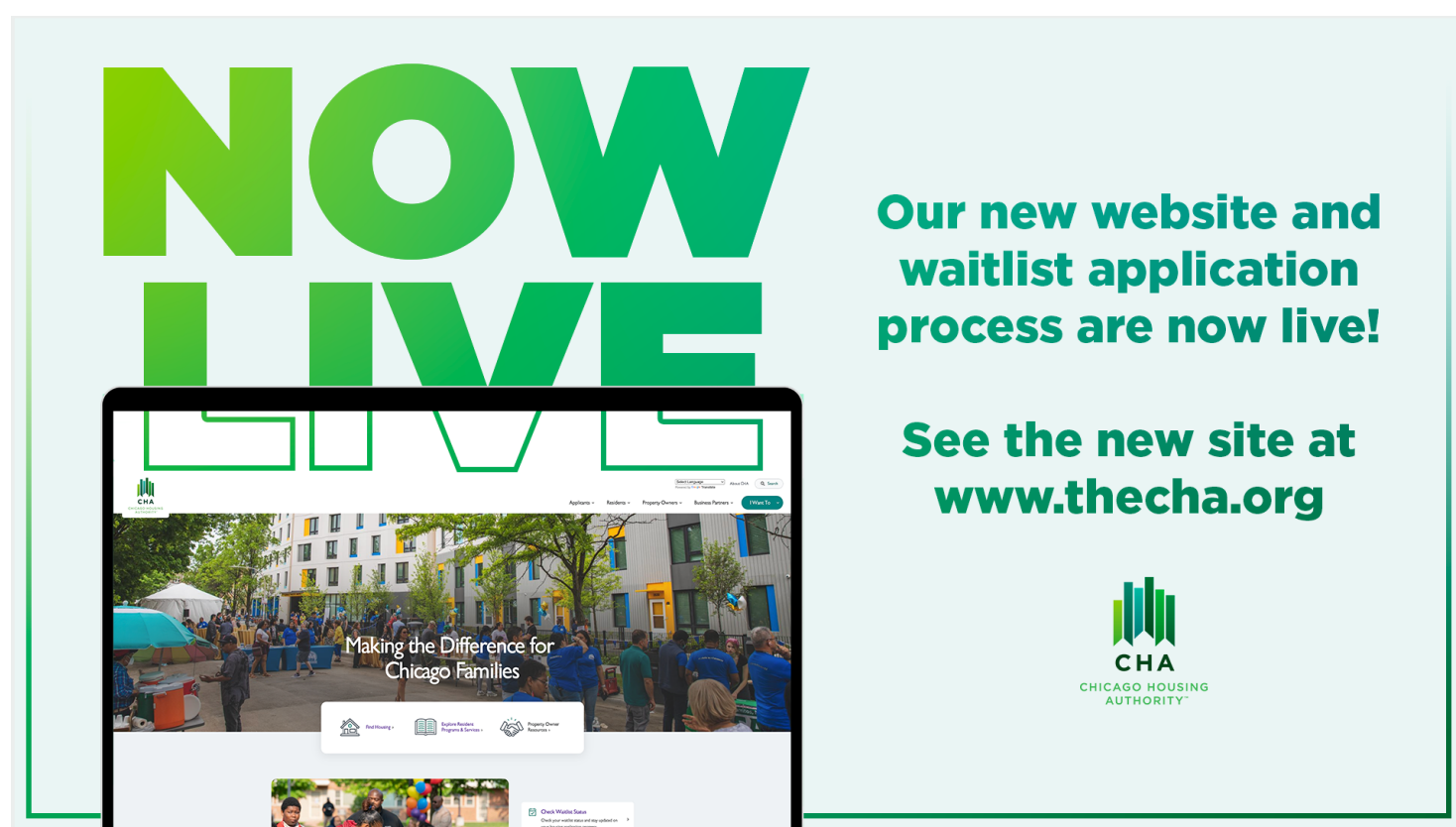
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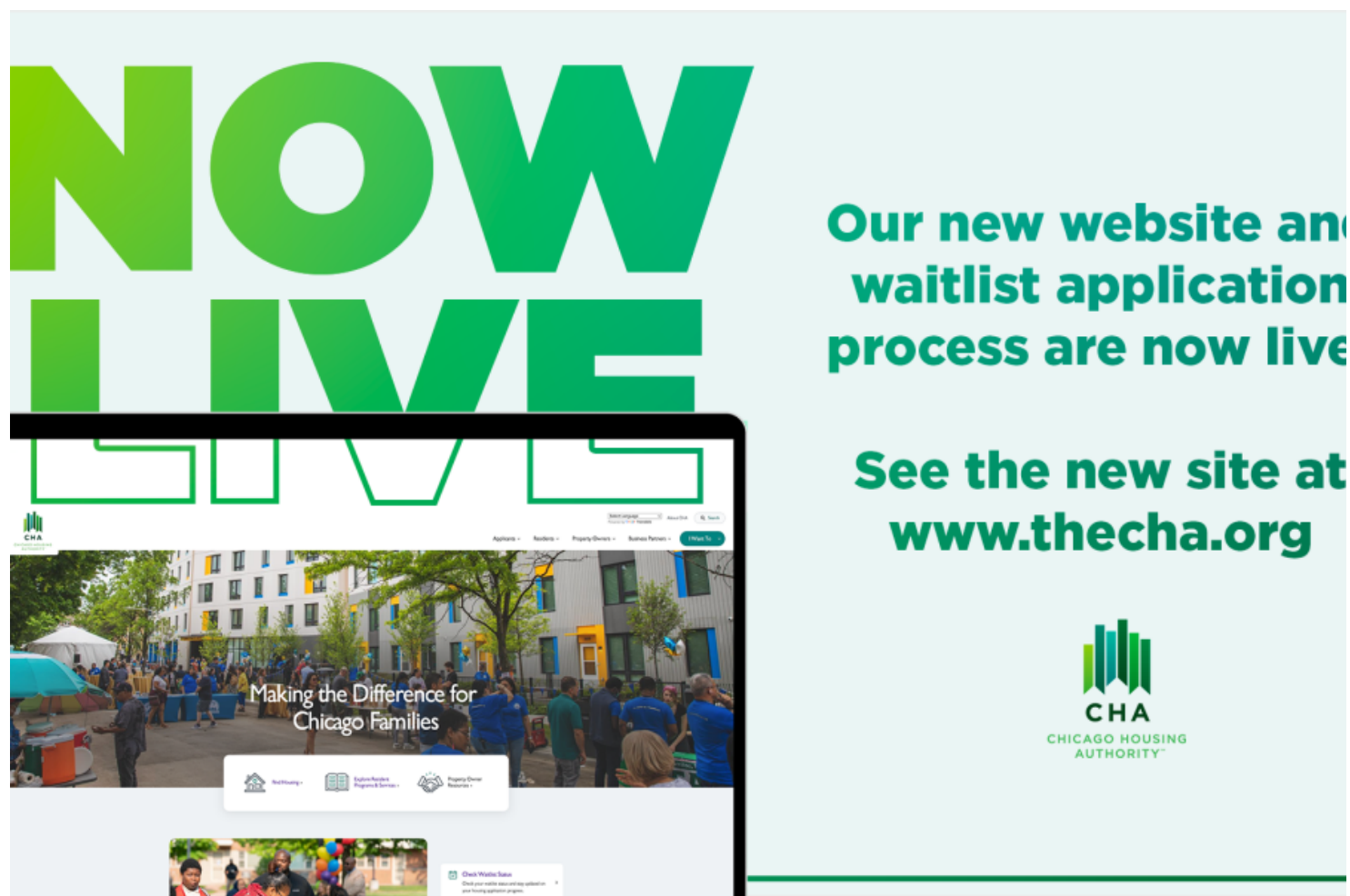
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Chicago Housing Authority launches user-friendly new website and streamlined waitlist application process

Published on November 12, 2024





CHICAGO (Nov. 12, 2024): The Chicago Housing Authority has launched a new and improved website and an enhanced waitlist application process, making it easier for everyone to find and apply for affordable housing and for CHA residents to access programs and services.

Located at www.thecha.org, the new site was developed after an extensive user research process that included in-depth interviews with current residents, waitlist applicants, property owners and business partners, along with surveys, analytic analysis and more.

Improved features of the new site and application include:

- Enhanced property search and mapping tool with the ability to filter properties by multiple criteria, including program type, community area, bedroom size and target audience
- Simplified navigation for quick access to the most important information
- Fully responsive and mobile-friendly interface for both the website and application
- ADA-compliant design to increase accessibility and inclusivity
- Streamlined, user-friendly application process that includes profile creation and option to save and come back before submitting

The new website is one of several recent CHA initiatives to enhance the customer experience. In 2024, CHA also launched its new customer experience call center to provide people with support in filling out the waitlist application and addressing other critical questions. The customer experience call center can be reached at 312-742-8500 (TTY: 866-331-3603.)

About the Chicago Housing Authority (CHA): CHA is the third largest public housing authority in the nation and the largest single owner of rental housing in Chicago. Through its public housing and voucher programs, CHA serves 135,000 people in 65,000 households across all 77 of Chicago's community areas. CHA's mission is to create and sustain strong communities where seniors thrive and everyone can unlock their economic power, ensuring that every neighborhood in Chicago has quality affordable housing and everyone feels welcome. For more information, visit www.thecha.org