



FY 2011

**Annual Report
Office of the Tenant Advocate**

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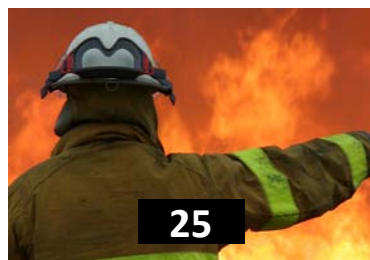
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Letter to the Mayor & The Council of the District of Columbia

On behalf of the District of Columbia Office of the Tenant Advocate (OTA), I am pleased to submit the agency's fifth annual report to Mayor Gray and the Council of the District of Columbia.

Six years ago, the Council enacted legislation that created the OTA, the first agency of its kind in the nation. Since then, the OTA has grown from its infancy to a level of maturity that I believe exceeds expectations. As this annual report shows, we have expanded the number of programmatic divisions from four to six while maintaining relatively flat budget and staffing levels. We have paid close attention to building the infrastructure necessary to achieve a specific vision for each program area, and in so doing we have been able to produce results for tenants on a daily basis.

We are constantly reassessing and adapting our practices and services to better meet the ongoing and emerging challenges of the tenant community, to be pro-active rather than reactive, and, particularly in these fiscally challenging times, to find new and innovate ways to do more with less.

In short, we are determined to grow the vibrancy as well as the capacities of this government agency, so that we do as much as we possibly can to make a positive impact for renters in all of the District's diverse communities, and to achieve our common goals of safe, decent, sanitary, and affordable housing for the sixty percent of District residents who rent their homes.

Tenants often do not know what to make of the legal challenges or the legal opportunities they have, thus in many cases they fail to make critical legal decisions in a timely way. So we developed a pro-active "rapid response" program that apprises tenants of what their rights are and what government resources are available to them, whether they face a sale of the unit they reside in, or live in a single family home that is being foreclosed upon. We also expanded our outreach services to utilize popular new technologies while also reaching more tenants in traditionally under-served populations.

I am honored by the Mayor's decision to re-nominate me to serve another term as the District's Chief Tenant Advocate. I was also humbled at my confirmation hearing by the support that I received from tenants representing a wonderful diversity of communities, and it struck me how this diversity truly makes the District of Columbia the "City" that it is. As I reflect on the progress of this young agency, I am more determined than ever to make the OTA a trend-setting model agency, and one that does its part to help make the District of Columbia "One City." Thanks for the opportunity to serve and I look forward to the challenges to come.



Johanna Shreve
Chief Tenant Advocate
D.C. Office of the Tenant Advocate







About the OTA

Mission Statement

The mission of the Office of the Tenant Advocate (OTA) is to provide technical advice and other legal services to tenants regarding disputes with landlords; to educate and inform the tenant community about tenant rights and rental housing matters; to advocate for the rights and interests of District renters in the legislative, regulatory, and judicial contexts; and to provide financial assistance to displaced tenants for certain emergency housing and tenant relocation expenses.

Programs Provided by OTA

The OTA provides a range of services to the tenant community to further each aspect of its mission.

-  **Agency Management** (Program 1000): OTA's non-programmatic activities have a direct bearing on the quality of information and services provided to the public. They include: human resource development; contracting and procurement; property management; information technology; budget and financial services; security and risk management; communications; customer service; language access; small and local business compliance monitoring; public relations.
-  **Housing Assistance, Community Service** (Program 2000): OTA advises tenants on resolving disputes with landlords, identifies legal issues and the rights and responsibilities of tenants and landlords, and provides legal and technical assistance for further action such as filing tenant petitions.
-  **Legal Representation** (Program 3000): OTA provides in-house representation for tenants in certain cases, and refers other cases to pro bono or contracted legal service providers and attorneys.
-  **Policy Advocacy** (Program 4000): OTA works with other governmental and non-governmental officials and entities, including the DC Council, the Mayor's office, executive agencies, the courts, tenant stakeholders, advocates, and others, to promote better tenant protection laws and policies in the District.
-  **OTA Educational Institute** (Program 5000): OTA conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns.
-  **Emergency Housing** (Program 6000): OTA provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, or government closures.

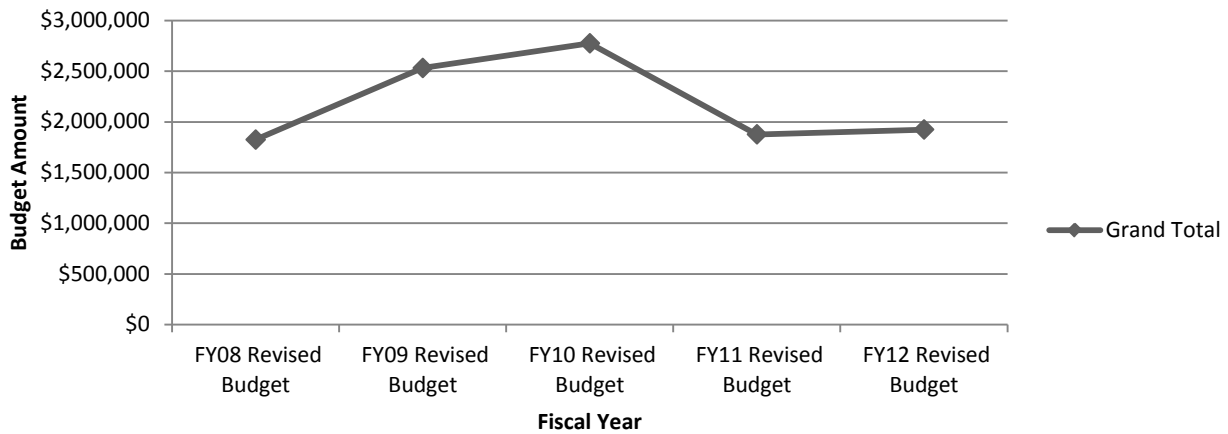


Budget Overview

Program 1000

Historical Analysis (Over 5 Years)

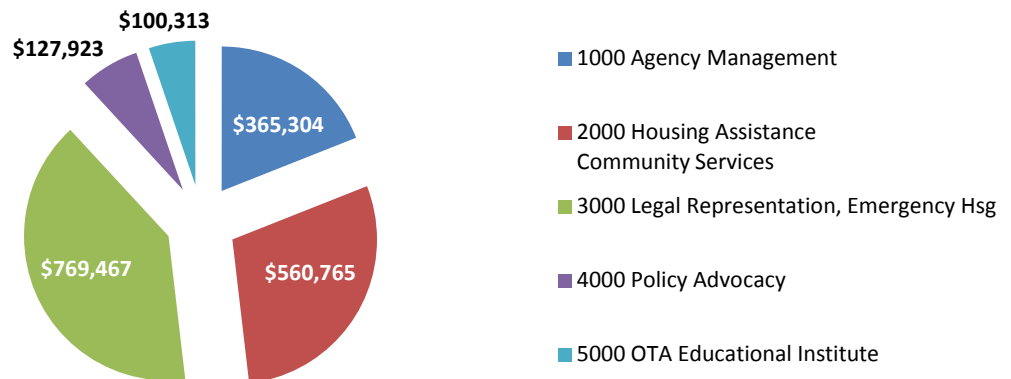
PS/NPS	FY08 Revised Budget	FY09 Revised Budget	FY10 Revised Budget	FY11 Revised Budget	FY12 Revised Budget
01 (PERSONNEL SERVICES) Total	\$688,187	\$1,218,090	\$1,234,236	\$1,183,405	\$1,126,381
02 (NON-PERSONNEL SERVICES) Total	\$1,135,847	\$1,312,262	\$1,539,552	\$692,790	\$797,390
Grand Total	\$1,824,034	\$2,530,352	\$2,773,788	\$1,876,195	\$1,923,771



FY 2012 Approved Budget (by Program)

Program	FTEs	Total PS	Total NPS	Total
1000 Agency Management	3.5	\$326,860	\$38,444	\$365,304
2000 Housing Assistance Community Services	4.0	\$251,600	\$309,165	\$560,765
3000 Legal Representation, Emergency Housing*	4.0	\$377,327	\$392,140	\$769,467
4000 Policy Advocacy	1.0	\$108,986	\$18,937	\$127,923
5000 OTA Educational Institute	1.0	\$61,608	\$38,705	\$100,313
Total	13.5	\$1,126,381	\$797,390	\$1,923,771

*The Emergency Housing program becomes separate programmatic division in FY 2013. See programmatic division layout in "About the OTA."





Public Relations

Program 1000

The OTA greatly expanded its public relations which included the use of the following outreach platforms:

Radio

In September, the Chief Tenant Advocate discussed tenant issues on WTOP's "The Politics Program" with Mark Plotkin. OTA's education and outreach campaigns included other radio stations such as El Sol and WPGC.

Bus Campaign

A 4-week OTA bus campaign included king-size bust posters and interior cards. According to "CBS Outdoor," this campaign resulted in approximately 4,390,000 total "impressions."

Web

OTA continued to expand its outreach via the internet, including the OTA website, the OTA newsroom, and new

social media platforms such as Twitter, Facebook, and YouTube. The OTA website received 31,926 visits this past year. See "OTA Online" for more information.

Newspaper

OTA's education and outreach campaigns included local newspapers such as the Hill Rag, East of the River, DC North, the North West Current, the Beacon, and the Washington Post.

Other public relations platforms include mailings to Churches, Tenant Associations and directly to tenant households—OTA sent mailings to over 191 churches and 165 Tenant Associations in the District informing members of OTA events and services; distributions of fliers and posters in public areas, giveaways, e-blasts and stakeholder meetings also served as effective means to inform the tenant community.



Program 2000

Housing Assistance & Community Service



Case Management

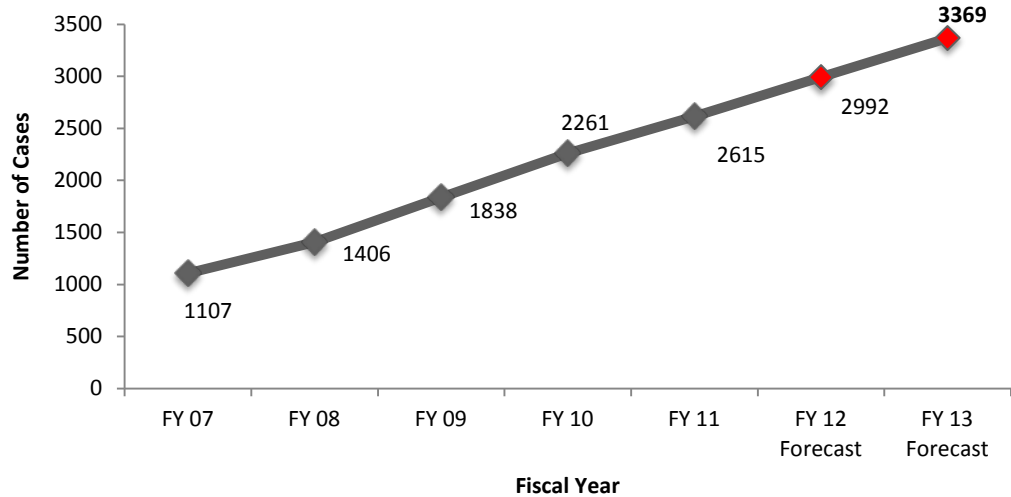
Program 2000



The OTA provides advice, analysis, and technical assistance to tenants regarding rental housing disputes with landlords.

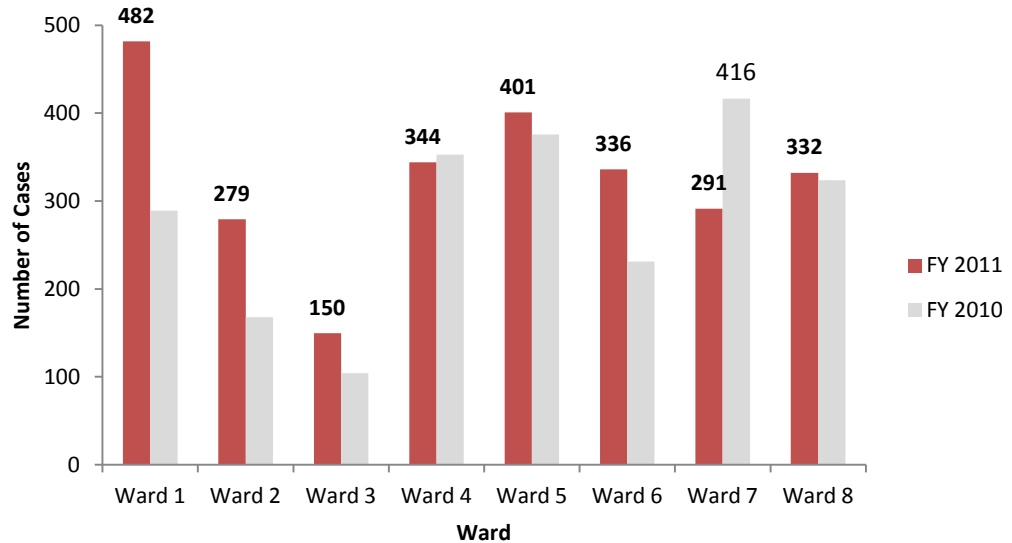
Case Growth (7 years)

The OTA served 5,544 individual tenants in 2,615 separate cases this past year through the intake process. This caseload represents a 15.7% increase from the previous year.



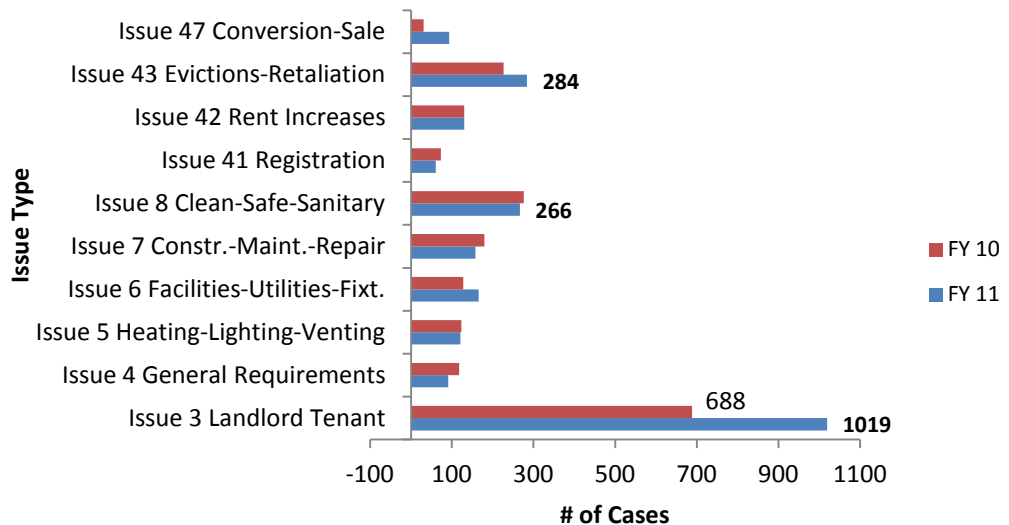
Intake Cases by Ward

More tenant intake cases came from Ward 1 than any other Ward (482 or 18.4% of all intake cases District-wide). Ward 3 accounted for the fewest (150 or 5.7%). The greatest increase (67%) occurred in Ward 1 and the greatest decrease (30%) occurred in Ward 7.



Tenant Issues

More intake cases fell under "Issue 3: Landlord Tenant" than any other issue category (1,019 or 39% of all intake cases). This category includes security deposits, disputed lease provisions, and disputed rental payments. The next highest issue category was "Issue 43: Eviction-Retaliation" (284 or 11%). Please note: the issue number and name correlates to the relevant chapter of the Housing Title (Title 14 of the municipal regulations).



Rapid Response Program



The OTA is proactively engaged in a rapid response program that is responsible for educating and informing tenants. Upon receipt of certain litigation or other legal material, the OTA immediately sends letters to affected tenants to apprise them of their rights and of the OTA's availability to provide further assistance relating to the following issues:

Foreclosure: "dear occupant" letters are sent to residents of all properties listed for foreclosure sales to apprise any tenants of their rights during and after foreclosure.

Preventions of Illegal Evictions: "501(f)" letters are sent to residents of any property for which the owner has applied to the Rent Administrator for approval to issue 120-day notices to temporarily vacate the tenants while alterations and renovations are made to the building.

Tenant Right to Purchase Act (TOPA): letters are sent to tenants whose have received an "Offer of Sale" (starting in 2012, letters will also be sent to tenants who receive a non-sale "Notice of Transfer").

Housing Provider Petitions: letters are sent to all tenants served with a housing provider rent increase petition under the rent control law (Voluntary Agreement, Capital Improvement, Hardship Petition, Substantial Rehabilitation, Services & Facilities).

Tenant Petitions: letters are sent to all tenants who file a TP with the Rent Administrator and who appear not to have legal representation.

OAH Mediation and Hearings: letters are sent to tenants who are parties to cases scheduled for an OAH hearing or mediation and who appear not to have legal representation.



Triggering Issues

TOPA

Foreclosure

Housing Provider
Petition Filed (& Received by OTA)

Tenant Petitions
Filed (& Received by OTA)

Preventions of Illegal Evictions

Mediation /
Hearing Notices

OTA Action

- **Receipt of Information**
The OTA receives a report or document set regarding legal action involving particular renter households.
- **Determine Households Affected**
The OTA conducts research and determines which households are affected and thus need outreach.
- **Send Letter to Households**
The OTA sends letters to each affected household to apprise tenants of their rights, the OTA's availability to provide further assistance, and other resources as appropriate.

This past year, the OTA's Rapid Response program served **1,809 District households.**

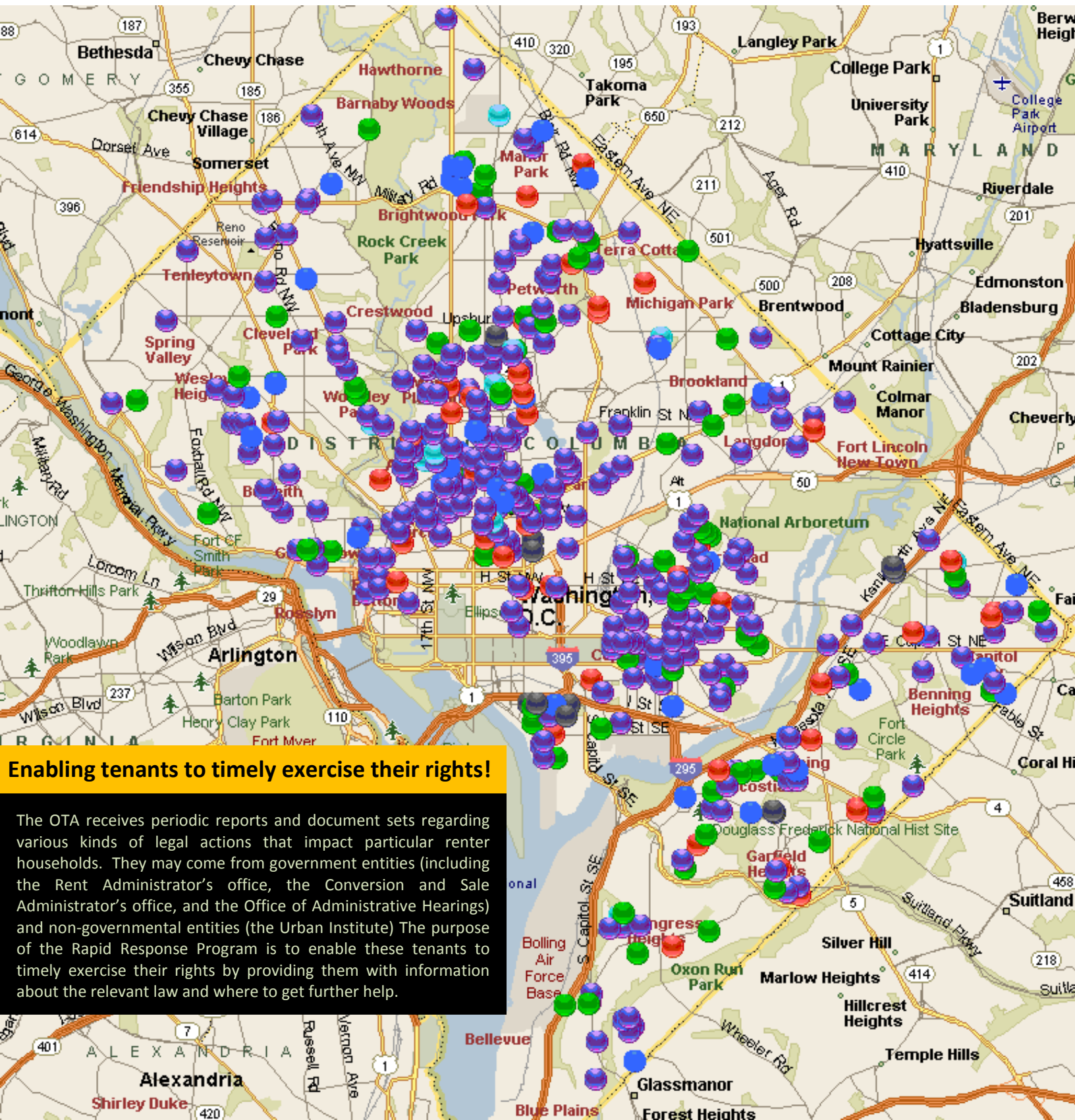




FY 2011 Rapid Response Map

Map shows locations of households that received outreach from the Rapid Response Program. TOPA was the most common "rapid response" issue, with OTA outreach letters going to 1,062 households. Note: one dot may represent multiple households at a single address or a single large apartment building.

501(f)
 Foreclosure
 Housing Provider Petitions Filed
 Mediation / Hearing Notices
 Tenant Petitions Filed
 TOPA



Enabling tenants to timely exercise their rights!

The OTA receives periodic reports and document sets regarding various kinds of legal actions that impact particular renter households. They may come from government entities (including the Rent Administrator's office, the Conversion and Sale Administrator's office, and the Office of Administrative Hearings) and non-governmental entities (the Urban Institute). The purpose of the Rapid Response Program is to enable these tenants to timely exercise their rights by providing them with information about the relevant law and where to get further help.





Program 2000

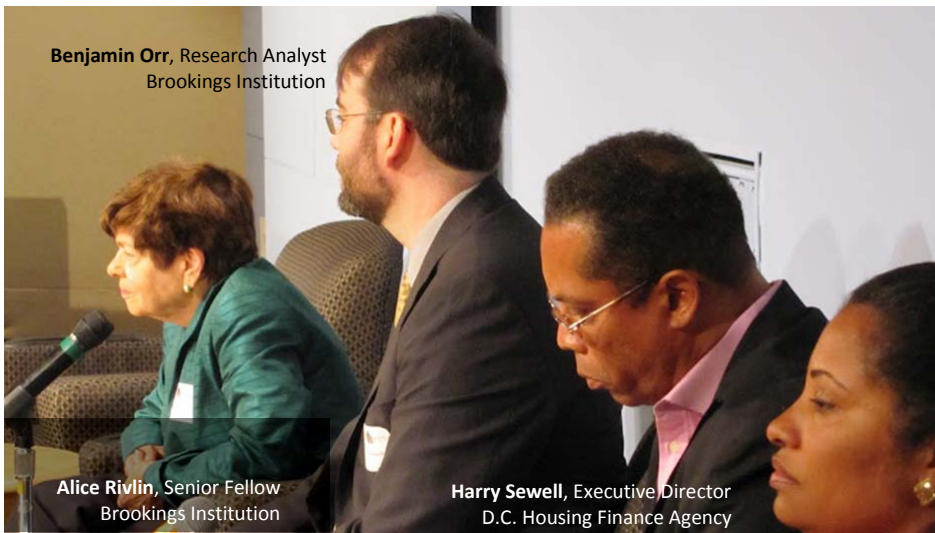
Tenant Summit

The Office of the Tenant Advocate held its Fourth Annual Tenant & Tenant Association Summit on September 17, 2011 at the Kellogg Conference Center of Gallaudet University. We are pleased that the Summit had its highest attendance yet, with 504 participants for the event. The four Summits combined have totaled a cumulative 1,400 participants.

This year's Summit focused on a progress report for the 2006 "Comprehensive Housing Strategy Task Force Report"; reforms to the Rental Housing Act of 1985; affordable housing in the District; and federal housing programs. Attendees were offered a diverse choice of educational sessions to attend, and were also given the chance to visit 2 onsite clinics—a Tenant Legal Consultation clinic, and an Elderly/Disabled Tenant Rent Control Registration clinic.

To download a complete copy of the Fourth Annual Tenant & Tenant Association Summit as well as more information on the educational sessions that were available, please visit OTA online at www.ota.dc.gov

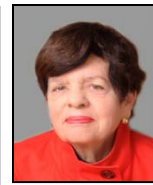




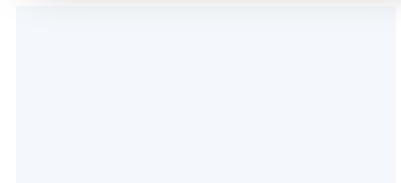
Benjamin Orr, Research Analyst
Brookings Institution

Alice Rivlin, Senior Fellow
Brookings Institution

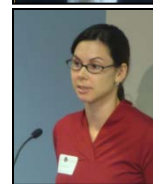
Harry Sewell, Executive Director
D.C. Housing Finance Agency



The Honorable Michael A. Brown
At-Large Member of the D.C. Council



Theresa Lewis, Acting Rent Administrator
Dept. of Housing and Community Dev.



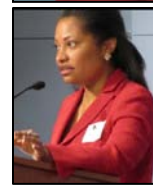
Bob Pohlman, Executive Director
CNHD

Jenny Reed, Policy Analyst
DC Fiscal Policy Institute

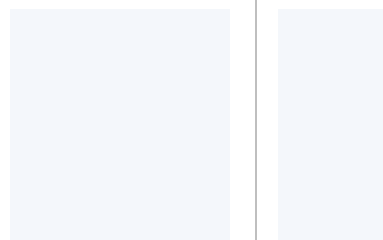
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The Honorable Mary Cheh
Councilmember Ward 3



Adrienne Todman, Executive Director
DC Housing Authority



Mary Ann Henderson, Director
HUD --Baltimore Multifamily Hub



Linda Leaks, Affordable Housing Org
Empower DC



Johnny Barnes, Executive Director
ACLU-Nation's Capital

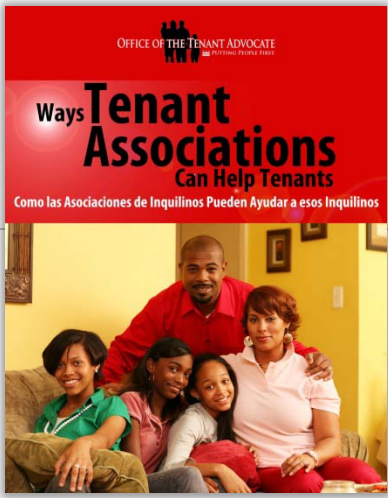


Political Commentator Mark Plotkin



Linda Couch, Sr. VP of Policy
NLIHC





**Delores Anderson, CMS
OTA**



**Jennifer Berger, Attorney
AARP Legal Counsel for the Elderly**



**Carolyn King
Dept. of Insurance, Securities and Banking**



**Drew Hubbard, Committee Clerk,
D.C. Council Committee on Housing
and Workforce Development**



**David Conn, Attorney
Tenant Action Network**



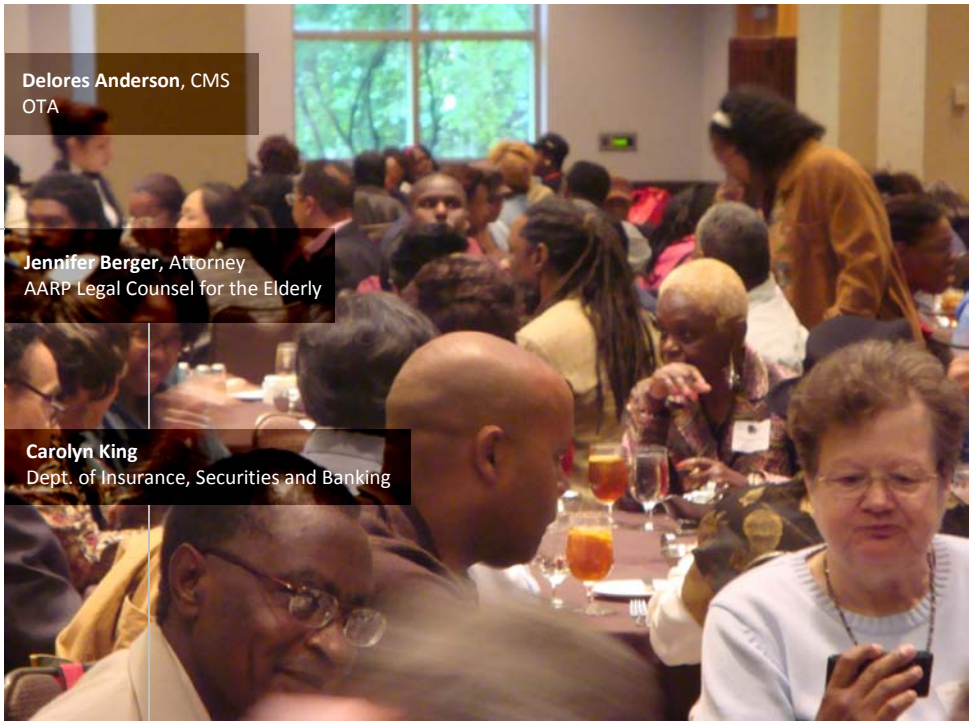
**Cynthia Pols, Vice President
Briarcliff Tenant Association**



**Mary Young, Chairperson
Idaho Terrace Tenant Association**



**Tom Gregory, Member of the Board
of Directors 4000 Mass. Ave. TA**



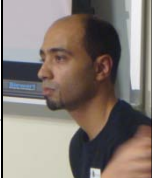
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**The Honorable Muriel Bowser
Councilmember Ward 4**



**Manuel Bolanos, CMS
OTA**



**Hicham Mokhtari, PSS
OTA**





Program 3000

Legal Representation

Legal Representation

The OTA provides in-house legal representation in certain “high-impact” cases, and refers others to pro bono or contracted legal service providers and attorneys. This past year the OTA provided full representation to 536 individual and tenant association clients, and provided substantial legal advice -- including assistance with drafting legal documents -- to 227 individual tenants and tenant associations. The Legal Division provides the following services:



In-House

Provides legal representation in judicial and administrative actions if certain criteria are met, or assists tenants in finding other representation.

Legal Rights

Advises tenants of their legal rights, individually and in group settings.

Representation

Tenant Petition Filing

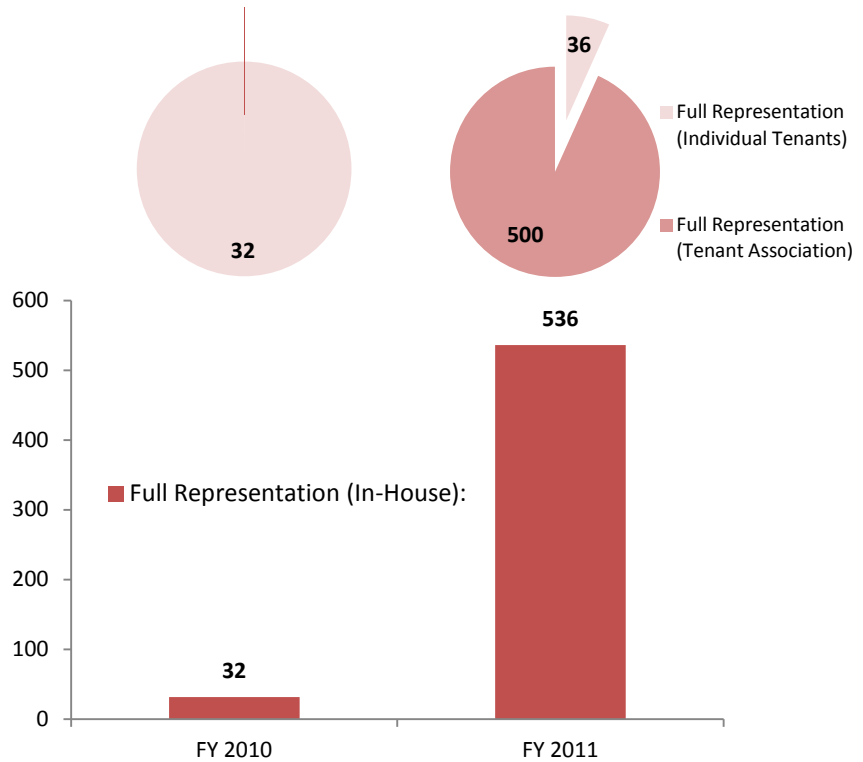
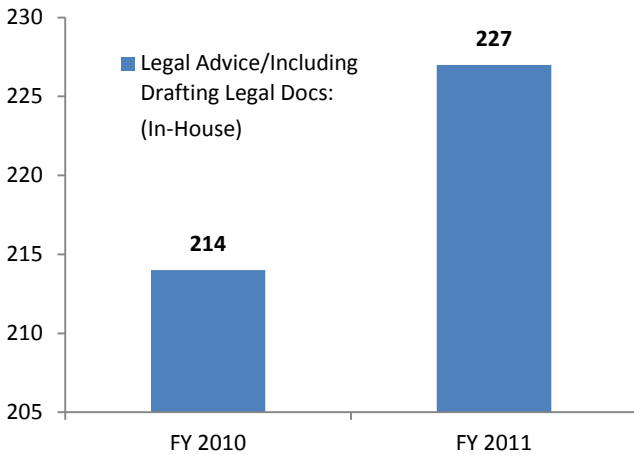
Assists tenants in completing and filing tenant petitions and drafting other court documents.

Resolution

Assists tenants in mediation and other alternate dispute resolution forums, including direct negotiation with landlords.

Tenant Hotline

Provides a web-based “Ask the Director” forum and responds to Mayoral, Council, inter-agency, and community inquiries about tenant rights and rental housing law.



External

Through partnering with the OTA, a legal service provider reported providing legal representation to over 272 District tenants in the fiscal year. See next page for examples of cases.

Elderly Woman in Wheelchair

Case: Elderly woman confined to wheelchair was sued for eviction for criminal activity of her relatives.

Resolution: Case settled with an agreement that the client could keep her public housing as long as she banned the relatives.

Case: Wheelchair bound tenant was at risk of eviction for damaging the carpeting in his apartment.

Resolution: A request for a reasonable accommodation was made to transfer the tenant to a comparable unit with tile floors.

Reasonable Accommodation

98 & 103 Years Old

Case: Housing provider tried to increase rent from \$300 to \$1200 per month for 2 elderly women (sisters) while housing code violations existed in their units.

Resolution: Housing provider made significant repairs, withdrew the rent increase, and agreed to dismiss the eviction action. Value: \$12,000 per tenant

Repairs Needed

Case: Housing provider failed to make necessary repairs, including failure to provide adequate heat or a secure door for the apartment.

Resolution: Repairs complete to the client's and housing inspector's satisfaction.

Spanish Speaking Senior-No Water

Case: Senior's apartment was in deplorable condition including no running water.

Resolution: Housing provider made all outstanding repairs and agreed to forego rent increases for two years. Value: \$18,500

Case Value

A legal service provider partnering with the OTA reported that its case settlements had an attributed value

of over **\$91,300**. These

dollars come back to the tenant in the form of reduced rent and other court judgments following legal action.



Policy Advocacy



One of the OTA's statutory duties is to "represent the interests of tenants and tenant organizations in legislative, executive, and judicial issues, including advocating changes in laws and rules" (D.C. Official Code § 42-3531.07(2)). This core mission requires attention to all realms of policy-making, and continual dialogue with the D.C. Council, the Mayor's office, sister agencies, the courts, stakeholders, and interested others, to ensure that the rights and interests of the tenant community are protected and promoted. Once again in 2011, the OTA's Policy Advocacy Division was active in the legislative, executive, and judicial arenas:

Legislation

In 2011, the OTA helped draft -- or provided the Council and Mayor's Office with testimony or recommendations regarding -- key rental housing-related legislation in a broad range of issue areas, including:

1. Bill 19-0076, the "Inclusionary Zoning Amendment Act of 2011" (to target the IZ program towards specific categories of vulnerable residents)(OTA contributed to executive testimony delivered by DHCD, available on the OTA website)
2. Bill 19-0134, the "Nuisance Abatement Special Purpose Revenue Fund Amendment Act of 2011" (to prioritize DCRA's use of the Nuisance Abatement Fund so as to prevent tenant displacements and to extend the tax lien authority to cover OTA's emergency housing expenditures)
3. Bill 19-0164, the "Schedule H Property Tax Relief Act of 2011" (to broaden the low-income homeowner and rental payment tax credits to apply to more District tenants)(see testimony on the OTA website)
4. Bill 19-0190, the "Tenant Security Deposits Clarification Amendment Act of 2011" (to give OAH jurisdiction over disputed security deposits as well as the disputed interest on security deposits)(see testimony on the OTA website)
5. Bill 19-0250, the "Visitability Requirements Act of 2011" (to require newly constructed, District financial assisted, single family homes and townhomes to meet minimum standards of visitability for persons with disabilities)
6. Proposed Resolution 19-0173, the "Rental Housing Commission Ronald A. Young Confirmation Resolution of 2011"
7. Proposed Resolution 19-0174, the "Rental Housing Commission Marta W. Berkley Confirmation Resolution of 2011"
8. Proposed Resolution 19-0453, the "Chief Tenant Advocate of the Office of the Tenant Advocate Johanna Shreve Confirmation Resolution of 2011"

Rulemaking & Other Inter-Agency Matters

In 2011, the OTA published proposed rulemaking for the District's Emergency Housing Assistance Program (EHAP) and received comments in an extended public comment period. EHAP provides assistance to tenants displaced from apartments rendered uninhabitable by events such as building closures and fires. The assistance may consist of short-term hotel or motel stays, and payments for relocation expenses such as moving and storage, rental application fee, first month's rent, security deposit, and utility deposit.



Rulemaking & Other Inter-Agency Matters Continued...

The OTA also provided comments on a number of rulemakings and other actions by sister agencies that will affect District tenants, including:

1. DCRA Proposed Rulemaking regarding Building Closures
2. DCRA Emergency and Proposed Rulemaking regarding Housing Inspections
3. Office of Human Rights Proposed Rulemaking regarding Victims of Domestic Violence and Housing
4. Rent Administrator "section 501(f)" actions regarding housing provider applications for approval to temporarily relocate tenants while renovations and alterations are made to the building
5. The Construction Code Coordinating Board's draft revisions to the District's building codes based on the 2009 International Construction Code, in particular provisions in the Property Maintenance Code regarding landlord and tenant extermination responsibilities (the CCCB's draft revisions are now pending OAG review)

Judicial Comments

The work of the Policy Advocacy and Legal Divisions may overlap whenever a judicial or administrative court renders a decision interpreting new law or regulations. In 2011, the OTA submitted an "amicus letter" in a case of first impression for the Office of Administrative Hearings (OAH), regarding an ALJ's interpretation of the recently enacted "Tenant Organization Petition Standing" law. The two divisions collaborated on the OTA's response to other litigation challenges such as a housing provider motion to disqualify an OTA attorney from an OAH case on alleged statutory and Constitutional grounds.

STAKEHOLDER AND SUMMIT PRESENTATIONS

(See Tenant Summit page)

In addition to providing regular legislative and rulemaking updates to stakeholders, the OTA holds monthly stakeholder meetings to discuss emerging issues and policy developments of concern to the tenant community. (See OTA Stakeholders Page)

OTA's Policy Advocacy Goals for 2012

Building on progress made in 2011, the OTA's policy advocacy goals for 2012 include:

1. Council consideration and enactment of:
 - Rent control reform: to address affordability, enforcement, and other concerns with the existing law (OTA and stakeholders are working with the Committee on Housing and Workforce Development on draft legislation)
 - Nuisance Abatement Fund reform: to prioritize the Fund to prevent closures of tenant-occupied buildings (relevant legislation was introduced in 2011)(we are informed that the Committee on Public Services and Consumer Affairs plans to hold a hearing on this measure by mid-year)
 - Tenant Security Deposit Clarification: to give OAH jurisdiction over disputes regarding the security deposit as well as the interest on the security deposit (the Committee on Housing and Workforce Development marked up Bill 19-190 in January and we anticipate Council action in February)
 - D.C. Tenant Bill of Rights: to require the tenant rights summary to be attached to every lease issued in the District (we are informed that Councilmember Alexander plans to co-introduce this measure with other Councilmembers including past sponsors by mid-year)
2. Final Rulemaking for the OTA's Emergency Housing Assistance Program (EHAP), including meeting high transparency standards for responses to public comments (in 2011, the OTA published Proposed Rulemaking and received comments in an extended comment period)
3. Renters' Insurance: to continue to explore ways, in consultation with the Department on Insurance Securities and Banking, to promote renters insurance in the District to reduce the costs of a disaster both to the tenant and to the District
4. Energy conservation: to continue to promote a balanced approach to energy conservation in the rental community, in partnership with environmental advocates and sister agencies, including with the Office of the People's Counsel

Stakeholder Meetings Over the Past Year

Jan. 2011

OTA Website &
Resources

Feb. 2011

Federal Housing
Budget

March 2011

OTA Rule-
making for
EHAP

April 2011

Judge Wright
Housing
Conditions
Calendar

May 2011

OAH Rules for
Rental Housing
Cases

June 2011

Urban Institute
Rent Control
Report

Oct. 2011

DC Council Staff
Rental Housing
Legislation

Nov. 2011

DC Fiscal Policy
Institute
Schedule H
Renter Tax Credit

Jan. 2012

CM Michael
Brown
Rent Control
Reform



Program 4000

OTA Stakeholders

OTA regularly apprises advocates and other members of the rental housing community of legislative and regulatory developments, and provides opportunities -- including a monthly general meeting -- to participate in the development of policy goals and proposals (See Policy Advocacy Section).

To become a member, and to receive alerts and notices relating to Stakeholder Meetings, please visit www.ota.dc.gov and click "Stakeholder Meetings."



Is your rental unit under **rent control?**

Are you **62** Years or older?

Do you have a **disability?**

Schedule a Free Workshop on
Rent Control Protection for the Elderly and Persons with Disabilities
By visiting www.ota.dc.gov

OTA Educational Institute (OEI)



OEI provides the tenant community with educational resources including topical presentations and forums; educational brochures and other materials (both on-line and hard copies) regarding rental housing laws, rules and regulations, and policies; organizing and maintaining tenant associations; and other matters of interest to tenants.

OTA offers a variety of Educational Workshops

OTA develops and presents workshops on various tenant issues and offers educational handout materials as well as web based eLearning materials. Workshops are held at the OTA as well as in the community at various locations. Some workshops include:

- The District’s Affordable Housing Programs in a Rent Control
- My First Time Renting
- Tenant Rights 101 (Available in Spanish)
- Tenant Associations: Building Community through Empowerment
- How to File a Tenant Petition
- Elderly / Disabled Tenant Rent Control Registration Workshop (See Map)
- Lease 101
- TOPA Rights



NEW Additions to the OEI

Online educational materials are being enhanced to include new interactive applications.

New Apps

Speaker Series

The OTA has developed a framework for a new “Speaker Series” initiative that will bring community leaders to the OTA to address issues emerging within the tenant community.

Resource Center Expansion

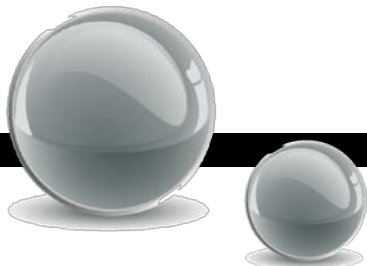
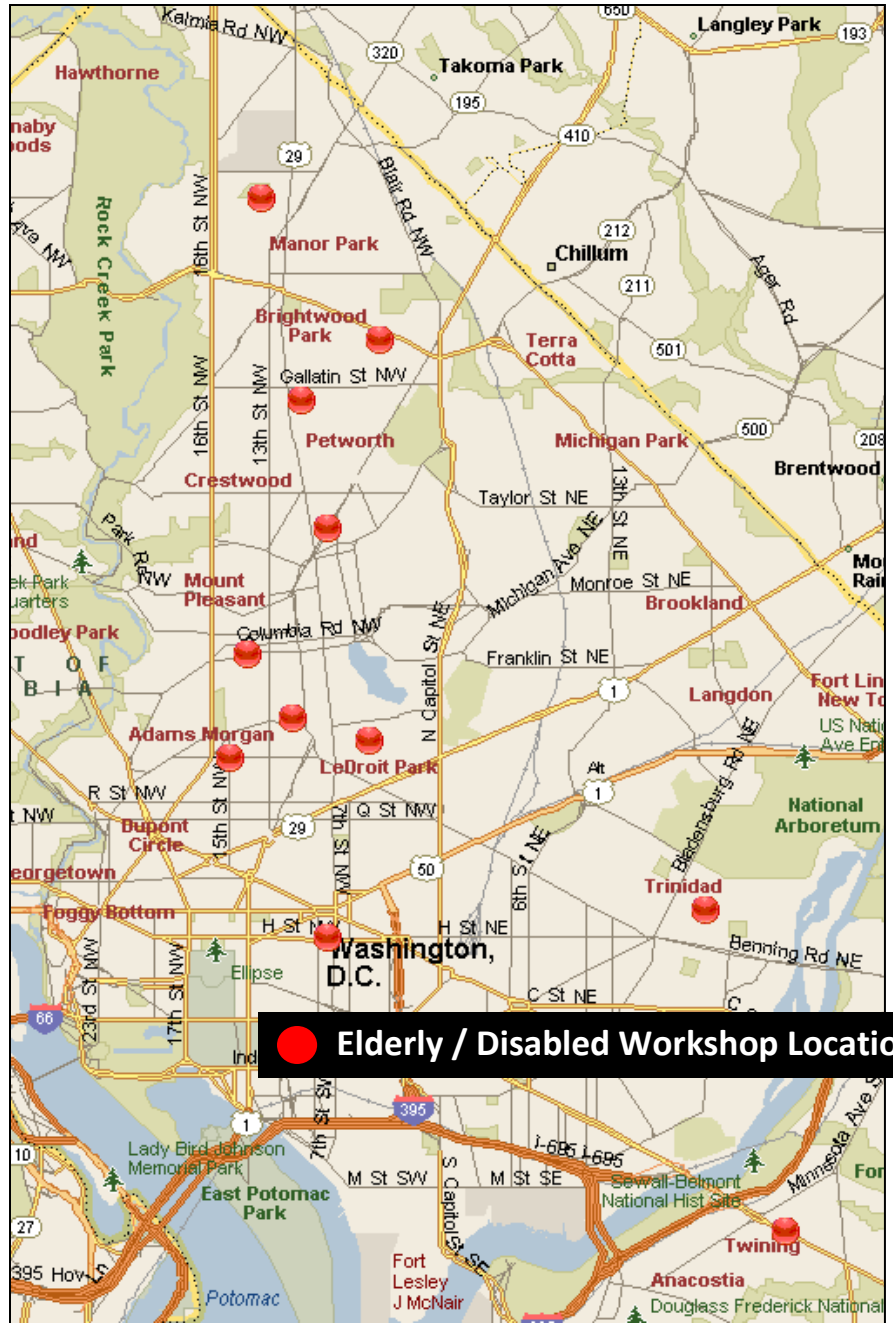
The OTA Resource Center is being expanded to include more educational materials including “take - aways” and interactive materials on Resource Center computers.

The OTA held **11** Elderly / Disabled Tenant Rent Control Workshops in the community.

These workshops are aimed at elderly and disabled tenants for whom it may be difficult to leave their homes to complete applications necessary to qualify for lower rent caps under the rent control law. The OTA brings the workshops to the tenants—to senior service centers and apartment building locations. Eligible attendees are able to fill out the necessary applications on-site, which the OTA processes for them on-site.

This map shows the 11 locations in the District where the workshops took place for the over 227 participants in FY 11.

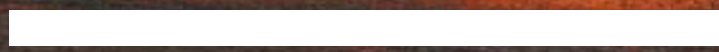
Note: Users can visit www.ota.dc.gov to request an OTA Workshop at a specific location.





Program 6000

Emergency Housing





Program 6000

Emergency Housing

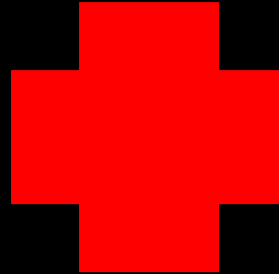
The OTA provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods or government closures through providing the following services—

Provides temporary housing solutions that allows tenants to focus on new housing alternatives;

● Hotel Accommodations

● Storage

Assists tenants with packing, moving and storage of personal possessions for up to 60 days;



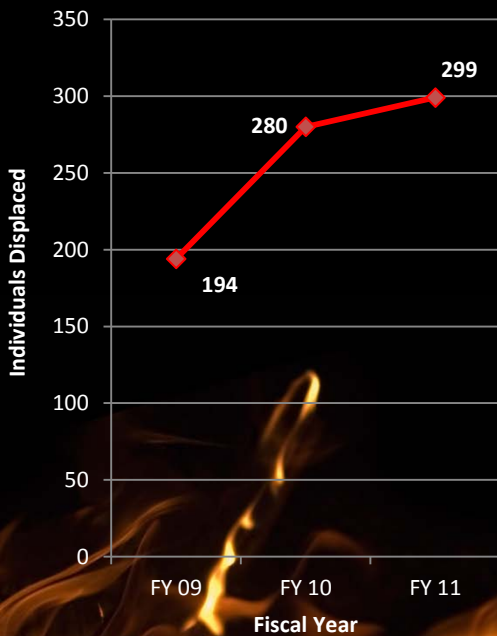
● Financial Assistance

Provides first month's rent, security and/or utility deposits and application fees for replacement rental housing;

● Coordination of Services

Coordinates with other District agencies and community-based organizations to ensure that appropriate services are provided to displaced tenants.

Displaced Due to Emergency



Individuals Displaced/Cases

FY 2011

299

Displaced Individuals

111 Emergency Housing cases

FY 2010

280

Displaced Individuals

95 Emergency Housing cases

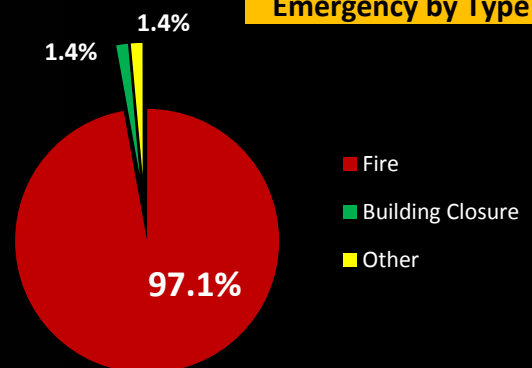
FY 2009

194

Displaced Individuals

86 Emergency Housing cases

Emergency by Type (FY 11)





120,036

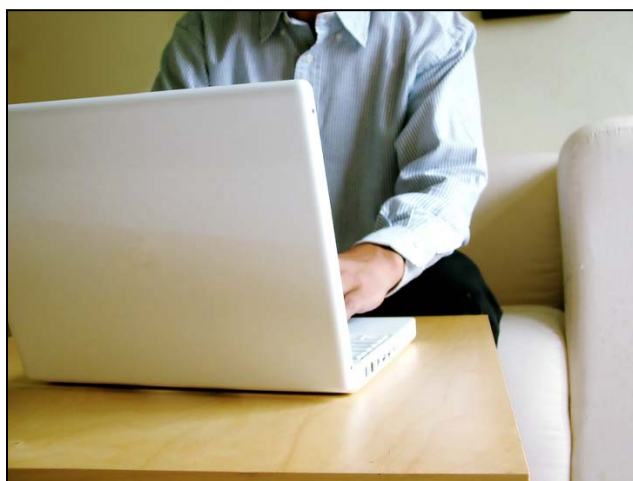
Online page views in FY 2011

ota on the web

OTA on the Web

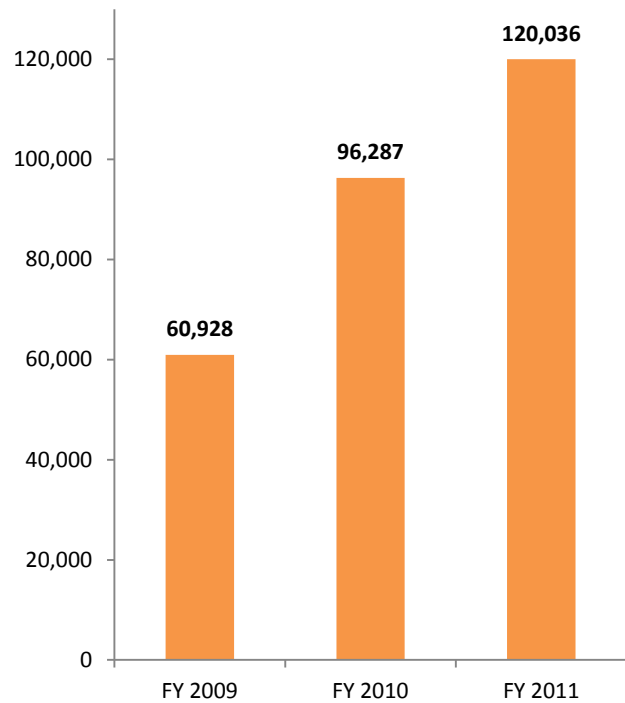
The OTA recognizes the importance of accessibility. The web is increasingly becoming the method by which the public chooses to get its information. That is why the OTA continues to broaden its outreach through the use of the web. Last year, the website had 35,396 hits, a **114.4% increase** over 2009 (16,507).

Initiatives like the OTA's Tenant Hotline allow for the public to ask questions online. In FY 11, the OTA received and responded to 232 online inquiries through the Tenant Hotline program, and expanded the number of online downloadable materials. The number of hits for the OTA Newsroom spiked last year, as tenants increasingly uses it to stay abreast of developing rental housing issues and agency events. In FY 11, the OTA website had 97 visitors per day.

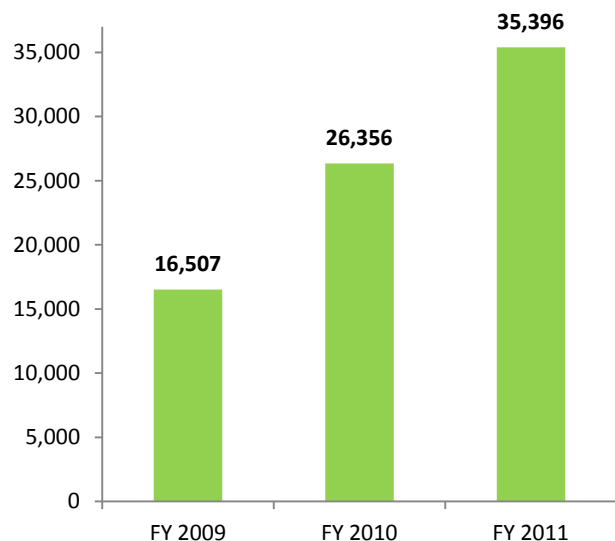


www.ota.dc.gov

Online Page Views ■



Hits



Acknowledgements

The Chief Tenant Advocate wishes to acknowledge the tireless efforts of all those who helped further the agency's mission this past year, including:

All OTA Staff

Delores Anderson, Case Management Specialist
Manuel Bolanos, Case Management Specialist
Joel Cohn, Legislative Director
Charles E. Davis, Program Analyst
Andy Gibbs, Attorney Advisor
Horace Lassiter, Paralegal
Christopher Lucas, Case Management Specialist
Hicham Mokhtari, Program Support Specialist
William Smith, General Clerk
Linda Sun, Case Management Specialist
Amir Sadeghy, Attorney Advisor
Dennis Taylor, General Counsel
Tamela Tolton, Staff Assistant

All participants of the Annual Tenant Summit

Special Thanks To:

Mayor Vincent C. Gray
Councilmember Jim Graham, Ward 1
Chairman Kwame Brown, Council of the District of Columbia
Councilmember Michael A. Brown, At-Large
Councilmember Muriel Bowser, Ward 4
Councilmember Mary Cheh, Ward 3
Councilmember Harry Thomas, Jr., Ward 5

Expert Panelists and Presenters at the September 17, 2011 Annual Tenant Summit

Johnny Barnes, Executive Director, ACLU-Nation's Capital
Jennifer Berger, Supervisory Legal Aid Attorney, AARP Legal Counsel for the Elderly
David Conn, Attorney, Tenant Action Network
Linda Couch, Senior Vice President for Policy, National Low Income Housing Coalition
Tom Gregory, Member of the Board of Directors, 4000 Mass. Ave. Tenant Association
Drew Hubbard, Committee Clerk, D.C. Council Committee on Housing and Workforce Development
Linda Leaks, Affordable Housing Organizer, Empower DC
Theresa Lewis, Acting Rent Administrator, DHCD
Benjamin Orr, Research Analyst, Brookings Institution
Bob Pohlman, Executive Director, CNHED
Cynthia Pols, Vice President, Briarcliff Tenant Association
Jenny Reed, Policy Analyst, DC Fiscal Policy Institute
Alice Rivlin, Senior Fellow, Brookings Institution
Harry Sewell, Executive Director, D.C. Housing Finance Agency
Adrienne Todman, Executive Director, DC Housing Authority
Mary Young, Chairperson, Idaho Terrace Tenant Association
Mary Ann Henderson, Director, HUD --Baltimore Multifamily Hub

Special thanks to Political Commentator Mark Plotkin for being Luncheon Speaker at Tenant Summit

Jim McGrath, TENAC Chairman
Special thanks to Justin Swain for Photography

Committed Members of the OTA Stakeholder Group

All tenants and tenant associations that have worked with the OTA.



Jeanne Williams
July 30, 1950 - July 31, 2011



The OTA dedicates this year's Annual Report to the memory of Jeanne Williams, whose stalwart and selfless devotion to the tenant community serves as an example for the rest of us.



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