



# **RENTAL HOUSING COMMISSION**

## **FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# 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 Columbias 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 PROPOSED 2024 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 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Resolve administrative appeals efficiently.</b>		
Case Mediation	Lead dispute resolution efforts to reduce time and cost associated with appeals and help reach mutually agreeable settlement for parties.	Daily Service
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.	Daily Service
<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	Monitors statutory changes to the Rental Housing Act of 1985 and determines if corresponding rent stabilization regulations need to be issued, amended or rescinded.	Daily Service
<b>Determine allowable annual adjustments of rent charged.</b>		
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.	Key Project

## 4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Resolve administrative appeals efficiently.</b>					
Average number of business days between oral argument to disposition	Neutral	New in 2024	New in 2024	New in 2024	New in 2024
Average number of business days between preliminary case review and staff assignment	Neutral	New in 2024	New in 2024	New in 2024	New in 2024
Average number of business days between hearing and opinion	Neutral	New in 2024	New in 2024	New in 2024	New in 2024
Average number of calendar days between initial case filing to mediation scheduling	Neutral	New in 2024	New in 2024	New in 2024	New in 2024
Percent of cases awaiting decision that are more than 340 business days old	Neutral	New in 2024	New in 2024	New in 2024	New in 2024
Percent of cases mediated	Neutral	New in 2024	New in 2024	New in 2024	New in 2024
Percent of decisions reversed	Down is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of initial mediation scheduled within 45 calendars day after notice of appeal being filed	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of eligible cases resolved through mediation or mediator-involved settlement	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
<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>					
Average number of business days to determine whether to issue, amend, and rescind rules and procedures, rescind regulations based on newly enacted legislation	Down is Better	New in 2024	New in 2024	New in 2024	New in 2024

## Workload Measures

Measure	FY 2021	FY 2022
<b>Appellate Resolution</b>		
Number of cases pending resolution	New in 2024	New in 2024
Number of appeals filed	New in 2024	New in 2024
Number of orders rendered	New in 2024	New in 2024
Number of opinions rendered	New in 2024	New in 2024
Number of appeals hearings held	New in 2024	New in 2024
Number of cases resolved in 340 days or less.	New in 2024	New in 2024
Number of cases dismissed	New in 2024	New in 2024
Number of cases withdrawn	New in 2024	New in 2024
Number of opinions with reconsideration requested	New in 2024	New in 2024
<b>Case Mediation</b>		
Number of appeals filed	New in 2024	New in 2024
Number of cases pending resolution	New in 2024	New in 2024
Number of eligible cases mediated	New in 2024	New in 2024
Number of eligible cases mediated	New in 2024	New in 2024
Number of eligible cases resolved through mediation	New in 2024	New in 2024
Average caseload per administrative judge	New in 2024	New in 2024
Total number of cases received during the fiscal year	New in 2024	New in 2024