

# Office of the Tenant Advocate FY2016

**Agency** 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.

**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.

## 2016 Objectives

### FY16 Objectives

Objective Number	Objective Description
<b>(empty) (4 Objectives)</b>	
1	To perform research identifying impediments to a renter's ability to achieve a pathway to the middle-class.
2	To provide salient reform recommendations that address preservation strategies for affordable housing.
3	To create a tenant rights education curriculum for DC Public Schools students who live in rental housing.
4	To enhance the development of tenant leaders in the District.

## 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - To perform research identifying impediments to a renter's ability to achieve a pathway to the middle-class. (1 Measure)</b>							
Percent of tenant intake cases resolved		Quarterly	100	100	100	89	89
<b>2 - To provide salient reform recommendations that address preservation strategies for affordable housing. (1 Measure)</b>							
Percent of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available		Quarterly	100	100	100	90	90
<b>4 - To enhance the development of tenant leaders in the District. (2 Measures)</b>							
Number of rental housing case abstracts to be included in database		Quarterly	180	225	248	240	255

Percent of identified tenant associations to be represented in tenant summit	Annually	96	80	91.3	50	50
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## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (2 Measures)</b>				
# of Cases Initiated	Quarterly			
# Emergency Housing Assistance Cases	Quarterly		164	135

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>(empty) - 1 (4 Initiatives)</b>				
1	This objective will provide a better pathway to the middle class.	1.1	Increase the information provided by OTA's contracted Legal Service Providers.	The OTA will revise its Request for Qualifications, while renewing contracts with Legal Service Providers, to include the sharing of issues that have a negative impact on achieving a pathway to the middle class.
1	This objective will provide a better pathway to the middle class.	1.2	Meet on a semi-annual basis with DC Superior Court and US Marshals Service representatives.	The OTA will meet on a semi-annual basis with representatives of DC Superior Court and the US Marshals Service to gather information on rental issues that have a negative impact on achieving a pathway to the middle class.
1	This objective will provide a better pathway to the middle class.	1.3	Analyze eviction data to determine developmental needs of the rental housing system.	The OTA will develop charts and graphs to demonstrate where government services are needed to strengthen the District's economy.
1	This objective will provide a better pathway to the middle class.	1.4	Produce a housing provider petition report that highlights their impact(s) on the preservation of affordable housing.	The OTA will review Fiscal Year 2015 Housing Provider Petition data to determine any negative impacts on affordability.
TOT				
<b>(empty) - 2 (4 Initiatives)</b>				
2	To assist the Council and the administration with housing preservation strategies.	2.1	Assist in the preservation of affordable housing in the District.	The Chief Tenant Advocate will serve as a member of the Mayor's Housing Preservation Strike Force.

2	To assist the Council and the administration with housing preservation strategies.	2.2	Create communication tools that will enhance OTA's effectiveness in the preservation of affordable housing.	The OTA will create communication tools that will educate low and moderate income tenants about government preservation strategies.
2	To assist the Council and the administration with housing preservation strategies.	2.3	Create legislative recommendations that support the Agency's positions on affordable housing strategies for consideration by the administration and City Council.	The OTA will create three legislative packages, including appropriate supplemental materials, to support three policy positions developed through implementation of Initiatives 2.1 and 2.2.
2	To assist the Council and the administration with housing preservation strategies.	2.4	Closely consult with relevant parts of the District government in the development of the "Rent Control Housing Clearinghouse" database.	The OTA will serve in a leadership position in the Fiscal Year 2016's development of the "Rent Control Housing Clearinghouse" database, working to insure that the final product meets the needs of District tenants, the tenant bar, and tenant-supportive services within the District government.
TOT				
<b>(empty) - 3 (1 Initiative)</b>				
3	This objective is to supplement the education of District Public Schools students.	3.1	Collaborate with the Deputy Mayor of Education to determine how many DC Public Schools students live in rental housing.	The OTA will determine if it is appropriate to develop a curriculum for DC Public Schools that would provide students with information about housing, and if appropriate, develop the curriculum.
TOT				
<b>(empty) - 4 (1 Initiative)</b>				
4		4.1	Develop a ten-point certificate training program for tenant associations that is focused on building sound leadership skills.	The OTA will launch its ten-point certification training program.
TOT				
<b>TOT</b>				