



Office of the Tenant Advocate (OTA) – CQO

Johanna Shreve, Chief Tenant Advocate
2000 14th Street, NW Suite 300N
Washington, DC 20009
(202) 719-6560
<http://www.ota.dc.gov/>

Central Purpose

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.

Key Facts

The OTA was established in 2005 (D.C. Code § 42.3531.05). The Chief Tenant Advocate was first appointed in 2006 (D.C. Code § 42.3531.06). The agency's duties are enumerated in D.C. Code § 42.3531.07. The agency has general rulemaking authority pursuant to D.C. Code § 42.3531.10. The OTA handled 3,396 formal intake cases in FY 13 and 4,561 in FY 14. The OTA handled 116 emergency housing cases in FY 13 and 164 in FY 14.

Goals/Performance Measures

- **Create and enhance communication venues to better serve the tenant population.**
 - Produce Public Service Announcements promoting OTA services and programs.
 - Utilize print media to address tenant questions regarding rental housing laws and disputes between tenants and housing providers
- **Expand OTA's programmatic outreach into the student off-campus rental housing market.**
 - Expand programmatic outreach focus into neglected student off-campus rental housing markets.
 - Train off-campus housing directors in the basic of renter's rights.

Key Performance Indicators: % of tenant intake cases resolved; # of rental housing case abstracts to be included in database; % of identified tenant associations to be represented in Tenant Summit; % of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, (if funding was available).

Programs/Services

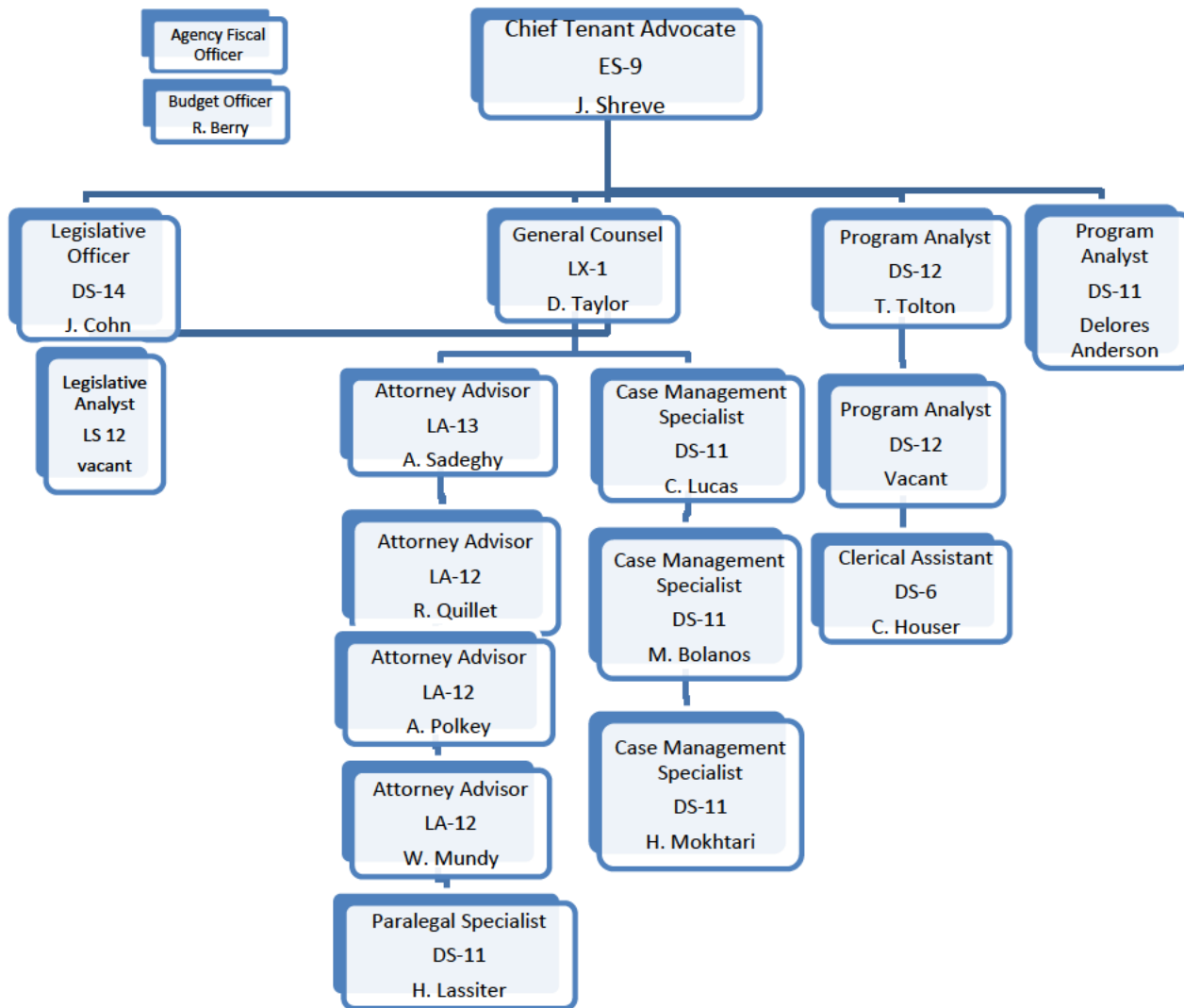
- **Legal Representation:** provides in-house representation for tenants in certain cases and refers other cases to *pro bono* or contracted legal service providers and attorneys.
- **Policy Advocacy:** works with other governmental and non-governmental officials and entities, including the DC Council, the Mayor's office, executive agencies, the courts, tenant stakeholders, advocates, and others, to promote better tenant protection laws and policies in the District.
- **Tenant Educational Institute:** conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns; and develops educational material regarding rental housing laws, rules, and policies.
- **Emergency Housing:** provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, government closures, and other unanticipated emergencies as appropriate.
- **Case Management and Community Outreach:** advises tenants on resolving disputes with landlords, identifies legal issues and the rights and responsibilities of tenants and landlords; provides legal and technical assistance for further action such as filing tenant petitions.

First Quarter CY2015 Hot Button Issue(s)

- Act 20-415, the “Tenant Bill of Rights Amendment Act of 2014,” will require landlords to provide rental applicants with a copy of the “DC Tenant Bill of Rights” document, as published by the OTA in the DC Register. Based on the projected law date and 90-day statutory post-publication trigger, the requirement will likely take effect in March 2015.
 - The agency is discussing with tenant and housing provider stakeholders and the relevant agencies all relevant issues, including document content, style, and logistics.
 - Translation of the Tenant Bill of Rights into five identified language.

- Emergency Housing matters (on an on-going basis)

Organization Chart



Boards and Commissions relevant to the agency (not applicable) Name	Name of Chairperson	No. of Members
N/A		

Budget FY2015

Total Budget	\$ 2,488,012
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No. of Employees

Current No. of FTEs	16
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Union Representation

Union(s)	Union Representative	No. of Members
N/A		

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
OTA Main Office	2000 14 th Street, NW suite 300N	20009	1	(202) 719-6560
Customer Service Center	2000 14 th Street, NW suite 300N	20009	1	(202) 717-6560

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
Tenant Hotline	Provide daily responses to all tenant inquiry regarding their right	on-going
Emergency Housing	Provides temporary housing to tenants displaced on an emergency basis	on-going

Capital Program(s) (not applicable)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
			\$	\$	[Month – Year]
			\$	\$	[Month – Year]
			\$	\$	[Month – Year]
			\$	\$	[Month – Year]

Important/Significant Dates

Event	Brief Description	Delivery Date
OTA Stakeholder Meetings	Provide the public with updated information on tenant issues. Ensure transparency through on-going dialogue regarding matters of interest to the public.	Every other month
ATD Live Chat	Provide tenants with the ability to discuss their issues with OTA “live”	Last Tuesday of every month

Agency training session	To provide on-going training to the public on renters rights, housing provider petitions	TBA
Ready-To-Rent	Development of Q/A for the Washington Post's Ready-to-Rent section	Eight times a year

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
Legal Service Provider Program	Legal Aid Society	\$50,000	October 2014 to September 2015
Legal Service Provider Program	D.C. Law Students in Court	\$50,000	October 2014 to September 2015
Legal Service Provider Program	Legal Counsel for the Elderly	\$85,000	October 2014 to September 2015
Legal Service Provider Program	Jamil Zouaoui	\$40,000	October 2014 to September 2015

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
Department of Human Resource (MOU)	Provides human resource assistance to the Agency	

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
N/A		\$	\$	

Active Litigation(s)

Project Name	Brief Description
N/A	

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		