

TENANT RESOURCE **GUIDE**

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Office of the Tenant Advocate (OTA)
899 North Capitol Street, NE, Suite 6200
Washington, DC 20002
Phone: (202) 719-6560
ota.dc.gov

GOVERNMENT RESOURCES

Office of the Tenant Advocate (OTA)

899 North Capitol Street, NE, Suite 6200
Washington, DC 20002
Phone: (202) 719-6560
ota.dc.gov
YouTube: tinyurl.com/YoutubeOTA

OTA provides legal, policy advocacy, emergency housing, education, & community outreach services to District renters. OTA's Legal Branch provides brief legal services & limited or full legal representation to tenants.

OTA's Policy Advocacy Branch works with governmental & community partners & entities, tenant stakeholders, advocates, & others to promote better tenant protection laws & policies in the District.

OTA's Emergency Housing Assistance Program (EHAP) collaborates with government partners to support tenants who have been displaced by government closures & fires.

OTA's Education & Outreach Branch develops educational materials, classes, & virtual tutorials on issues important to District tenants & participates in community events & activities. Visit our YouTube page to view our tutorial videos on topics such as rent increases, security deposits, & more!

Office of the People's Counsel (OPC)

655 15th Street, NW, Suite 200
Washington, DC 20005
Phone: (202) 727-3071
opc-dc.gov

OPC advocates for consumers of natural gas, electricity, water, & telephone services. The Office is mandated to conduct consumer education & outreach & may represent individual consumers with complaints related to utility services & bills.

Office of Human Rights (OHR)

441 4th Street, NW, Suite 570 North
Washington, DC 20001
Phone: (202) 727-4559
ohr.dc.gov

OHR works to eradicate discrimination, increase equal opportunity & protect human rights for persons who live, work, or visit in the District.

Office of the Attorney General for the District of Columbia (OAG)

400 6th Street, NW, Washington, DC 20001
Phone: (202) 727-3400
oag.dc.gov

OAG Office of Consumer Protection

Consumer & Tenant Response (OAG CTR)
Complaint Program Hotline: (202) 442-9828
Email: consumer.protection@dc.gov
oag.dc.gov/consumer-protection

OAG enforces the laws of the District, provides legal advice to DC government agencies, & defends & protects the interests of DC residents. The OAG CTR Program helps resolve complaints about business & landlord practices without going to court via a voluntary mediation process.

Department of Housing & Community Development (DHCD)

1909 Martin Luther King, Jr. Avenue, SE
Washington, DC 20020
Phone: (202) 442-7200
dhcd.dc.gov

Rental Accommodations Division (RAD)

Phone: (202) 442-9505

Rental Conversion & Sale Division (CASD)

Phone: (202) 442-4407

Housing Resource Center (HRC)

Phone: (202) 442-9505
Hours: Monday-Friday, 8:30am-3:30pm

DHCD creates & preserves opportunities for affordable housing & economic development & revitalizes underserved communities in the District. RAD is a DHCD subdivision that administers the Rental Housing Act of 1985 (i.e., rent control & evictions). CASD is a DHCD subdivision that administers several laws related to the conversion of property to cooperatives or condominiums & regulates the conversion of use, sale, & transfer of rental housing in District of Columbia under the Tenant Opportunity to Purchase Act (TOPA).

The HRC provides guidance on: rental assistance homebuyer support, foreclosure prevention, emergency & transitional housing, & housing counseling.

ADDITIONAL GOVERNMENT RESOURCES

Department of Buildings (DOB)

1100 4th Street, SW,
Washington, DC 20024
Phone: (202) 671-3500
dob.dc.gov

DOB [formally the Department of Consumer & Regulatory Affairs (DCRA)] protects the safety of residents, businesses, & visitors & advances the development of the built environment through permitting, inspections, & code enforcement.

DC Health

Rodent & Vector Control Division

Phone: (202) 535-1954
Email: rodent.control@dc.gov
dchealth.dc.gov/service/rodent-and-vector-control-division

*DC Health's Rodent & Vector Control Division is dedicated to reducing **outdoor** rodent activity in the District. To **report outdoor rodent activity**, call 311. To **report rodent activity inside a residential property**, contact DOB.*

District of Columbia Housing Authority (DCHA)

Phone: (202) 535-1000
dchousing.org

Headquarters Customer Service Center

625 D Street SW

Office of Fair Hearings (OFH) is located here

Customer Service Center at Frederick Douglass Community Center

2000 Alabama Avenue SE

HCVP Customer Service Center

702 H Street NW | ***temporarily closed***

Exclusively for applicants & participants in the Housing Choice Voucher Program (HCVP)

DCHA assists DC families in obtaining safe, quality, & affordable housing through its Public Housing Program, Housing Choice Voucher Program, local Rent Supplement, & Moderate Rehabilitation Programs.

OFH is under DCHA & is responsible for ensuring that grievances of public housing & subsidized housing tenants & applicants are addressed in a fair, expeditious & uniform manner.

Department of Energy & Environment (DOEE)

1200 First Street, NE
Washington, DC 20002
Phone: (202) 535-2600
doee.dc.gov

DOEE monitors & assesses environmental conditions & risks. DOEE administers & enforces environmental regulations related to asbestos, lead, & mold.

District of Columbia Department of Human Services (DHS)

Customer Service & Call Center: (202) 727-5355
dhs.dc.gov

Anacostia Service Center

2100 Martin Luther King Avenue, SE
Washington, DC 20020

Congress Heights Service Center

4049 South Capitol Street, SW
Washington, DC 20032

Fort Davis Service Center

3851 Alabama Avenue, SE
Washington, DC 20020

H Street Service Center

645 H Street, NE
Washington, DC 20002

Taylor Street Service Center

1207 Taylor Street, NW
Washington, DC 20011

Strong Families Program (SFP)

Virginia Williams Family Resource Center (VWFRC)
64 New York Avenue, NE
Washington, DC 20002
Phone: (202) 698-4293

DHS aims to provide District residents meaningful connections to work opportunities, economic assistance, & supportive services.

SFP, located at the VWFRC, is a subdivision within DHS' Family Services Administration. SFP provides a range of social services, including client need assessments; case plan development; short-term social work intervention; referral & coordination of services with District & community agencies.

COURTS

Superior Court of the District of Columbia

Landlord & Tenant Branch (LTB)

510 4th Street, NW, Building B, Room 110
Washington, DC 20001
Phone: (202) 879-4879
dccourts.gov/superior-court/superior-court-divisions/civil-division/landlord-and-tenant

Saturday ONLY Location & Hours
500 Indiana Avenue, NW, Room 5000
Washington, DC 20001
Hours: 9:00am-12:00pm

LTB handles all actions for the possession of real property (evictions). The Branch also houses DC Courts' Eviction Diversion Program (EDP).

Housing Conditions Court (HCC)

500 Indiana Avenue, NW, Room 5000
Washington, DC 20001
Phone: (202) 879-1133
dccourts.gov/superior-court/superior-court-divisions/civil-division/housing-matters/housing-conditions-court

HCC, also called the "Fix-it Court," allows tenants to sue landlords who do not make needed repairs or take other steps to fix housing code violations.

Small Claims Branch (SCB)

510 4th Street, NW, Building B, Room 120
Washington, DC 20001
Phone: (202) 879-1120
dccourts.gov/superior-court/superior-court-divisions/civil-division/small-claims

Saturday ONLY Location & Hours
500 Indiana Avenue, NW, Room 5000
Washington, DC 20001
Hours: 9:00am-12:00pm

SCB oversees lawsuits between parties where the amount in controversy is \$10,000 or less.

Civil Action Branch (CAB)

500 Indiana Avenue, NW, Room 5000
Washington, DC 20001
Phone: (202) 879-1133
dccourts.gov/superior-court/superior-court-divisions/civil-division/civil-actions

The Civil Actions Branch is commonly referred to as the Civil Clerk's Office. CAB has jurisdiction over civil lawsuits for more than \$10,000 in damages brought in the District of Columbia, except where the federal court has exclusive jurisdiction.

Other Relevant Courts

Rental Housing Commission (RHC)

441 4th Street NW, Suite 1140B North
Washington, DC 20001
Phone: (202) 442-8949
rhc.dc.gov

RHC's duties include deciding appeals from RAD & the Office of Administrative Hearings, issuing regulations to administer the Rental Housing Act; publishing the annual rent control caps.

Office of Administrative Hearings (OAH)

441 4th Street NW, Suite 450-N
Washington, DC 20001
Phone: (202) 442-9094
oah.dc.gov

OAH provides centralized administrative adjudication services for over 40 District agencies, including Tenant Petitions & other rent control cases for DHCD/RAD.

COURT-PROVIDED FREE LEGAL RESOURCES

Landlord/Tenant Resource Center

510 4th Street, NW (Building B), Room 223
Tuesdays, 10:00am-1:00pm

Free legal information to both unrepresented landlords & tenants who have open LTB cases.

Local Organizations at DC Superior Court who assist with landlord & tenant issues

Note: Some of the organizations listed below may have intake & income guidelines.

Legal Aid DC

Building B, Room 221
Mondays & Wednesdays, 9:30am-3:00pm
Also assists tenants with Housing Conditions Court cases

Rising for Justice

Building B, Room 225
Tuesday, Thursday, Friday, 9:00am-12pm & 1:00pm-4:00pm

Bread for the City

Building B, Room 221
Tuesdays, 12:00pm-3:00pm

Family Court Self-Help Center

500 Indiana Avenue, NW, JM-570
Phone: 202-879-0096
Monday-Friday, 8:30am-5:00pm

no new intakes accepted after 4:30pm

Free general legal information for unrepresented people related to various family matters (such as divorce, custody, visitation, child support).

Consumer Law Resource Center

510 4th Street, NW, Room 223
Phone: (202) 780-2574
Every other Monday, 9:30am-11:30am
limited to 15 clients

Free legal information to consumers related to: debt collection; home improvement/independent contractor disputes; security deposit refunds; small claims cases; used car or car repair disputes; utility disputes; violations of the Consumer Protection Procedures Act.

Eviction Diversion Program (EDP)

Phone: (202) 879-2073
Email: DCCourtEvictionHelp@dcsc.gov
gwul.org/dccourtsdiversion

The Eviction Diversion Program serves landlords & tenants who have a case filed in Landlord & Tenant Court. EDP plugs tenants & landlords into various resources & provides mediation services. Tenants may apply for EDP's services prior to their initial hearing.

Small Claims Resource Center

phone services available ONLY
Phone: (202) 849-3608
Thursdays, 9:15am-12:00pm

Free legal & Court information to Plaintiffs & Defendants related to Small Claims law & procedure in the District of Columbia.

Probate Self-Help Center

515 5th Street, NW, Room 318
Monday-Friday, 8:30am-3:30pm

Free assistance with matters related to wills, small & large estates, & adult guardianship. The Center also offers free seminars for the public on common probate issues.

Domestic Violence Intake Centers

Moultrie Court House
500 Indiana Avenue, NW, Room 4550
Monday-Friday, 8:00am-4pm

Southeast Satellite Intake Center
2401 Martin Luther King Jr. Avenue SE, Room 400
Washington, DC 20020
Monday-Friday, 8:00am-4pm

Both Intake Centers provide counseling, social services, & legal assistance to clients. The Moultrie Courthouse Intake Center handles all aspects of a case including requests for Temporary Protection Orders (2-week orders). The Greater Southeast Intake Center handles initial filings for Civil Protection Orders (CPO's) & motions. Clients can also request a TPO (2-week order) in the Greater Southeast Intake Center.

FREE LEGAL RESOURCES

Neighborhood Legal Services Program

Phone: (202) 832-6577
nlsp.org

Walk-in intakes: Tuesday & Friday, 10-3pm
Phone intakes: Monday-Friday, 10-3pm*
**Online & phone intakes are closed every second
Thursday & last Wednesday of the month*

Headquarters

64 New York Avenue, NE, Suite 180
Washington, DC 20002

Far Northeast Office

4609 Polk Street, NE
Washington, DC 20019

Washington Legal Clinic for the Homeless

1200 U Street, NW
Washington, DC 20009
Phone: (202) 328-5500
legalclinic.org

**recommended if in Rapid Rehousing Program*

Rising for Justice (formally DC Law Students in Court Program)

Phone: (202) 638-4798
risingforjustice.org

Landlord Tenant Court Office

510 4th Street, NW, Room 225
Washington, DC 20001

Administrative Office

901 4th Street, NW, Suite 6000
Washington, DC 20001

University of the District of Columbia Housing Litigation & Advocacy Clinic

4200 Connecticut Avenue, NW
Building 52, Room 302
Washington, DC 20008
Phone: (202) 607-2438
law.udc.edu/prospective-clients

Howard University Fair Housing Clinic

2900 Van Ness Street, NW, Room G18
Washington, DC 20008
Phone: (202) 806-8082
law.howard.edu/academics/clinical-law-center

Legal Counsel for the Elderly

601 E Street, NW, 4th Floor
Washington, DC 20049
Phone: (202) 434-2120
aarp.org/lce
*Open by appointment only. Please call LCE for
further assistance.*

**Must be 60 years old or turning 60 by the end of
the calendar year OR 55 years old or older with
Social Security & Supplemental Security Disability
Income issues*

Legal Aid DC

Phone: (202) 628-1161*
Phone intakes: Mondays & Wednesdays, 10-3pm
legalaiddc.org

1331 H Street, NW, Suite 350
Washington, DC 20005
Walk-in: Tuesdays & Thursdays, 12:30-4pm

2041 Martin Luther King Jr. Avenue, SE, Suite 201
Washington, DC 20020
Walk-in: Mondays & Thursdays, 12:30-4pm

Children's Law Center

250 Massachusetts Avenue, NW, Suite 350
Washington, DC 20001
Phone: (202) 467- 4900
Phone intakes: Mondays & Thursdays, 9-5pm
childrenslawcenter.org

Volare (Formally Network for Victim Recovery DC)

6955 Willow Street, NW, #501
Washington, DC 20012
Phone: (202) 742-1727
volare-empowers.org

Bread for the City

Legal On-Call Team: (202) 386-7616
breadforthecity.org

Northwest Center

1525 7th Street, NW
Washington, DC 20001

Southeast Center

1700 Marion Barry Avenue, SE
Washington, DC 20020

ADDITIONAL FREE LEGAL RESOURCES

DC Bar Pro Bono Center's Advice & Referral Clinic

Legal Information Help Line: (202) 626-3499

Held on the third or 4th Saturday of every month from 10:00am-12:00pm., with monthly alternating clinic locations. The Clinic locations alternate between Bread for the City's Southeast Center at 1700 Marion Barry Avenue, SE & the DC Bar's Office at 901 4th Street, NW. No appointment necessary. Please call the Legal Information Help Line to confirm Clinic dates & locations.

The clinic provides individuals who do not have their own lawyer a free opportunity to briefly meet with volunteer attorneys to discuss civil legal problems including: bankruptcy & debt collection; consumer law, employment law, family law, health law, housing law, personal injury, probate matters, public benefits, & tax law.

DC Resource Bridge

Phone: (202) 933-HELP (4347)

Phone intakes: Mondays-Fridays, 9:00am-3:00pm
dcresourcebridge.org/

Hosted by Legal Aid DC & funded by the DC Bar Foundation, DC Resource Bridge connects individuals to legal organizations & attorneys for free or low-bono legal assistance (income dependent). DC Resource Bridge provides referrals for civil legal problems including: family law; public benefits; consumer law; education; civil issues of individuals incarcerated, accused of a crime, or re-entering the community; & appellate cases.

Legal Hotlines (staffed by various DC legal services organizations)

Eviction matters: Landlord Tenant Legal Assistance Network (LTLAN) 202-780-2575

Family Law matters:

Family Law Assistance Network: (202) 844-5428

Child Support Resource Center: (202) 791-3996

Domestic Violence matters:

Domestic Violence Intake Center (NW):
(202) 879-0152

Domestic Violence Intake Center (SE):
(202) 879-1500

Victim legal Network of D.C.: (202) 629-1788

Debt Collection matters: Debt Collection Defense Hotline at (202) 851-3387

INFORMATION & FREQUENTLY ASKED QUESTIONS ABOUT COMMON RENT SUBSIDY PROGRAMS IN THE DISTRICT

Common subsidy programs include Rapid Rehousing (also called Family Re-Housing Stabilization Program), Homelessness Prevention Program (HPP), Project-Based Section 8, Local Rent Supplement Program (LRSP), & Housing Choice Voucher Program also called (Permanent Supportive Housing Voucher or Section 8 Voucher or HCVP).

Contact Information:

- **Rapid Rehousing Participants (DHS):** rapidrehousing@dc.gov
- **Homelessness Prevention Program:** Virginia Williams Family Resource Center: (202) 526-0017
- **Project-Based Section 8 Complaint:** Multifamily Housing Complaint Line 1-(800) 685-8470
- **LRSP / HCVP / Public Housing:** Office of the Ombudsman, Wayne Waller
Phone: (771) 244-6611 | Email: ombudsman@dchousing.org
- **DC Housing Authority (DCHA) Waitlist or Application Questions:**
Phone: (202) 535-1000, visit the DCHA online applicant portal or visit a DCHA Customer Service Center. Customer Service Center locations are listed on page three (3) of this guide.
- **Questions about eligibility referral packages:** eligibility@dchousing.org
- **HCVP Mediation Team:** mediation@dchousing.org
- **Office of Fair Hearings:** hearings@dchousing.org

Housing Choice Voucher Frequently Asked Questions

I have applied for a voucher and...

- **I am on the waitlist! What now?**
 - You will receive notification by mail once your name reaches the top of the list. Please complete the Application Packet included with the letter. Failure to send a completed application with supporting documents by the deadline may result in cancellation of your application & the removal of your name from the HCVP waiting list.

I currently receive a voucher and...

- **I do not know who my Housing Program Specialist or Housing Program Coordinator is**
 - HCVP applicants participants can find instructions to lookup their designated Housing Program Coordinator or Housing Specialist at:
dchousing.org/wordpress/vouchers/find-my-housing-specialist/.
- **I want to move**
 - To request a Transfer Voucher Briefing for a transfer, emergency transfer, or voucher extension issuance, please call DCHA's Customer Call Center at (202) 535-1000 or email at **voucherupdates@dchousing.org**.
 - Emergency transfers must be approved by DCHA's Quality Assurance Department or a supervisor. For more assistance, email **hcvp.vawa@dchousing.org**.
- **I am about to move & already uploaded my RFTA Packet**
 - Within 5-7 days, RFTA packets are reviewed & are assigned a leasing specialist. Unit inspections are coordinated between the owner & DCHA Inspections. For more assistance, email **hcvp.portal@dchousing.org**.
- **I need an inspection (or re-inspection) of my home**
 - HCVP participants can contact the HCVP Inspections Team by phone at **(771) 208-3357** or by email at **hcvpinspections@dchousing.org**.
- **I have questions about my voucher's portability to another state.**
 - email **hcvports@dchousing.org**
- **I need help finding a new home**
 - HCVP applicants & participants can work with their Housing Program Specialist to request Housing Navigation assistance.

For further information, visit: dchousing.org/wordpress/vouchers/faq/



RENTAL HOUSING SEARCH ASSISTANCE

Department of Housing & Community Development (DHCD) Housing Resource Center

1909 Martin Luther King Jr. Avenue, SE

Washington, DC 20020

Phone: (202) 442-9505

dchousingsearch.org

Provides additional computer & online access to DCHousingSearch.org

Housing Counseling Services

Tenant Services Department: (202) 900-9464

housingetc.org

Housing Counseling Services hosts an online weekly Rental Housing Search Clinic. Although HCS does not assist tenants in finding housing, the weekly Clinic informs tenants of available housing search resources.

Register: housingetc.org/webinar-registration

Renters Increasing Stability Through Engagement (RISE) Program

510 4th Street, NW (DC Superior Court, Building B), Room 113.04

Washington, DC 20001

Mondays & Wednesdays, 10:00am-3:00pm

Phone: (202) 667-7337

Email: riseprogram@housingetc.org

The RISE Program is designed to support stable housing by providing Housing Counseling & non-legal resources to tenants to help them evaluate/navigate solutions & housing options outside of legal matters. Some of the support provided includes accessing food, childcare, utility assistance & other resources, budgeting & evaluating spending priorities, accessing legal resources, housing search assistance, resolving income certification concerns, homelessness prevention & services for individuals facing homelessness.

Department of Aging & Community Living (DACL)

500 K Street, NE

Washington, DC 20002

Phone: (202) 724-5626

dacl.dc.gov

Informs residents of various senior living & housing communities in the District & refers residents to other social services organizations on an as-needed basis.

FINANCIAL RENTAL ASSISTANCE

ALL subject to availability

Emergency Rental Assistance Program (ERAP)

erap.dhs.dc.gov

Email: erap.program@dc.gov

Provides financial assistance for overdue rent, security deposits, & first month's rent. A household can receive ERAP funding once every twelve months. The ERAP program accepts a limited number of applications each fiscal year. Please contact the ERAP program for more information.

Housing Counseling Services (HCS)

The following HCS programs below provide rental & utility financial assistance, in addition to providing case management services for qualifying individuals.

Supportive Services for Veteran Families Program (SSVF)

for veterans

Phone: (202) 667-7366

Email: ssvfprogram@housingetc.org

Metropolitan Housing Access Program (MHAP)

for persons living with HIV/AIDS

Phone: (202) 667-2681

Email: mhap@housingetc.org

The Salvation Army—National Capital Area Command

The Salvation Army's Emergency Assistance Program (EMAST) provides emergency rental, utility, & food assistance services to DC Residents.

How to Apply:

- Online: salvationarmynca.org/nca/gethelp
- In-person at The Salvation Army Social Services Department offices
 - Serving wards 1-6: 1434 Harvard Street, NW, Suite B | (202) 332-5000 ext. 0
 - Serving wards 7-8: 2300 Martin Luther King, Jr. Avenue, SE | (202) 678-9770 ext. 4

Constituent Service Funds

- *Chairman Phil Mendelson*: (202) 724-8032 or chairmanmendelson.com/constituent-services
- *Councilmembers At-Large*
 - *Councilmember At-Large Christina Henderson*: (202) 724-8105 or christinahendersondc.com/constituent-services
 - *Councilmember At-Large Anita Bonds*: (202) 724-8064
 - *Councilmember At-Large Robert C. White, Jr.*: (202) 724-8174 or robertwhiteatlarge.com/constituent-services
 - *Councilmember-At-Large Doni Crawford*: (202) 724-7772
- *Ward 1*: (202) 724-8181 or brianneknadeau.com/contact-us
- *Ward 2*: (202) 724-8058 or brookepintodc.com/help
- *Ward 3*: (202) 724-8062 or <https://mattfruminward3.com/constituent-service/>
- *Ward 4*: (202) 724-8052 or janeeseward4.com/constituent-services
- *Ward 5*: (202) 724-8028 or zacharyparkerward5.com/constituent-services/#submit-form
- *Ward 6*: (202) 724-8072 or charlesallenward6.com/constituent-services
- *Ward 7*: (202) 724-8068 or wendelfelderdc.com/constituent-services
- *Ward 8*: (202) 724-8045 or trayonwhite8.com

ADDITIONAL HOUSING-RELATED FINANCIAL ASSISTANCE

ALL subject to availability

INTERNET & PHONE SERVICES FINANCIAL ASSISTANCE

Universal Service Administrative Co.'s Lifeline Program

Lifeline is a federal program that provides monthly phone & internet service discounts. How to apply:

- Online at lifelinesupport.org
- Call (800) 234-9473 & ask for a mail-in application

UTILITY ASSISTANCE

Department of Energy & Environment (DOEE)

LIHEAP (Low-Income Home Energy Assistance Program) & the Utility Discount Program (UDP)

Please contact DOEE for more information about program eligibility & availability of funds.

- LIHEAP: doee.dc.gov/liheap
- UDP: doee.dc.gov/udp

DC Water

DC Water Cares includes monthly discount programs, flexible payment plans, & one-time emergency assistance. How to apply:

- Online at dcwater.com/resources/customer-assistance
- Phone: (202) 354-3600
- Email: cares@dcwater.com

Greater Washington Area Urban League

Provides one-time emergency utility assistance. How to apply:

- Online: gwul.org/community-care-center
- Phone: (202) 792-2554
- Email: utilities@gwul.org

Washington Area Fuel Fund (WAFF)

A partnership between Washington Gas & The Salvation Army that assists residents struggling to pay their heating bills. WAFF accepts applications **between January & May every year**. How to apply:

- Online: washingtonareafuelfund.org