RENTAL HOUSING COMMISSION

FY 2026 PERFORMANCE PLAN

NOVEMBER 26, 2025

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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1 INTRODUCTION

This document is the Fiscal Year 2026 Performance Plan for the Rental Housing Commission.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily when the Mayor's budget proposal is delivered, and again at the start of the fiscal year when budget decisions have been finalized. A companion document, the Performance Accountability Report (PAR), is published annually in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

Performance Plan Structure: Performance plans are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects and related performance measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can answer broad questions about an agency's overall performance or the performance of an organizational unit, a program or service, or the implementation of a major project. Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of...".	"Number of public art projects completed"
Quality	Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	"Percent of citations issued that were appealed"
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"

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Measure Type	Measure Description	Example
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Targets: Agencies set targets for most performance measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in the subsequent Performance Accountability Report.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 RENTAL HOUSING COMMISSION OVERVIEW

Mission: The District of Columbia Rental Housing Commission (RHC) promotes fairness in the rental housing market by helping to make sure rent control laws are applied fairly for both renters and landlords. The RHC issues clear legal guidelines, certifies annual rent adjustments, and hears appeals from Office of Administrative Hearings decisions on landlord-tenant disputes. RHC appeals relate to issues including: • illegal rent hikes, • requests for special rent changes, • required repairs, • retaliation against tenants, and • returning security deposits. The Commission is committed to making fair decisions on appeals and to making D.C.'s complex rules about rental housing accessible and understandable to everyone. The RHC's staff works hard to provide helpful and timely service that builds trust in the Commission by being honest and professional.

Summary of 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

Objectives:

1. Resolve administrative appeals efficiently.
2. 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.
3. Determine allowable annual adjustments of rent charged.

3 OBJECTIVES

3.1 RESOLVE ADMINISTRATIVE APPEALS EFFICIENTLY.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Efficiency	Average number of business days between filing of appeal and preliminary case review	Neutral	New in 2025	New in 2025	2	**Target not required**
Efficiency	Average number of days between hearing and decision	Down is Better	603	340	297	**340**
Efficiency	Percent of RHC decisions reversed or remanded by DCCA	Down is Better	0%	0%	25%	**0%**
Efficiency	Percent of cases awaiting decision that are more than 340 days since hearing	Down is Better	42.86%	10%	25%	**10%**

3.2 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.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Efficiency	Average number of days from effective date of new legislation necessitating rulemaking to publication of notice of proposed rulemaking	Neutral	90	90	77	**90**

3.3 DETERMINE ALLOWABLE ANNUAL ADJUSTMENTS OF RENT CHARGED.

No Related Measures

4 ACTIVITIES

4.1 CASE MEDIATION

Lead dispute resolution efforts to reduce time and cost associated with appeals and help reach mutually agreeable settlement for parties.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Efficiency	Average days from parties' agreement to mediate to completion of mediation	Neutral	New in 2025	New in 2025	1	**Target not required**
Efficiency	Average number of mediation sessions per case mediated	Neutral	New in 2025	New in 2025	1	**Target not required**
Quantity	Number of cases actually mediated	Neutral	2	Target not required	2	**Target not required**
Quantity	Number of cases resolved through mediation	Neutral	New in 2026	New in 2026	New in 2026	**New in 2026**
Quantity	Number of cases noticed or ordered to mediation	Neutral	New in 2026	New in 2026	New in 2026	**New in 2026**
Quantity	Number of cases scheduled for hearing without mediation	Neutral	New in 2026	New in 2026	New in 2026	**New in 2026**

4.2 APPELLATE RESOLUTION

Resolves appeals by tenants and housing providers to decisions from the Rent Administrator or the Office of Administrative Hearings through written, legal decisions-making.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
District-Wide Indicator	Percent of parties without an attorney	Neutral	33.33%	Target not required	56.25%	**Target not required**
Efficiency	Number of cases awaiting decision	Neutral	7	Target not required	4	**Target not required**
Quantity	Number of case hearings held	Neutral	6	Target not required	3	**Target not required**
Quantity	Number of cases dismissed involuntarily	Neutral	1	Target not required	0	**Target not required**
Quantity	Number of cases dismissed voluntarily (includes settlements)	Neutral	6	Target not required	3	**Target not required**
Quantity	Number of motions filed (all types)	Neutral	1	Target not required	14	**Target not required**
Quantity	Number of open cases total	Neutral	6	Target not required	9	**Target not required**

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Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Quantity	Number of opinions rendered	Neutral	5	Target not required	6	**Target not required**
Quantity	Number of orders rendered	Neutral	26	Target not required	18	**Target not required**

4.3 DETERMINE ALLOWABLE RENT INCREASES

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.

No Related Measures

4.4 UPDATE AND CLARIFY RENTAL HOUSING ACT IMPLEMENTING REGULATIONS

Monitors legislative changes to the Rental Housing Act of 1985 and determines if corresponding rent stabilization regulations need to be issued, amended, or rescinded. Follow administrative procedure for public notice and comment rulemaking. Assure regulations are legally sufficient and understandable for stakeholders.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Efficiency	Number of Public Comments Received to Notice(s) of Proposed Rulemaking	Neutral	5	Target not required	8	**Target not required**
Quantity	Number of Bills enacted Necessitating Rulemaking	Neutral	0	Target not required	1	**Target not required**
Quantity	Number of emergency/proposed/final rulemakings published	Neutral	1	Target not required	5	**Target not required**