



**FY 2015 PERFORMANCE PLAN
Office of the Tenant Advocate**

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

AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual	FY 2014 Actual
# of Cases Initiated	2767	3396	5674
# Emergency Housing Assistance Cases	115	116	164

OBJECTIVE 1: Create and enhance communication venues to better serve the tenant population.

INITIATIVE 1.1: Produce a Public Service Announcement (“PSA”) promoting OTA services and programs.

In FY 2015, the OTA will produce a PSA designed to inform the District’s tenants of the services and programs of OTA. Completion date: **September 2015.**

INITIATIVE 1.2: Produce a Public Service Announcement (“PSA”) promoting renter’s insurance.



In FY 2015, the OTA will produce a PSA designed to promote and educate the District's tenants in regard to the advantages of purchasing renters' insurance, which would reduce the burden on government emergency housing programs, such as OTA's Emergency Housing Assistance Program. **Completion Date: September 2015.**

INITIATIVE 1.3: Utilize print media to address tenant questions regarding rental housing laws and disputes between tenants and housing providers (Age-Friendly DC Goal: Domain # 7).

In FY 2015, the OTA will partner with the Washington Post Company to produce Ask the Advocate columns that will be printed regularly in the Post's "Ready to Rent" publication. Completion date: The initiative will be active throughout FY2015, with final completion in September 2015. **Completion Date: September 2015**

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

INITIATIVE 2.1: Train off-campus housing directors in the basics of renters' rights.

In FY 2015, the OTA will expand its programmatic outreach focus into the neglected student off-campus rental housing market. OTA will be working through the university off-campus consortium, already in place, to both create a widespread knowledge-base and a referral system specific to each participating institution.

Completion Date: March 2015.

OBJECTIVE 3: Upgrade agency administrative efficiencies through enhanced administrative tools.

INITIATIVE 3.1 Create new information management systems for core OTA programs.

In FY 2015, the OTA will create new information management systems to improve the collection of data necessary to maximize the core OTA programs.

Completion Date: September 2015.

INITIATIVE 3.2 Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor's Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning and receives any additional necessary resources, each agency head subject to the authority of the mayor shall use the criteria to evaluate the sustainability of their respective operations in accordance with the requirements of Mayor's Order 2013-209, the Sustainable DC Transformation Order, and submit to his or her responsible Deputy Mayor and the Office of the City Administrator the results of the agency's internal assessment. **Completion Date: April 2015**



KEY PERFORMANCE INDICATORS – *Office of Tenant Advocate*

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projections	FY 2016 Projections	FY 2017 Projections
% of tenant intake cases resolved	100%	89%	100%	89%	89%	89%
# of rental housing case abstracts to be included in database	180	210	225	240	255	270
% of identified tenant associations to be represented in tenant summit.	96% (48/50)	50%	80%	50%	50%	50%
% of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available	100%	90%	100%	90%	90%	90%