



# **RENTAL HOUSING COMMISSION**

## **FY 2023 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 16, 2024**

# CONTENTS

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<b>Contents</b>	<b>2</b>
<b>1 Rental Housing Commission</b>	<b>3</b>
<b>2 2023 Objectives</b>	<b>4</b>
<b>3 2023 Operations</b>	<b>5</b>
<b>4 2023 Key Performance Indicators and Workload Measures</b>	<b>6</b>

# 1 RENTAL HOUSING COMMISSION

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*Mission:* The mission of the Rental Housing Commission (RHC) is to ensure the fair and effective implementation of the District of Columbia's rent stabilization and tenant rights laws by publishing clear legal guidelines and resolving appeals in disputed cases.

*Services:* The RHC is responsible for the interpretation and application of the Rental Housing Act of 1985, as amended (the Act). The RHC: (1) certifies and publishes the annual, general allowable rent adjustment; (2) issues, amends, and rescinds rules and procedures for the administration of the Act and for the resolution of disputes arising under the Act; and (3) in disputes under the Act, decides appeals from decisions of the Rent Administrator and the Office of Administrative Hearings. Disputes under the Act commonly include claims of illegal rent increases, requests for approval of special rent increases, repair of housing code violations, retaliation against tenants, and return of security deposits

## 2 2023 OBJECTIVES

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### Strategic Objective

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Resolve administrative appeals efficiently.

Issue, amend, and rescind rules and procedures for the administration of the Rental Housing Act (Act) and for the resolution of disputes arising under the Act.

Determine allowable annual adjustments of rent charged.

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### 3 2023 OPERATIONS

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Operation Title	Operation Description
<b>Resolve administrative appeals efficiently.</b>	
Case Mediation: Daily Service	Lead dispute resolution efforts to reduce time and cost associated with appeals and help reach mutually agreeable settlement for parties.
Appellate Resolution: Daily Service	Resolves appeals by tenants and housing providers to decisions from the Rent Administrator or the Office of Administrative Hearings through written, legal decisions-making.
<b>Issue, amend, and rescind rules and procedures for the administration of the Rental Housing Act (Act) and for the resolution of disputes arising under the Act.</b>	
Monitor statutory changes to the Rental Housing Act of 1985: Daily Service	Monitors statutory changes to the Rental Housing Act of 1985 and determines if corresponding rent stabilization regulations need to be issued, amended or rescinded.
<b>Determine allowable annual adjustments of rent charged.</b>	
Determine allowable rent increases: Key Project	Determine the change, during the twelve months of calendar year and the Consumer Price Index for Urban Wage Earners and Clerical Workers (“CPI-W”) for all items in the metropolitan statistical area that includes the District of Columbia adjust to other statutorily required calculations.

## 4 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
<b>Resolve administrative appeals efficiently.</b>											
Average number of business days to issue an order on a procedural motion	Neutral	New in 2023	New in 2023	Needs Update	Needs Update	Needs Update	Needs Update	Needs Data Update	New in 2023	New in 2023	
Average number of days between receiving a case and issuing an opinion in remanded cases	Neutral	New in 2023	New in 2023	Needs Update	Needs Update	Needs Update	Needs Update	Needs Data Update	New in 2023	New in 2023	
Average number of days between receiving a case and issuing an opinion in non-remanded cases	Neutral	New in 2023	New in 2023	Needs Update	Needs Update	Needs Update	Needs Update	Needs Data Update	New in 2023	New in 2023	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
<b>Case Mediation</b>							
Average caseload per administrative judge	New in 2023	New in 2023	Needs Update	Needs Update	Needs Update	Needs Update	Needs Data Update
Total number of cases received during the fiscal year	New in 2023	New in 2023	Needs Update	Needs Update	Needs Update	Needs Update	Needs Data Update