



Office of the Tenant Advocate OTA (CQ)

MISSION

The mission of the Office of the Tenant Advocate (OTA) is 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.

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) 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) 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) OTA conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns. (5) OTA provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, or government closures.

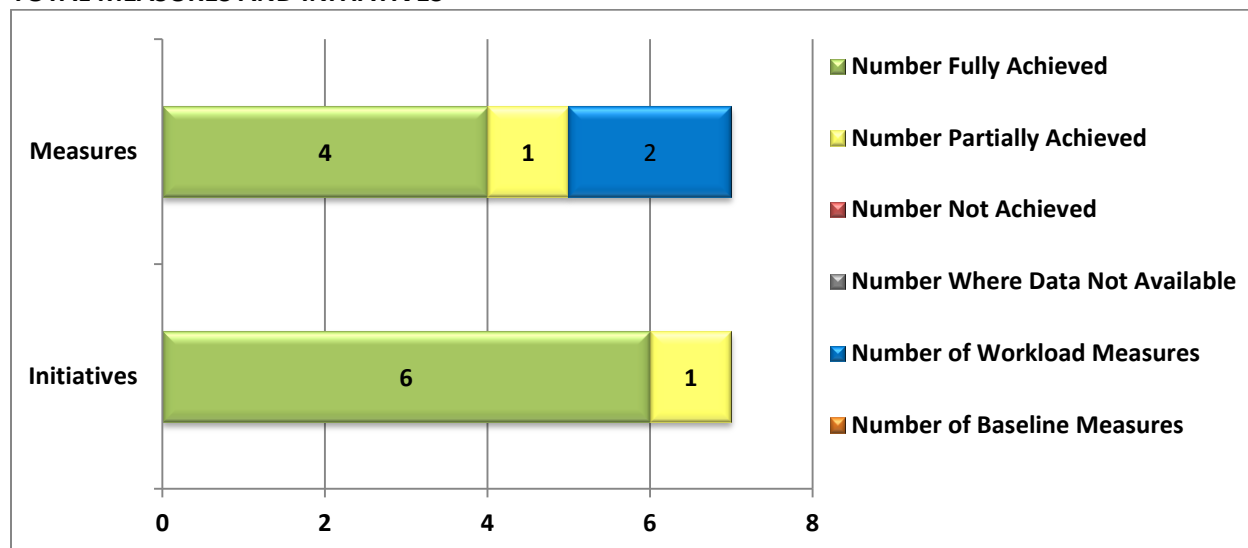
ACCOMPLISHMENTS

- ✓ The Tenant Hotline Program was expanded to allow for monthly "live" online interaction with tenant communities. Tenants can now log on to our website and engage in a live question and answer session with OTA staff.
- ✓ The OTA Legal Representation Program expanded its capacity this year to provide in-house legal representation that resulted in case settlements with an attributed value of over \$450,000 in the form of reduced rent and other court judgments following legal actions.
- ✓ The OTA developed new online education materials and brochures that will assist first-time renters and others in better understanding the legal protections afforded via the Rental Housing Act of 1985.

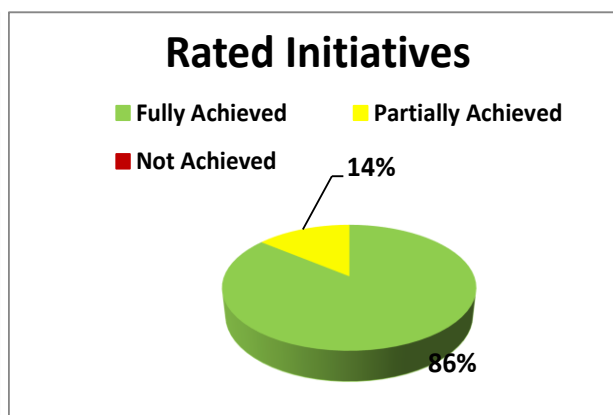
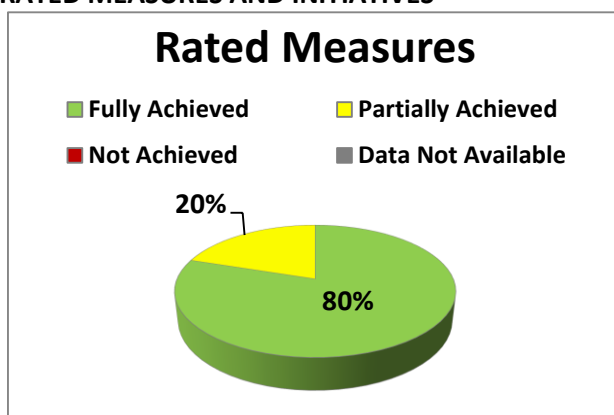


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES




Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

OBJECTIVE 1: Create and improve channels of communication between the agency and the tenant community.

INITIATIVE 1.1: Initiate internship program for law and pre-law students.

- **Fully achieved.** The OTA launched its first year internship program in May 2012. Through an innovative recruitment process over 25 law student candidates applied for the two internships available; two students were selected. Based upon the success of the summer initiative which included a comprehensive legal curriculum that introduced the interns to landlord and tenant law the Agency was able to expand the program to a year long initiative that has continued into Fiscal Year 2013.

INITIATIVE 1.2: Develop a newsletter to educate and inform tenant communities on a monthly basis.

- **Fully achieved.** The a newly initiative internal clip service the OTA now provides data from a variety of news sources s to the tenant community that assist in keeping tenants apprised of local and federal matters related to rental issues.

INITIATIVE 1.3: Develop a customer satisfaction survey.

- **Fully achieved.** Two survey instruments were designed to provide internal assessment of programmatic goals. The first survey was developed to provide agency feedback on benefits of educational workshops. The second survey was designed to provide the agency with feedback on its customer service protocol during the client intake process.

INITIATIVE 1.4: Enhance virtual communications to allow for capacity of “live” online interaction with tenant communities.

- **Fully achieved.** The OTA met its goal of conducting three “live” online chat Q&A sessions with the tenant community. This program initiative expands the OTA statutory mandated hotline program capacity to real time assistance for the tenant community. The new program allows tenants to reach the Agency in two ways: The tenant can log on to the OTA website and submit tenant-related questions and receive real time responses or they can submit questions in advance of the commencement of the chat session.

OBJECTIVE 2: Inform tenant communities about tenant rights and related issues.

INITIATIVE 2.1: Expand Searchable Database of Rental Housing Case Decisions.

- **Partially achieved.** The Court of Appeals abstract program increased to 131 abstracts rather than the 150 projected.



INITIATIVE 2.2: Enhance and improve educational materials available online.

- **Fully achieved.** The OTA has successfully developed three e- learning applications. The applications focus on a tenants first right to purchase, basic components of a rental lease and Office of Administrative Hearing requirements.

OBJECTIVE 3: Provide financial assistance to cover certain emergency housing and tenant relocation expenses under the OTA's "Emergency Housing Assistance Program" (EHAP).

INITIATIVE 3.1: Explore the feasibility of a public/private renters insurance program.

- **Fully achieved.** The OTA performed a feasibility analysis to determine whether or not the creation of a public/private renters' insurance program was possible. The analytical phase of this research was supported by the Department of Insurance, Securities and Banking (DISB). At this time we do not anticipate that this program will be green-lighted, however we continue to promote the notion that tenants should carry renters insurance.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	1.1	% of tenant intake cases resolved	100%	87%	87	100%	114.94%	HOUSING ASSISTANCE COMMUNITY SVC PROGRAM
●	1.2	# cases initiated	2615	-		2767	Workload Measure	HOUSING ASSISTANCE COMMUNITY SVC PROGRAM
●	2.1	# of rental housing case abstracts to be included in database	118	150		131	87.33%	Legal Representation, Emergency Housing
●	2.2	% of identified tenant associations to be represented in tenant summit	85% (30/40)	50%		86% (43/50)	172%	HOUSING ASSISTANCE COMMUNITY SVC PROGRAM
●	N/A	# of Emergency Housing cases	111	-		115	Workload Measure	Legal Representation, Emergency Housing
●	3.1	% of all Emergency Housing cases resolved	100%	85%		100%	117.65%	Legal Representation, Emergency Housing
●	3.2	% of households eligible for emergency housing assistance for whom OTA made emergency housing available within 24 hours	100%	90%		100%	111.11%	Legal Representation, Emergency Housing

*In FY 12 approved agency budget, Legal Representation and Emergency Housing program dollars were bundled together. In approved FY 13 budget, they were separated into two different programs.