



Office of the Tenant Advocate OTA (CQ0)

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) 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, property having been closed by the government, or other unanticipated emergencies.

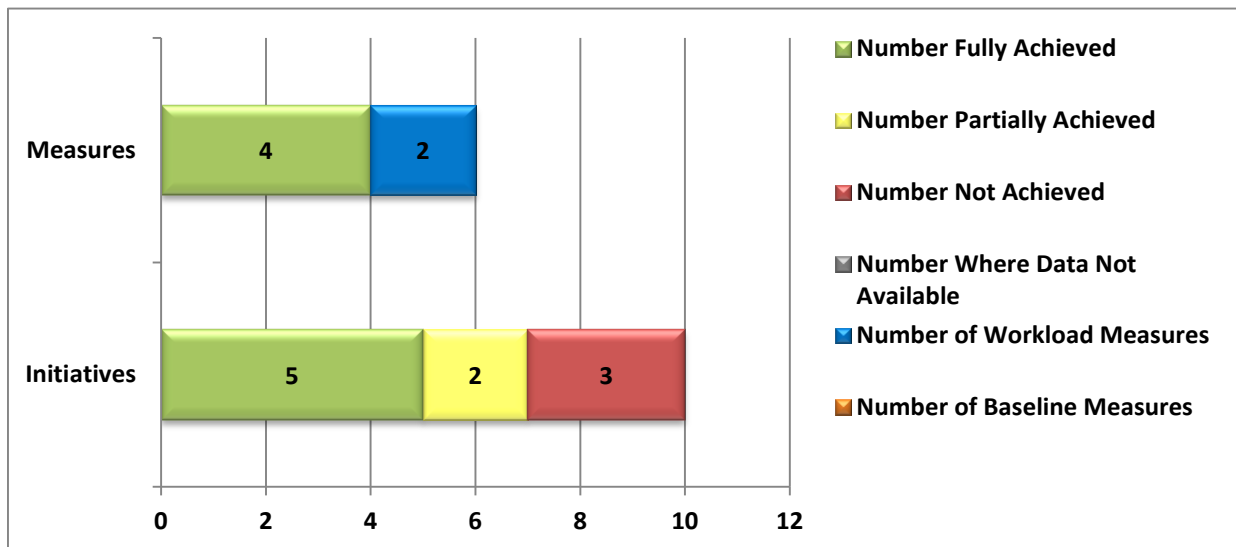
ACCOMPLISHMENTS

- ✓ OTA represented more tenants than required in OAH.
- ✓ OTA's investment resulted in a return of a total of \$2,108,892 to tenants.
- ✓ OTA developed the first two courses in the curriculum for the Tenant Education Institute (TEI).

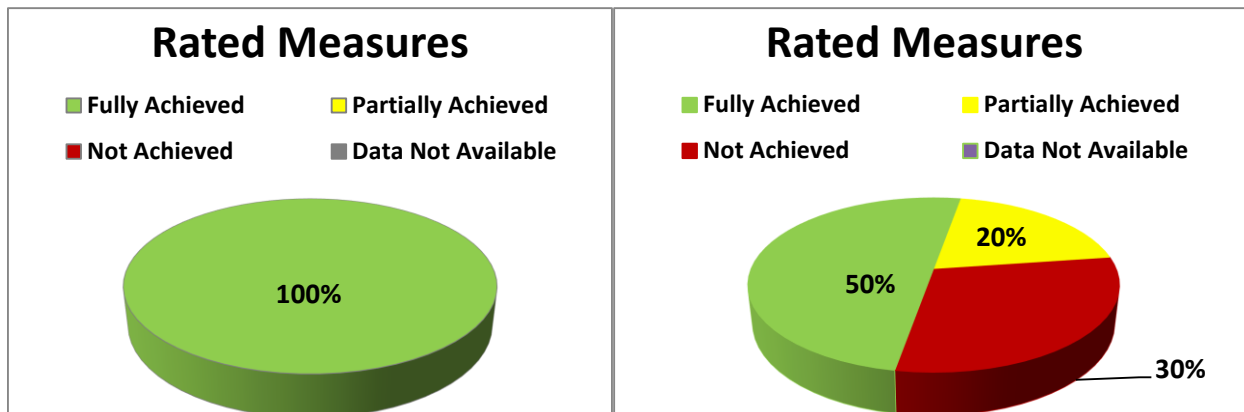


OVERVIEW AGENCY PERFORMANCE

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 enhance communication venues to better serve the tenant population.

INITIATIVE 1.1: Produce and Broadcast a Webinar Program Series.

- **Not achieved-** The Agency failed to meet this objective due to the overwhelming number of emergency cases it handled throughout this year. Additionally, the appropriate technology needed to complete the goal had not been purchased due to budget constraints.

INITIATIVE 1.1: Repackage and publish the newly created Webinar Program Series productions on the OTA website.

- **Not achieved-** The Agency failed to meet this objective due to the overwhelming number of emergency cases it handled throughout this year. Additionally, the appropriate technology needed to complete the goal had not been purchased due to budget constraints.

INITIATIVE 1.2: Expand Tenant publicity efforts for OTA Hotline services through utilization of existing community resources.

- **Fully Achieved:** In Fiscal Year 2014, the OTA conducted monthly live chats, ran colored ads, and also posted ads in all relevant newspapers throughout the City. We held discussions with Channel 16 regarding airing of our annual summit videos, and we are in the process of finalizing plans for implementation of a new communication vehicle in FY 2015.

INITIATIVE 1.3: Expand Tenant publicity efforts for OTA Hotline services through utilization of existing community resources.

- **Fully Achieved:** In Fiscal Year 2014, the OTA conducted monthly live chats, ran colored ads, and also posted ads in all relevant newspapers throughout the City. We held discussions with Channel 16 regarding airing of our annual summit videos, and we are in the process of finalizing plans for implementation of a new communication vehicle in FY 2015.

OBJECTIVE 2: Expand OTA's programmatic outreach into the student off-campus rental housing market.

INITIATIVE 2.1: Produce and broadcast a Public Service Announcement targeting the student off-campus rental housing market.

- **Partially Achieved:** This initiative was not completed, in part due to coordination problems with the relevant university program officials. Our FY 2014 presentations at student forums and our ongoing interactions with students and faculty, however, did help the OTA to develop PSA content. The OTA will revise its outreach strategy as warranted, and aim to implement the initiative in the spring of 2015.



INITIATIVE 2.2: Produce and broadcast a Webinar specific to the student off-campus rental housing population.

- **Not achieved** -Due to the lack of Georgetown Off-Campus Housing coordination the Agency was unable to successfully develop and broadcast a webinar. Instead the Agency provided training to student government leaders who were involved in promoting the partnership with the Agency.

INITIATIVE 2.3: Produce and distribute a joint letter educating the housing provider community serving the student off-campus rental housing population about the legal requirements for housing providers.

- **Fully Achieved:** OTA presented DCRA with the list of 400+ unlicensed and unregistered housing providers who maintain a relationship with Georgetown University, and OTA described the outline of the joint letter. DCRA then completed and distributed the letter as a component of DCRA enforcement actions.

INITIATIVE 2.4: Produce and participate in student education “rallies.”

- **Partially Achieved:** In FY 2014, OTA partnered with DC Law Students in Court to conduct legal clinics for the students at Georgetown University. The initial report is that these were very successful, and they should be replicated at other universities in the District. However, DC Law Students in Court has informed OTA that the final report will be delivered in November 2014.

INITIATIVE 2.5: Develop and distribute a student satisfaction survey of off-campus rental housing.

- **Fully Achieved:** The OTA developed and submitted the student satisfaction survey to the Georgetown University Office of Off-Campus Student Life for its review. It is our understanding that the University will beta-test the survey and provides feedback to the OTA in FY 2015.

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: Create new external partnerships to better serve clients of the EHAP program.

- **Fully Achieved:** The OTA created a new partnership with the Office on Asian and Pacific Islander Affairs. As a result of this new partnership, two new educational documents were produced to educate the Chinese, Korean, and Vietnamese communities in their own languages. The two documents were the Tenants’ Bill of Rights and a Rental FAQ comprising questions frequently posed to OAPIA. We also continue to develop relationships with a variety of hotels, and continue to discuss with them the program’s needs including affordable rates, and clients’ needs based on complaints that may arise.



Key Performance Indicators – Details

Performance Assessment Key :

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.1	% of tenant intake cases resolved	100%	89%		100%	112.36%	LEGAL REPRESENTATION
●	1.2	# of rental housing case abstracts to be included in database	180	210		225	107.14%	LEGAL REPRESENTATION
●	1.3	% of identified tenant associations to be represented in tenant summit.	96%	50%		80%	160%	COMMUNITY OUTREACH
●	3.1	% of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available	100%	90%		100%	111.11%	EMERGENCY HOUSING
●	N/A	# of Cases Initiated	3,396	Target Not Required		5,674	Workload Measure Not Rated	LEGAL REPRESENTATION
●	N/A	# Emergency Housing Assistance Cases	661	Target Not Required		164	Workload Measure Not Rated	EMERGENCY HOUSING ASSISTANCE