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Language Assistance

**CHA can assist with free translation and interpretation.
Please call (312) 742-8500 or email chala@thecha.org.**

Need Help Now?

CHA can assist with free translation and interpretation. You have the right to understand.

Email us at: chala@thecha.org

Call us at: (312) 742-8500

Who Can Get Help?

You can get help if:

- English is not your first language
- You have difficulty understanding, speaking or reading English
- You need help with CHA services

This is called Limited English Proficiency (LEP). It is your right, under federal law, to get help.

How CHA Helps You

CHA gives free language help to LEP persons. This may include:

- Talking to someone in your language (oral interpretation)
- Bilingual staff
- Phone interpretation services
- Written translations of documents

We do this to make sure you understand your rights and can access the services you need.

What You Can Do

What Languages are Available

CHA currently offers language help in 15 languages.

- [Arabic Language Access Request Form](#)
- [Bosnian Language Access Request Form](#)
- [Bulgarian Language Access Request Form](#)
- [Chinese Language Access Request Form](#)
- [Croatian Language Access Request Form](#)
- [Hindi Language Access Request Form](#)
- [Korean Language Access Request Form](#)
- [Polish Language Access Request Form](#)
- [Romanian Language Access Request Form](#)
- [Russian Language Access Request Form](#)
- [Spanish Language Access Request Form](#)
- [Tagalog Language Access Request Form](#)
- [Ukrainian Language Access Request Form](#)
- [Urdu Language Access Request Form](#)
- [Vietnamese Language Access Request Form](#)

If your language is not listed here, help may still be available.

- Fill out the [Language Access Request Form](#).

See Our Language Access Plan

Our plan shows how CHA helps people with limited English.

- [CHA Language Access Plan at a Glance](#)
- [CHA Language Access Plan at a Glance - Arabic](#)
- [CHA Language Access Plan at a Glance - Chinese](#)
- [CHA Language Access Plan at a Glance - Hindi](#)
- [CHA Language Access Plan at a Glance - Polish](#)
- [CHA Language Access Plan at a Glance - Spanish](#)

Report LEP Violations

If you believe that CHA is not giving you proper language help, you can file a complaint:

1. CHA's Office of Diversity and Inclusion
Email: CHA_Engagement@thecha.org
2. CHA Housing Rights and Nondiscrimination
Call: (312) 913-7062
3. HUD (U.S. Government Housing Department)
Call: 800-669-9777 (Voice) or 800-927-9275 (TTY)
Visit: www.hud.gov

Watch This Video to Learn About CHA's Language Access Services:

- [CHA Language Assistance \(English\)](#)

- [CHA Language Assistance \(Spanish/Español\)](#)
- [CHA Language Assistance \(Mandarin/普通话\)](#)
- [CHA Language Assistance \(Cantonese/廣東話\)](#)
- [CHA Language Assistance \(Russian/ русский\)](#)
- [CHA Language Assistance \(Polish/ Polskie\)](#)
- [CHA Language Assistance \(Urdu/ وڌو\)](#)