

POLICY BRANCH

One of the core missions of the Office of the Tenant Advocate (OTA) is to serve as a voice for the tenant community in each branch of District government—legislative, executive, and judicial. The District’s system of tenant protections is strong compared with most other jurisdictions, yet gaps in the tenant protection laws and how those laws are implemented or interpreted continually arise. The Policy Branch works closely with government and community partners to identify and fill these gaps. It engages in wide-ranging policy and litigation consultations, provides Council testimony, comments on sister agencies’ proposed regulations, files amicus curiae briefs with administrative and judicial courts, and keeps stakeholders apprised of legislative and regulatory developments. The year 2024 was busy on all fronts.

“The District’s system of tenant protections is strong compared with most other jurisdictions”

LEGISLATIVE

Rent Control: After many years of advocacy by the OTA and the community—and after three years of related moratoria—two seemingly narrow yet significant rent control reforms were enacted in 2024. First, the Council abolished¹ the so-called Certificate of Assurance (COA),² which has been in the Rental Housing Act since 1985. The COA has served as a guarantee for landlords that the Council would not expand rent control to include “newly constructed” buildings (those built after 1975). For any landlord who had secured a COA, District taxpayers would forever have to pay them a subsidy equal to the difference between the rent-controlled rent and the market rent. The idea—and indeed the COA’s effect—was to hamstring any future consideration of rent control expansion, regardless of the merits and future exigencies.

In reforming the Act’s Voluntary Agreement (VA) provision,³ the Council included some OTA recommendations, including (1) eliminating automatic approval of VAs where all rents are adjusted by the same percentage and (2) modifying the VA’s first statutory purpose from “establishing the rent charged” to “establishing the reasonable rent charged.” “Anything goes” VA rent increases have been part of the VAs rationale for too long and have consider-

Chief Tenant Advocate Reflections on 2024



Since the first Annual Report from OTA in 2008, each one has included a list of the Top 5 most frequently reported rental housing problems during the previous year. “Housing conditions” has earned a Top 2 ranking every time, and 2024 was no different. Over the last five years, the agency has handled an annual average of nearly 1,500 complaints about housing conditions. Typically, the issue comprises more than a quarter of all tenant complaints we receive.

Clearly—as is true for virtually every major city in the country—housing disrepairs and poor maintenance are persistent and pervasive issues for District renters. There is a host of causal explanations, including the aging of the rental housing stock, ever-increasing demand for rental housing relative to supply, sheer income inequality, and, too often, the pursuit of profit by some landlords at the expense of quality, code-compliant housing for our renters.

None of this is new, but over the last several years, the District’s housing condition problems seem to have taken on added dimensions. Complaints from newer and higher-rent buildings—or buildings that are considered luxury apartments—are hitting

OTA’s radar like never before. Building security and resident safety issues are escalating, and tenant complaints involving faulty building systems increasingly involve mysterious and exploitative utility fee structures. Adding insult to injury, tenants suffering from flooding due to leaky water pipes are also likely getting sticker shock each time they see their water bills.

“Our collective goal must be nothing less than ensuring the right of every District renter to safe, clean, and sanitary housing.”

There has been no shortage of proposed solutions, especially in recent years. The Council has considered the issue from a variety of angles—a more robust proactive inspection system at the Department of Buildings; licensing penalties for both owners and property managers who fail in their most basic responsibility to tenants to maintain habitable living conditions; and, late last year, expansion of the Attorney General’s authority to sue owners who fail to address “nuisance” conditions that pose

risks to resident safety.

Over the years, I have advocated for requiring owners of rent-controlled properties to maintain capital reserve accounts. Before asking tenants to pay for capital improvements or so-called “hardship” rent increases, owners should follow best business practices and deposit a reasonable portion of rental revenue into a fund dedicated solely to expenditures associated with foreseeable maintenance and replacement needs. As a member of the Mayor’s 2015–2016 Affordable Housing Preservation Strike Force, I advocated for the creation of a Small Housing Provider Fund to help small landlords manage the cost of certain building repairs—and this program was established.

Clearly, much remains to be done regarding these ideas and others. As we begin a new Council Period, OTA and I are committed to working with our stakeholders and partners in government and the community to make as much progress as humanly possible. Our collective goal must be nothing less than ensuring the right of every District renter to safe, clean, and sanitary housing.

Johanna Shreve, Chief Tenant Advocate for the District of Columbia



Education and Community Outreach by the Numbers

In FY24, OTA’s Education and Community Outreach (E&O) team reached more tenants, provided more classes, and attended more events than ever. We directly reached 10,085 District tenants by attending 497 events focusing on Wards 1, 4, 7, and 8, including seniors, Spanish- and Amharic-speaking tenants, and students.

We presented 99 classes and trainings on subjects that included Renters’ Rights 101, Housing Code Violations, Tenant Association Formation, and the Tenant Opportunity to Purchase Act (TOPA) buildings for five units or more. Our E&O staff also participated in 204 in-person events, including tabling, booths, community events, and flyer distribution.

“... We attended 113 tenant association-related events, both in person and virtually ...”

In a concerted effort to expand the number of tenant associations in the District, we attended 113 tenant association-related events, both in person and virtually, to provide technical assistance with member registration, the TOPA process, signature-gathering, parliamentary procedure, and general tenant association guidance. Lastly, the OTA YouTube channel amassed 8,352 views of our educational tutorial videos and webinars, and our social media accounts have 1,375 followers. By far, the most viewed has been our Tenant Detective tutorial (see below for more information).

Tenants can now submit a request for an OTA E&O team service through the online scheduler on our Educational Institute webpage. Tenants may request to participate in a class, listening sessions, or an outreach event in an easy and user-friendly interface. Getting in touch with our team is easier than ever.

Focusing on Our Senior Tenants

Toward the end of last year, OTA’s E&O team decided to connect with all the senior residential rental buildings in the District. In collaboration with the District of Columbia Department of Aging and Community Living, OTA obtained a list of senior buildings in the District by ward. We contacted every building on the list to identify tenant associations and/or interested tenants and visited every building that responded. This campaign has

Dedicated Service to the Community: Legal Branch Year in Review

During FY24, the Legal Branch provided advice, assistance, and representation as tenants turned to the OTA for help in difficult times. Through phone calls, texts, and emails, the office served 7,760 tenants.

Tenants who contacted the office by phone or in person were directed to our brief legal services, where they were helped by Attorney Advisors¹ and Case Management Specialists.² The Legal Branch made every effort to contact tenants within 48 hours or the next business day. Staff provided information, advice, and representation by phone calls, texts, and emails. Tenants were also able to make appointments to meet with Legal Branch staff in person. By working together and consulting on difficult cases, staff closed tenant inquiries in a timely manner after providing advice or informing tenants about the relevant resources.

“In FY24 alone, the Legal Branch helped tenants recover an estimated \$282,586.”

Tenants who contacted the office through the OTA website’s “Ask the Chief Tenant Advocate” hotline were assisted by General Counsel Dennis Taylor, Senior Paralegal Horace Lassiter, and Paralegal Angela McPherson. Together they ensured that the online submissions we received in FY24 were answered quickly, with most submissions receiving a same-day response. Since OTA first started tracking the amount returned to



timing of notices of intent to vacate, responsibility for and apportionment of utility payments, and basic tenant rights. The most common housing code violations that tenants shared were no heat, no hot water, no air conditioning, broken appliances, leaks/flooding/water damage, rodents, and pest infestations. Tenants also sought OTA assistance concerning mold.

Evictions proved to be one of the most challenging issues that tenants raised with the Legal Branch in FY24; they reached out about upcoming hearings, settlement agreements, and default judgments. Tenants with live writs called the office asking if there was anything they could do to prevent their upcoming scheduled evictions. There was also tenant confusion about the status of their Emergency Rental Assistance

Program (ERAP) applications and the effect of pending ERAP applications on open eviction cases in the District of Columbia Superior Court. Tenants also sought help with verbal threats of self-help eviction, unenforceable notices to vacate, and lockouts.

Another data point that we track is the single-family TOPA filings. The most TOPA filings were submitted in April (133) and March (115). The wards with the most TOPA filings were Wards 2 (209) and 1 (184).

Beyond the Numbers: A Closer Look at the Value Provided to Tenants in FY24

As we review the past year, we reflect on the cases we’ve handled and remember the tenants we’ve served. Tenants come to OTA stressed, afraid, angry, and confused. We provide them with calm, patient guidance and passionate advocacy. After working with us, these newly informed tenants become empowered tenants who can make the best choices for themselves and their families. Day in and day out, the Legal Branch works to uphold DC law, protect tenant rights, and ensure that our residents enjoy their right to safe, sanitary, and secure housing.

Some notable cases this year included:

- OTA represented a tenant in the District of Columbia Superior Court’s Civil Division to obtain an order for injunctive relief to compel a landlord to restore heat and later a substantial monthly rent reduction. The tenant had spent close to six months without heat and air conditioning, and the landlord had been unresponsive until the court order. After the ruling, the tenant said they felt “empowered with the tools to stand up to the landlord, which [they] would have otherwise not known about.”

- OTA represented a tenant in the District of Columbia Superior Court’s Landlord and Tenant Branch to stop their eviction, which was scheduled for the dead of winter. OTA succeeded in getting the writ quashed, the case dismissed, and the record sealed. After the matter was resolved, the tenant wrote to thank us: “I want to express my deep gratitude for your invaluable assistance and the commitment you showed in managing my case. The U.S. Marshalls had scheduled to evict me in about one week from when I contacted you, and you prevented that from happening. I am grateful for the time you invested in ensuring that all of my questions were addressed and your willingness to work beyond regular hours. Collaborating with you was straightforward, and your instructions and advice were exceptionally clear. ... I sincerely appreciate your help and the outstanding service you have provided; thank you so much.”

“OTA’s Legal Branch has an enduring legacy of successfully fighting on behalf of tenants and tenant associations.”

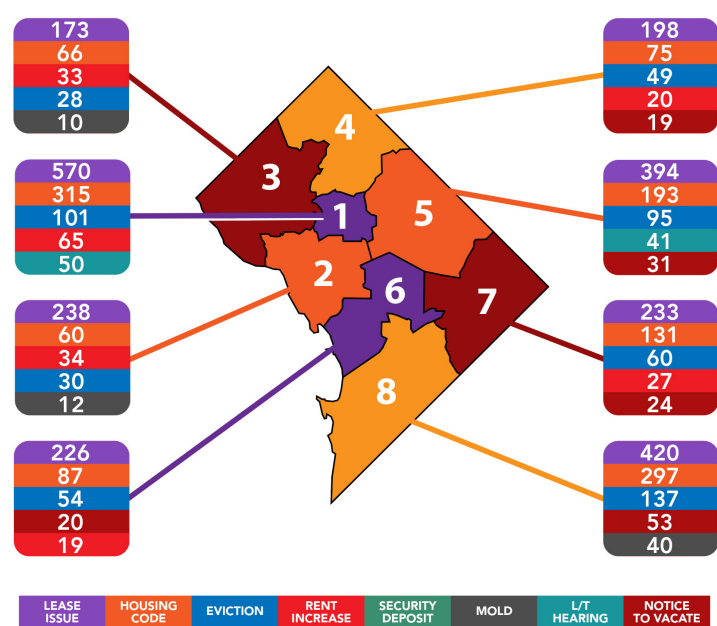
- Beginning in 2019, OTA defended a low-income tenant with a disability who was fighting an eviction after a condominium conversion. Their co-tenant was the head of household and a qualified low-income elderly tenant. When the co-tenant died in 2019, the housing provider began court proceedings to evict the surviving tenant. Without OTA’s assistance, that tenant would have lost their housing in 2019; however, they remained protected by rent control, and the case was successfully dismissed with prejudice in March of 2023. The case was appealed in FY24, and we defended the lower court’s judgment before the District of Columbia Court of Appeals at the beginning of FY25. We are currently awaiting a decision.

OTA’s Legal Branch continues to fight for tenants in courts and at negotiation tables. Through tireless and zealous representation, we do our part to protect the District’s tenant population.

¹ Alphabetically: Umar Ahmed, Reneesia Boyd, Johan Fatemi, Harrison Magy, Jack Meaney, and Ramona Quillet

² Alphabetically: Sara Andalibi, Courtney Arnold (paralegal), and Manuel Bolanos

Intakes by Ward FY24



tenants in FY13, it has helped tenants receive roughly \$24.5 million in settlements, judgments, and debt forgiveness. In FY24 alone, the Legal Branch helped tenants recover an estimated \$282,586.

Data-Driven Success: Using the Numbers to Improve Quality and Efficacy

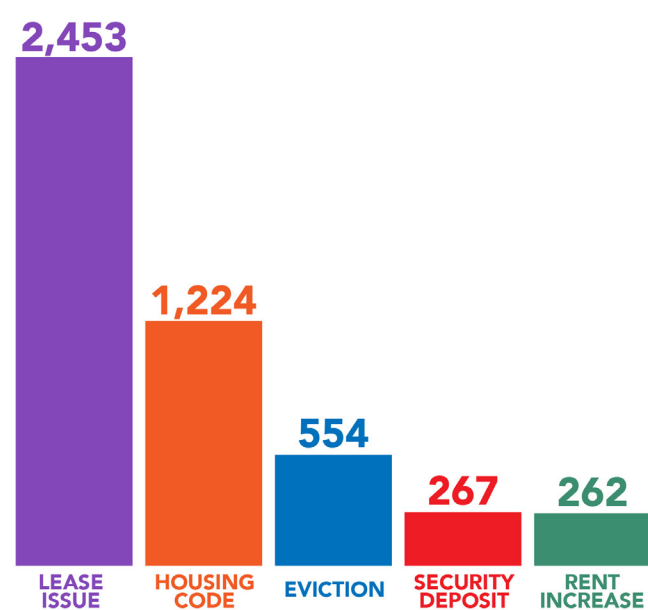
At OTA, we look at our numbers weekly, monthly, and annually to identify trends and manage staffing for large projects. In FY24, we adopted a new phone system to better collect relevant caller data.

Analyzing the numbers revealed some interesting trends. The most common topics were (1) lease issues, (2) housing conditions, (3) evictions, (4) security deposits, and (5) rent increases. Lease issues included questions about the legal meaning of lease terms, breaking leases,

There was also an uptick in questions about joint and several leases from roommates and people in group houses. Specifically, tenants asked about rolling security deposits, subletting and assignment, and terminating tenancies when only some tenants wanted to leave.

Reviewing the data from another angle, the wards that contacted OTA most frequently were Wards 1 (1,301) and 8 (1,081). Unsurprisingly, the topics most frequently asked about were consistent across all wards and matched the overall

FY24 Top 5 Issues



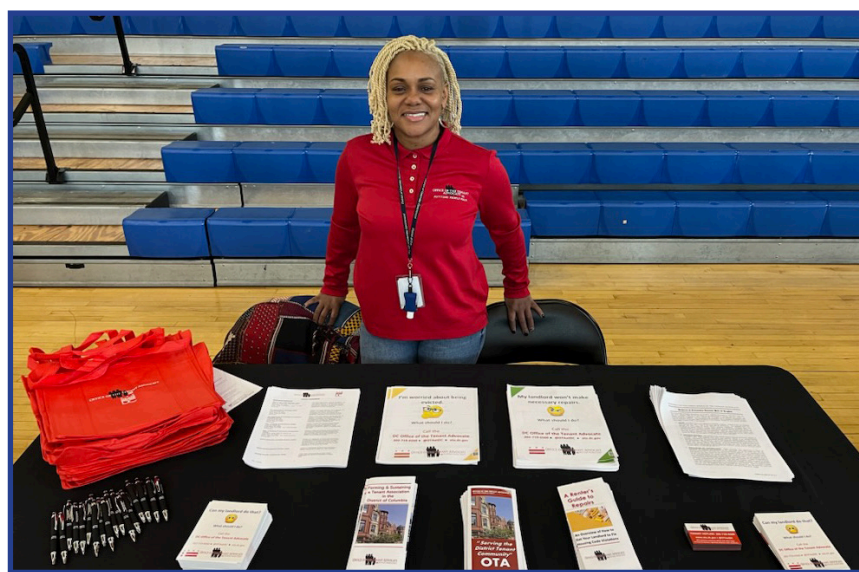
ably damaged the affordability of rental housing in the District. While OTA strongly advocated for a full repeal of the VA, the Council’s approach gives the Rental Housing Commission’s (RHC’s) revised regulations a chance to work, which wasn’t possible during the moratorium. The revisions are aimed at better conforming VA practice to rent stabilization’s core legislative purposes—including preventing the erosion of renter incomes and the District’s stock of affordable rental housing due to high rents.

Building Conditions: Major questions for OTA in 2024 and continuing into 2025 and beyond include (1) why poor building conditions seem more prevalent than ever, (2) why tenants feel less safe in their apartment buildings, and (3) how government can more effectively address these concerns. OTA consulted and researched throughout the year and held a mini-summit on these topics in September. The resulting policy ideas are multifold.

First, we have drafted legislation to reform section 501(f)⁴ of the Rental Housing Act (“temporary eviction for alterations and renovations”) to ensure that tenants who are displaced by sudden, unforeseen emergency circumstances are not denied the rights they would have in non-emergency circumstances. Among them are the right to relocation assistance during repair work and the “absolute right” to return to their homes once repairs are completed. The legislative proposal has yet to be adopted.

Second, OTA continues to advocate for requiring landlords to maintain replacement reserve accounts. This would help ensure that landlords apply best business practices and set aside an appropriate portion of rental revenue to pay for foreseeable repair and replacement needs as building systems age. This would reduce if not eliminate the unfair practice of placing the entire cost burden on tenants for a second time, since their monthly rental payments should substantially pay for proper maintenance.

Utility Billing Practices: In a separate but related matter, OTA has consulted extensively on the rise of dubious and deceitful utility billing practices. We are developing “transparency” legislation that would make tenant utility bills more predictable and understandable.



Property Management Licensing: A glaring gap in the District’s licensing law is the lack of a clear list of affirmative duties that property managers (PMs) owe tenants—as opposed to owners—such as fair treatment under the District’s tenant protection laws and the maintenance of the building in compliance with housing regulations. In the last Council Period, the Council considered a measure⁵ that would require PM firms to obtain business licenses to operate just as individual PMs are required to. Upon its reintroduction, OTA will again recommend that this measure be expanded to include PM adherence to tenant rights and interests through license revocation and suspension as warranted.

REGULATORY

On the regulatory front, RHC has published three proposed rule-makings over the last two years to implement new statutory requirements regarding tenant screening and eviction notices, among other provisions of the “Fairness in Renting” legislation.⁶ RHC has incorporated a number of OTA recommendations along the way. The most recent was to annually publish an updated list of languages in which the landlord must provide a Notice to Vacate (NTV), when the landlord knows that the tenant’s primary language is among those listed. Also, landlords currently cannot file an eviction action in court without providing current, valid licensing and registration numbers. While that requirement does not apply to the NTV, the NTV does provide an opportunity to make that “downstream” requirement crystal clear to all parties. That’s why OTA

recommended that the NTV form include (1) spaces for the landlord’s license and registration numbers and (2) plain language making it clear that proper licensing and registration is prerequisite to evicting a tenant in the District.

OTA is a member of the Property Maintenance Technical Advisory Group (TAG), which advises the Construction Codes Coordinating Board (CCCCB) on revisions to the Property Maintenance Code. CCCB is now preparing for public comment revisions to the Property Maintenance Code as well as the other construction code titles approved in 2023 through the TAG process. After the comment period, the revisions will be sent to the Council for an up or down vote. As is typical, OTA consulted regularly with fellow TAG members and CCCB throughout the three-year code revision cycle.

JUDICIAL

While the Policy Branch did not submit an amicus brief last year, it has continued to consult extensively with litigating attorneys both inside and outside the agency regarding both administrative and judicial cases. One such case regarding the rent control law’s statute of limitation—for which OTA submitted a successful amicus argument to the RHC in 2021—is now on remand to the Office of Administrative Hearings.

CONCLUSION

OTA appreciates the consultations and collaborations we had in 2024 with the Council, fellow advocates, sister agencies, and stakeholders to advance the rights and interests of District renters. We look forward to

¹ Act 25-694, the “Fairness and Stability in Housing Amendment Act of 2024” (currently under congressional review; projected law date is May 24, 2025)

² District of Columbia Official Code § 42-3502.21

³ District of Columbia Official Code § 42-3502.15

⁴ District of Columbia Official Code § 42-3505.01(f)

⁵ Bill 25-639, the “Licensing for Accountability of Management of Properties (LAMP) Amendment Act of 2023” (hearing held on July 2 and July 3, 2024, before the Committee on Public Works and Operations)

⁶ Law 24-115, “Eviction Record Sealing Authority and Fairness in Renting Amendment Act of 2022” (effective May 18, 2022) and Law 25-65, “Fairness in Renting Clarification Amendment Act of 2023” (effective November 8, 2023)



Emergency Housing Program: Responding to Crises and Supporting Displaced Tenants 24/7

In the wake of a devastating gas explosion in the last two weeks of the fiscal year, the Emergency Housing Program administered by OTA played a critical role in providing immediate relief to a wide array of DC residents. The explosion severely injured one elderly woman and displaced more than 150 tenants, leaving families scrambling for shelter and stability. As the agency responsible for emergency housing assistance, we swiftly mobilized resources to ensure that these residents had safe and temporary accommodations while working toward long-term solutions.

The FY24 emergency housing budget was originally set at \$560,000, a figure that quickly proved insufficient given the surge of multifamily housing displacement cases throughout the year. Due to that gas explosion, which occurred at the end of the fiscal year, and other emergencies, the program ultimately expended \$909,119 and exceeded the allocated budget by nearly \$350,000. To continue supporting these displaced residents and protecting the rights and needs of tenants throughout the District, OTA secured a continuance funding commitment into the new fiscal year for an additional \$120,000. This commitment eroded OTA’s ability to ensure that its annual appropriation for the FY25 budget would be sufficient to meet all of its upcoming needs in order to respond to future emergencies.

Unanticipated emergencies, such as the one described here, are just one of many types of crises that have required immediate intervention. In FY24 alone, we assisted 305 families who were displaced due to fires, government-ordered closures, and other emergencies. The demand for emergency housing continues to grow, and without additional funding, our ability to provide timely and adequate support remains at risk.

Despite the city’s strained budget, OTA’s Temporary Emergency Housing Program remains committed to assisting displaced tenants, but we can’t do it alone. We appreciate the ongoing support of District leadership, community organizations, and residents as we work together to strengthen housing security for all DC residents.

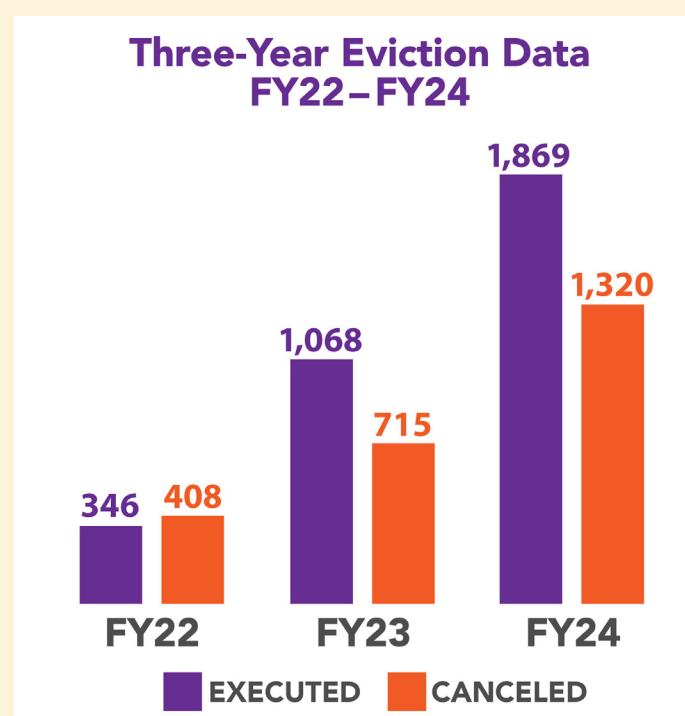
Displacement and Housing Instability

Evictions have long been a key indicator of housing instability, and recent trends show a concerning increase in the number of evictions carried out over the last three fiscal years. The data from FY22 to FY24 highlights a sharp rise in executed evictions as well as a less sharp but still notable rise in canceled evictions.

There was a sharp increase in executed evictions. From FY22 to FY23, executed evictions increased by more than 200% (from 346 to 1,068). In part, this is because the COVID-era moratorium on evictions didn’t fully end until January 1, 2022, when the second quarter of FY22 began. From FY23 to FY24, evictions increased by 74.9% (from 1,068 to 1,869). This increase was due to multiple factors, including rising inflation, changes in the housing market, and new statutory requirements and new forms that it took some time for housing providers to adjust to.

There was a slightly smaller increase in canceled evictions. From FY22 to FY23, canceled evictions increased by 75.3% (from 408 to 715). From FY23 to FY24, they increased by 84.7% (from 715 to 1,320). Canceled evictions can be a result of various interventions, including tenant negotiations, payment plans, and government assistance programs. While the number of canceled evictions has been rising, the gap between canceled and executed continues to grow.

As eviction rates continue to rise, it’s clear that the issue of housing instability is an ongoing challenge. The growing number of executed evictions alongside an increase in canceled evictions highlights the ongoing struggle in the rental housing market. While efforts to prevent evictions through cancellation and intervention are clearly making an impact, the number of evictions carried out is a sobering reflection of the housing challenges that many individuals and families are experiencing.

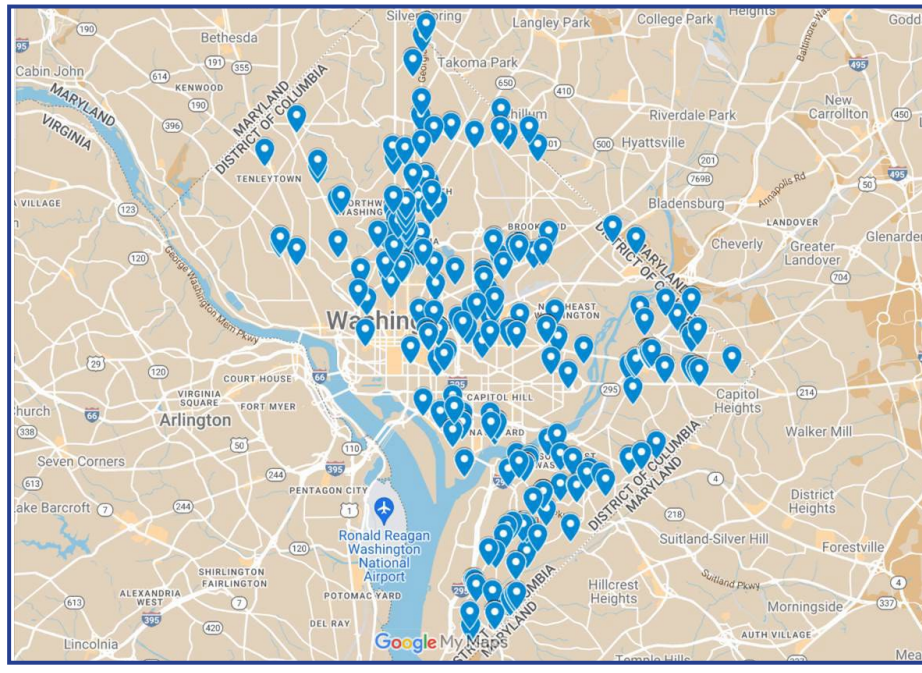


led to meaningful interactions as well as services rendered to District seniors. We will continue this campaign in 2025 with the hope of improving the quality of life of some of our more cherished residents.

Expanding Partnerships

Recognizing that there are limited resources available for OTA's E&O team, we have strived to be in the community where tenants need us most. Toward that end, we have partnered with the Department of Human Services (DHS) and the Mayor's Safe Commercial Corridor Hubs to be more accessible to tenants. In partnership with DHS, we agreed to a mutually beneficial schedule for OTA to table at all DHS Service Centers. OTA is present at one of the five Service Centers on the first three Tuesdays of every month on a rotating basis. At the Service Centers, we provide educational information and speak with tenants about the issues that concern them. Importantly, we have also begun to process legal intakes while at the Service Centers to connect tenants with OTA legal assistance. This partnership has been crucial for our outreach team because residents who require DHS services often don't know their rights. Six months into this partnership, DC tenants can predictably find an OTA E&O staffer at DHS Service Centers.

One week after Mayor Muriel Bowser announced the opening of the Safe Commercial Corridor Hubs in May 2024, OTA requested to participate in this unique campaign. OTA was among the first agencies to incorporate itself into the Hubs and has a staffer at both the Chinatown and Anacostia locations on Wednesdays. This has allowed us to assist tenants close to their homes and to strengthen our working relationships with other DC agencies, such as the Department of Employment Services, Department of Behavioral Health, Mayor's Office of Community Relations, and Metropolitan Police Department.



Locations where E&O has held in-person outreach events

We've also reinforced our existing partnerships with the DC Courts and their Court Navigator Program. We continually replenish educational materials for tenants to review at the buildings that house Landlord-Tenant Court and Housing Conditions Calendar Court. We also participated in two Community Resource Fairs hosted by the DC Courts.

Expanding In-Person and Virtual Training Courses for Government and Community Partners

One of E&O's main goals has been and continues to be to inform tenants of the existence of our office, mandate, and services. We've also found that one of the better ways to reach tenants and help improve their housing conditions is to train and educate their case managers and other service providers. This last fiscal year, OTA continued to provide monthly training for the Community Partnership for the Prevention of Homelessness providers that include case managers, residential mentors, social workers, and housing

coordinators. We also began to provide multiple training courses to the DHS Family Services Administration's Targeted Affordable Housing program as well as the Virginia Williams Center staff so that they can better serve their constituents with a special focus on tenant rights.

As often happens, one meeting or event can lead to an expansion of E&O services. Our first contact with the Greater Washington Urban League (GWUL) was a simple tabling event to meet tenants and provide educational resources to them. While there and through informal conversations, both OTA and GWUL identified an opportunity to do more. As a result, OTA's E&O team offered a series of training courses on tenant rights to the program managers of the Family Rehousing Stabilization program.

Developing New Materials Based on Tenant Requests

Based on feedback from tenant associations, outreach events, intakes, and trainings, it became clear that tenants wanted to know how to use publicly available information to verify whether their landlords were compliant with DC law. Therefore, we compiled this information into a tutorial video and training called the "Tenant Detective." This tutorial identifies websites and databases that tenants can use to look up their landlords' records on housing code violations, business licenses, rent increases, TOPA-related documents, court records, and LLC registrations. This is by far the most-watched OTA tutorial because it truly empowers tenants. The feedback we've received has been overwhelmingly positive, so we'll continue to offer this course throughout the next fiscal year. If you or someone you know is interested in learning how to use publicly available information to verify landlord compliance with DC law, you can find it on the OTA YouTube channel. Lastly, if there is a subject concerning tenant rights that you believe requires a tutorial or class, please let us know! We're always looking for ways to improve and expand our services.



Community-based Organizations for Housing and Other Assistance



CATHOLIC CHARITIES
The Southeast Family Center
 2812 Pennsylvania Avenue SE
 Washington, DC 20020
 Office: 202-338-3100
 Website: www.catholiccharitiesdc.org



VIRGINIA WILLIAMS FAMILY RESOURCE CENTER
 64 New York Avenue NE
 Washington, DC 20002
 Office: 202-526-0017
 Fax: 202-312-5598
 Monday–Thursday, from 8:30 a.m.-4:00 p.m. and Friday, 8:30 a.m.–12:00 p.m.



HOUSING COUNSELING SERVICES, INC.
 2410 17th Street NW, Suite 100
 Washington, DC 20009
 Adams Alley (between Euclid and Kalorama Streets)
 Office: 202-667-7006
 Fax: 202-667-1267
 Central intake line: 202-667-7339
 Hours: Mon., Tues., Thurs., Fri., 9:00 a.m. - 5:00 p.m. and Wed, 9:00 a.m. - 7:00 p.m.
 Website: www.housingetc.org

The Shelter Hotline (202-399-7093) is open every day from 8:00 a.m. – 12 p.m. During hypothermia season (November 1– March 31), it is open 24 hours a day.
 Website: www.community-partnership.org



UNITED PLANNING ORGANIZATION
 2907 Martin Luther King Jr. Avenue SE
 Washington, DC 20032
 Office: 202-562-3800
 Open 8:45 a.m.- 5:00 p.m.
 Website: www.upo.org



THE SALVATION ARMY
National Capital Area Command
 1434 Harvard St. NW, Suite B
 Washington, DC 20009
 Office: 202-332-5000
 Website: www.salvationarmynca.org



GREATER WASHINGTON URBAN LEAGUE
 2901 14th Street NW
 Washington, DC 20009
 Office: 202-265-8200
 Fax: 202-387-6515
 Website: www.gwul.org

The Solomon G. Brown Social Services Center
 2300 Martin Luther King Jr. Avenue SE
 Washington, DC 20020
 Office: 202-678-9770
 Website: www.salvationarmynca.org



The Agency's mission 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.

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