



## Message from the Chief Executive Officer

Dear Resident,

Greetings. As the newest CEO of the CHA, I look forward to working with you as full partners to ensure that Chicago's Housing Choice Voucher program sets a new standard of excellence for the nation.

We have a great responsibility. As we saw this spring when more than 259,000 applications were received for the lottery that will determine the Wait List for the HCV program over the next years, the need for quality, affordable housing is as great as ever. Together we can assure that in Chicago that need is well met.

We are already making improvements. In April we listened to and heard the concerns of program participants and the need for change.

With the help of partners Quadel Consulting Corporation and CVR Associates, Inc., which now share administration of the program, and their subcontractors Thomas and Herbert and McCright and Associates, the CHA has started to carry out some of those changes, which are highlighted in this issue of Going Places.

continued on page 4

## Improving Customer Service through Full Service Satellite Offices

As part of the CHA's vision for the Voucher Program, all satellite offices will now be full service. Most Participants can now conduct virtually all of their business in one satellite office. Additional staff and resources are now available at all locations to provide improved customer service. The opening of a new satellite office on 75th Street provides even more convenience. See page 3 inside for a list of satellite offices and their zip codes served.

Each Participant will be assigned a particular office location designated to serve the majority of their needs. The location will be based on zip code for most Participants. As always, it is important to keep your letters from the CHA as they may refer you to another office location for a particular service.

continued on page 3

## New Technology Delivers Online Access to Inspections Results

As part of the CHA's goal to provide state of the art technology to program participants, we are pleased to announce the latest enhancement to our Inspections Department. Our new web-based system puts inspection information at your fingertips. Both Owners and Participants will have online access to results as quickly as one business day after the inspection is performed. CHA will continue to mail the annual inspections report.

Online access is simple and provides information, such as:

- pass or fail status
- specific deficiencies
- date and type of inspection performed.

All inspections are performed using high-tech hand-held computers, which increase both the efficiency and timeliness of inspections. The inspections data is now downloaded directly into the system — eliminating the time required for the data entry process. Once fully implemented, this process will significantly expedite access to the inspection results.

• Appointments will be scheduled using routing software, which reduces the inspectors' travel time, consequently shrinking your appointment time window. Participants will receive an

automated phone call specifying the date and time window for their annual inspections appointment. A reminder call will also be made approximately 24 hours prior to the annual inspection appointment.

We encourage you to view a demo of this new technology by logging onto <http://results.mccright.com>. Just select Tenant and type "C957UV" in the field marked Event ID as shown to the left. Then click

"Login" at the bottom of the screen.

We look forward to introducing additional services in the upcoming months.

HQS INSPECTION RESULTS SYSTEM

Landlord  Tenant

Please enter your Event ID or your Landlord VIN:

EVENT ID: C957UV

LANDLORD / VENDOR VIN: (EX: V0054055)

If you are a first time user OR if your contact information has changed, please enter below. Please allow 24 hours for update! If entering more than one event, do not delete below fields. Thank You!

(no dashes or spaces in phone number - 10 digits)

PHONE NUMBER:

EMAIL ADDRESS:

Login Start Over