

TENANT RESOURCE GUIDE

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Office of the Tenant Advocate (OTA)
2000 14th Street, NW, Suite 300 North
Washington, DC 20009
Phone: (202) 719-6560
ota.dc.gov

OTA offers legal advice, technical assistance, & educational resources to tenants. The OTA also advocates for tenants in the policy context & provides emergency housing & relocation assistance in certain circumstances.

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

Office of the People's Counsel (OPC)

1133 15th Street, NW, Suite 500
Washington, DC 20005
Phone: (202) 727-3071
opc-dc.gov

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

District of Columbia Housing Authority (DCHA)

Phone: (202) 535-1000
dchousing.org

Headquarters Customer Service Center
625 D St. SW

Frederick Douglass Community Center
2000 Alabama Ave. SE

DCHA provides assistance to help DC families obtain safe, quality, & affordable housing through its Public Housing Program, Housing Choice Voucher Program, local Rent Supplement, & Moderate Rehabilitation Programs

Office of Human Rights (OHR)

One Judiciary Square
441 4th Street, NW, Suite 570-N
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.

Dept. of Energy & Environment (DOEE)

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

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

Dept. 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

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

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
Complaint Hotline: (202) 442-9828

OAG enforces the laws of the District, defends & provides legal advice to the District's government agencies & protects the interests of the District's citizens. Residents seeking to file a complaint regarding a business or landlord's practices may contact OAG's Office of Consumer Protection.

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
<https://www.dccourts.gov/services/civil-matters/landlord-tenant>

Eviction Diversion Program (EDP)

Phone: (202) 879-2073
Email: DCCourtEvictionHelp@dcsc.gov

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

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

Superior Court of the District of Columbia Small Claims Branch (SCB)

510 4th Street, NW, Building B, Room 120
Washington, DC 20001
Phone: (202) 879-1120
<https://www.dccourts.gov/services/civil-matters/requesting-10k-or-less>

SCB oversees the processing & adjudication of cases where the amount in controversy is \$10,000 or less.

Superior Court of the District of Columbia Civil Action Branch (CAB)

500 Indiana Avenue, NW, Room 5000
Washington, DC 20001
Phone: (202) 879-1133
<https://www.dccourts.gov/services/civil-matters/requesting-over-10k>

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

Superior Court of the District of Columbia Housing Conditions Calendar (HCC)

500 Indiana Avenue NW, Room 5000
Washington, DC 20001
Phone: (202) 879-1133
<https://www.dccourts.gov/services/civil-matters/housing-conditions-calendar>

HCC allows tenants to sue landlords for DC Housing Code violations on an expedited basis.

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 several District agencies, including Tenant Petition & rent control cases.

Rental Housing Commission (RHC)

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

The RHC's duties include deciding appeals brought to the Commission from the Rent Administrator and the Office of Administrative Hearings

Office of Fair Hearings (OFH)

1133 North Capitol Street, NE Suite 317
Washington, DC 20002
Phone: (202) 535-4789 Fax:
<https://dhcf.dc.gov/page/fair-hearing>

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

COURT-PROVIDED FREE LEGAL RESOURCES

Landlord/Tenant Resource Center

510 4th Street, NW, Room 208
Monday-Friday, 9:15 a.m. to 12 p.m.
Free legal information to both unrepresented landlords & tenants who have residential housing disputes in the District of Columbia.

Small Claims Resource Center

510 4th Street, NW, Room 208
remote services available ONLY
Phone: (202) 849-3608
Thursday, 9:15 a.m. to 12 p.m.
Free legal & Court information to Plaintiffs & Defendants related to Small Claims law & procedure in the District of Columbia.

Family Court Self-Help Center

500 Indiana Avenue, NW, JM-570
Phone (202) 879-1212
Monday-Friday, 8:00a.m.-5:30p.m.
Free walk-in service that provides unrepresented people with general legal information in a variety of family law matters (such as divorce, custody, visitation, child support).

Domestic Violence Intake Centers

Moultrie Court House
500 Indiana Avenue, NW, Room 4550

Greater Southeast Intake Center
1328 Southern Avenue, SE, Suite 311

The Moultrie Courthouse Intake Center handles all aspects of a case including requests for Temporary Protection Orders (2-week orders). The Center provides counseling, social services, & legal assistance to clients.

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. The Center provides counseling, social services, & legal assistance to victims.

Probate Self-Help Center

515 5th Street, NW, Room 316
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.

Consumer Law Resource Center

510 4th Street, NW, Room 223
Every other Monday, 9:30 a.m. to 12 p.m.
Phone: (202) 780-2574
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.

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 a.m. to 12 p.m, 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 at 901 4th Street, NW. No appointment necessary. Please call the [Legal Information Help Line](#) to confirm Clinic dates and locations.

The clinic provides individuals who do not have their own lawyer an opportunity to discuss with volunteer attorneys civil legal problems governed by DC law including: Bankruptcy & debt collection; Consumer law; Employment law; Family law; Health law; Housing law; Personal injury; Probate matters; Public benefits; & Tax law

Legal Hotlines (staffed by various DC legal services organizations)

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

Family Law matters:

The Family Law Assistance Network at 202-844-5428
Child Support Resource Center: 202-791-3996

Domestic Violence matters:

The Domestic Violence Intake Center (NW) at 202-879-0152
The Domestic Violence Intake Center (SE) at 202-879-1500
Victim legal Network of D.C.: (202) 629-1788

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

FREE LEGAL RESOURCES

Neighborhood Legal Services Program

64 New York Avenue, NE, Suite 180
Washington DC 20002
Phone: (202) 832-6577
www.nlsp.org
Walk-in intakes: Tuesdays & Thursdays, 10-3pm
Phone intakes: Monday, Wednesdays, & Fridays,
10-3pm*
**Online & phone intakes are closed every second
Thursday & last Wednesday of the month*

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*

American Univ., Wash. College of Law Clinic

4300 Nebraska Avenue, NW, Suite Y265
Washington, DC 20016
Phone: (202) 274-4140
wcl.american.edu/clinical/general.cfm

UDC Housing & Consumer Law Clinic

4200 Connecticut Avenue, NW
Building 52, Room 302
Washington, DC 20008
Phone: (202) 274-5120

Howard Univ. Fair Housing Clinic

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

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

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

4340 Connecticut Avenue, NW, Suite 100
Washington, DC 20008
Phone: (202) 638-4798
<https://www.risingforjustice.org/>

Children's Law Center

501 3rd Street NW, 8th Floor
Washington, DC 20001
Telephone (202) 467- 4900
www.childrenslawcenter.org

Legal Counsel for the Elderly

601 E Street, NW, 4th Floor
Washington, DC 20049
Phone: (202) 434-2170
www.aarp.org/lce
**Must be 60 years old or turning 60 by the end of
the calendar year*

Legal Aid Society of the District of Columbia

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

1331 H Street, NW, Suite 250
Washington, DC 20005

*Walk-in intakes: Tuesdays & Thursdays, 12:40-
4pm*

2041 Martin Luther King Jr Avenue, SE, Suite 201
Washington, DC 20020
*Walk-in intakes: Mondays & Thursdays, 10-
2:30pm*

Bread for the City

1525 7th Street, NW
Washington, DC 20001
Phone: (202) 265-2400

1640 Good Hope Road, SE

Phone: (202) 561-8587
breadforthecity.org

**no longer provides housing legal services*

INFORMATION FOR RESIDENTS WHO PARTICIPATE IN A PROGRAM PROVIDED BY THE DC HOUSING AUTHORITY (DCHA)

Who does this include? Participants in the Family Re-Housing Stabilization Program (also called Rapid Rehousing), Homelessness Prevention Program (HPP), Permanent Supportive Housing Voucher (also called Housing Choice Voucher)

I currently receive a voucher &...

- **...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. Note: if an emergency transfer is granted, DCHA will assist with relocation within 30 days. 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**
 - email **hcvpinspections@dchousing.org**
- **...I have questions about my voucher's portability to another state**
 - Email **hcvpports@dchousing.org**

I have applied for a voucher &...

- **...I want to know my application's status**
 - please call the DCHA-NMA Eligibility Customer Service line at (202) 539-8277 or email DCHA's Waitlist Manager, Debra Scott at **DeScott@dchousing.org**
- **...I am on the waitlist! What now?**
 - You will receive notification by mail once your name reaches the top of the list. Please complete 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 Housing Choice Voucher Program (HCVP) waiting list. Call (202) 539-8277.

I am on the waitlist for a Low Rent/Public Housing program...

- For updates, please contact Terri Johnson at (202) 731-3265 or **tejohnson@dchousing.org** or Emiko Brown at **ebrown@dchousing.org** for information

I have questions about something else...

- **Rapid Rehousing Participants (DHS):** Rapidrehousing@dc.gov
- General questions:
 - Wayne Waller, DCHA Ombudsman
 - Phone: (202) 290-4180
 - Email: ombudsman@dchousing.org
- Questions about eligibility referral packages: eligibility@dchousing.org.
- **HCVP Mediation Team:** mediation@dchousing.org
- **Fair Hearings:** hearings@dchousing.org
- **Office of General Counsel Subpoena:** suboena@dchousing.org
- **FOIA Request:** FOIA@dchousing.org
- **DCHA Loans:** dchaloans@dchousing.org



RENTAL HOUSING SEARCH ASSISTANCE

Housing Counseling Services

Tenant Services Department: (202) 900-9464

housingetc.org

Housing Counselling 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: <https://housingetc.org/webinar-registration/>

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 and housing communities in the District and refers residents to other social services organizations on an as-needed basis

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

1909 Martin Luther King Jr. Ave., SE

Washington, DC 20020

Phone: (202) 442-9505

dchousingsearch.org

provides additional computer and online access to DCHousingSearch.org

HOUSING-RELATED FINANCIAL ASSISTANCE

ALL subject to availability

RENTAL ASSISTANCE

ERAP (Emergency Rental Assistance Program)

<https://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. ERAP's application portal opens on a quarterly basis (October 1st, January 2nd, April 1st, July 1st) during each fiscal year. During each application cycle, the ERAP program accepts a limited number of applications. Please contact the ERAP program for more information.

Security Deposits &/or First Month's Rent

Project Reconnect, a program administered by the DC Department of Human Services (DHS)

<https://dhs.dc.gov/page/project-reconnect>

- for single persons: (202) 868-1118
- for families: (202) 526-0017

For Survivors of Domestic Violence

- DC SAFE: for intakes, contact the DC Victim Hotline at (844) 443-5732

Constituent Service Funds

- **Ward 1:** (202) 724-8181 or <https://www.brianneknadeau.com/contact>
- **Ward 2:** (202) 724-8058 or <https://www.brookepintodc.com/help>
- **Ward 3:** (202) 724-8062 or <https://mattfruminward3.com/constituent-service/>
- **Ward 4:** (202) 724-8052
- **Ward 5:** (202) 724-8028 or <https://zacharyparkerward5.com/constituent-services/#submit-form>
- **Ward 6:** (202) 724-8072 or <https://www.charlesallenward6.com/constituent-services>
- **Ward 7:** (202) 724-8068 or <https://www.vincentgray.com/ward-7/constituent-services>
- **Ward 8:** (202) 724-8045
- At-Large
 - **Chairman Phil Mendelson:** (chairmanpc@dccouncil.gov) or (202) 724-8032
 - **Councilmember Kenyan R. McDuffie:** (202) 724-7772 or <https://kenyanmcduffiedc.com/constituent-service/>
 - **Councilmember Christina Henderson:** (202) 724-8105 or <https://www.christinahendersondc.com/constituent-services>
 - **Councilmember Anita Bonds:** (202) 724-8099
 - **Councilmember Robert C. White, Jr.:** (202) 724-8174 or <https://www.robertwhiteatlarge.com/constituent-services/>

UTILITY ASSISTANCE

Department of Energy & Environment (DOEE)

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

How to apply:

- Online at <https://doee.dc.gov>
- Call 311 (press 4) & ask for an application
- Visit one of DOEE's Energy Centers
 - Wards 1,2,3,4,5,6: 1207 Taylor St. NW
 - Wards 6,7,8: 2100 Martin Luther King, Jr. Ave. SE

DC Water Cares

Assistance includes monthly discount programs, flexible payment plans, & one-time emergency assistance

How to apply:

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