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Regional Offices/Appointments

CHA's HCV Program offices are open from 8:30 a.m. – 5:00 p.m., Monday through Friday (closed weekends and in observance of federal holidays).

Note: As of November 17, 2025, CHA's Central Office (located at 60 E. Van Buren) will be closed to the public on Fridays.

For account-related assistance, HCV participant families should contact the CHA Customer Call Center by email at hcv@thecha.org or by phone at 312-935-2600 (TTY 312-461-0079). If the specialists cannot assist you, they will assign the inquiry to the appropriate team.

At CHA, HCV participant families are not assigned to a specific caseworker, but instead to one of three HCV Regional Offices. Office assignments are based on the participant family's ZIP code, or special program enrollment. See the table below for the current office assignments (subject to change) and make sure to attend appointments only at that location, unless otherwise instructed.

HCV CENTRAL OFFICE	HCV WEST OFFICE	HCV SOUTH OFFICE
60 E. Van Buren Street Chicago, IL 60605	1852 S. Albany Avenue Chicago, IL 60623	3617 S. State Street Chicago, IL 60609

New Admissions / Port Ins	60607	60615
PBV Program	60608	60616
VASH Program	60609	60617
LevelUp	60612	60619
HOME (CTO/DPA)	60618	60620
60601	60621	60628
60602	60623	60633
60603	60624	60637
60604	60629	60643
60605	60630	60649
60606	60631	60653
60610	60632	60655
60611	60634	60827
60613	60636	
60614	60638	
60622	60639	
60625	60641	
60626	60644	
60640	60646	
60642	60647	
60645	60651	
60654	60652	
60657	60656	
60659	60707	
60660		
60661		

Schedule an Appointment:

[Central Office](#)

[South Office](#)

[West Office](#)

If you are a property owner looking to schedule an appointment with the Owner Services Department, please [click here](#).

Note: Beginning September 1, 2023, all HCV Program offices will only see walk-in clients on Wednesdays. Anyone requiring assistance from back-office personnel on any other open office day will need to **schedule an appointment with the form above**. As always, anyone experiencing an emergency situation will be accommodated (wait times may vary).