

## FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## Mission

The mission of the Office of the Tenant Advocate (OTA) is to provide technical advice and other legal services to tenants.

## Summary of Services

The OTA provides a range of services to the tenant community to further each aspect of its mission. (1) OTA advises tenants on resolving disputes with landlords, identifies legal issues and the rights and responsibilities of tenants and landlords, and provides legal and technical assistance for further action such as filing tenant petitions. (2) The OTA provides in-house representation for tenants in certain cases, and refers other cases to pro bono or contracted legal service providers and attorneys. (3) The OTA 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. (4) The OTA conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns. (5) The OTA provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, properties having been closed by the government, or other unanticipated emergencies.

## FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OTA celebrated ten years of exemplary tenant advocacy with the presentation of the Jim Graham 10th Annual Tenant and Tenant Association Summit.	OTA was given the opportunity to share expertise with the District's tenants and to give back to the community.	Residents were provided with multiple educational opportunities, including an in-depth discussion of the future of federal funding for affordable housing, directions ongoing and recommended for District laws, how to improve operations of tenant associations, and an in-depth primer on Renters' Rights.
Thanks to a heads-up call by the OTA, the Council enacted emergency legislation to authorize the Rental Housing Commission to publish the relevant SS COLA percentage prior to the effective date of Law 21-0239, the "Elderly and Tenants with Disabilities Protection Amendment Act of 2015" (effective 4/7/17).	OTA reaffirmed its position as the watchdog protecting the District's tenants, especially those facing the challenges of aging in place.	Without this emergency legislation -- Act 22-0004, the "Elderly Tenant and Tenant with a Disability Protection Emergency Amendment Act of 2017," effective 2/9/17; expired 5/10/17 -- elderly and disability tenants living in rent controlled apartments would not have benefited from the lower SS COLA cap on rent increases during the 2017 rent control year.
A number of OTA legislative priorities became effective law during FY 2017, including: <ul style="list-style-type: none"> <li>o Bill 21-647, the "Rental Housing Late Fee Fairness Amendment Act of 2016," Law 21-172 effective 12/8/16</li> <li>o Bill 21-146, the "Rent Control Hardship Petition Limitation Amendment Act of 2015," Law 21-197 effective 2/18/17</li> <li>o Bill 21-420, the "Residential Lease Amendment Act of 2016," Law 21-210 effective 2/18/17</li> <li>o Bill 21-656, the "Relocation Expenses Recoupment and Lien Authority Amendment Act of 2016," Law 21-211 effective 2/18/17</li> </ul>	OTA reaffirmed its position as the watchdog protecting the District's tenants.	District tenants have the comfort of knowing that their government is constantly refining the laws that solidify their security as their residences evermore develop as homes.

o Bill 21-173, the "Elderly and Tenants with Disabilities Protection Amendment Act of 2016," Law 21-0239 effective 4/7/17		
The OTA Renters Rights 101 is now a certified educational course. As a result of this accomplishment real estate professionals participated in the annual summit offering to earn the CEU.	It has allowed us to ensure that the educational courses designed and implemented will have wider appeal to the citizens of the District.	It assures the residents the now more real estate professionals are knowledgeable of tenants rights.

## 2017 Strategic Objectives

Objective Number	Strategic Objective
1	To develop education programs that are designed to improve and increase knowledge about statutory tenant rights.
2	To advocate for change(s) in laws, regulations and property maintenance codes that impact rental housing.
3	Provide legal guidance and/ or representation to tenant clients.
4	Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action.
5	Create and maintain a highly efficient, transparent and responsive District government.**

## 2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
<b>3 - Provide legal guidance and/ or representation to tenant clients. (1 Measure)</b>									
Percent of tenant intake cases resolved	Annually	90	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8160	Met	
<b>4 - Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action. (1 Measure)</b>									
Percent of tenants eligible for housing assistance for whom OTA made emergency housing available within 24 hours, when funding was available	Quarterly	90%	100%	100%	100%	100%	100%	Met	

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
<b>1 - Educational Programs (1 Measure)</b>						

Intra-agency coordination	Quarterly	0	2	0	1	3
<b>1 - Tenant rights and responsibilities. (2 Measures)</b>						
Present rental housing educational sessions to the public.	Quarterly	0	3	7	6	16
To design and launch 1 new educational offering	Quarterly	0	0	0	1	1
<b>2 - Legislative and Regulatory (1 Measure)</b>						
Submission of Policy Recommendations	Semi-Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
<b>3 - Intake Administrative Requirements (1 Measure)</b>						
Provide Legal Guidance	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%
<b>3 - Legal Representation (1 Measure)</b>						
Creation of a Standard Operations Procedure manual	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
<b>4 - Emergency Housing (1 Measure)</b>						
Assist Tenants Displaced under Emergency Circumstances	Quarterly	100%	100%	100%	100%	100%

## 2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>EMERGENCY HOUSING (1 Strategic Initiative)</b>				
Emergency Housing	To analyse current administrative and operation procedures in order to better serve the needs to temporarily displace tenants.	Complete	OTA has done a thorough review of Emergency Housing Procedures and the needs of displaced tenants. While further review and polishing will continue as a matter of course, OTA is confident that it is in a position to continue its exemplary record of meeting the needs of tenants displaced by government closure or natural disaster.	
<b>IN-HOUSE LEGAL REPRESENTATION (1 Strategic Initiative)</b>				
In-House Legal Referral Program	To develop policy and procedures that provide the Agency with administrative monitoring of all in-house legal referrals.	Complete	The paperwork is complete and in operation.	
<b>OTA EDUCATIONAL INSTITUTE (1 Strategic Initiative)</b>				
Course Development	OTA will aim to create new course development to the needs of identified through the tenant hotline. OTA will develop at a minimum 3 courses over the	Complete	The course has been designed, and it was presented at the Jim Graham 10th Annual Tenant and Tenant Association Summit.	

FY, working to address the aforementioned issues.

**POLICY ADVOCACY PROGRAM (1 Strategic Initiative)**

To provide recommendations to the DCMR Title XIV

The establishment of the Agency requires us to monitor all local and federal regulations that have a direct or cross regulatory purpose. Currently the Agency is engaged in the process of providing the Rental Housing Commission with our comments on the revision. The DCMR Title Xiv has not been revised in the past 15 years.

Complete

Complete