

Return Address

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ATTN: Housing Provider Ombudsman  
Department of Housing and Community Development,  
Housing Regulation Administration  
1800 Martin Luther King Jr. Ave. SE,  
Washington, DC 20020

## BASIC FACTS ABOUT THE HOUSING PROVIDER OMBUDSMAN

- 1) The Housing Provider Ombudsman (HPO or Ombudsman ) is the District's dedicated information resource for small housing providers.
- 2) The HPO is available to answer questions, and provide technical assistance surrounding the law and procedure governing rental housing, conversion and sale, tenant purchase and other housing subjects.
- 3) The HPO does not provide legal advice.
- 4) Communication with the HPO is a matter of public record although some communication can be conducted anonymously .
- 5) The HPO can be reached from 9 a.m. to 4:30 p.m. at (202) 442-9505.
- 6) The HPO is a staff member of the Department of Housing and Community Development (DHCD), Housing Regulation Administration.
- 7) The HPO's office is located inside of the DHCD Housing Resource Center, which is located at 1800 Martin Luther King Jr. Ave. SE, Washington, DC 20020
- 8) To schedule an appointment with the HPO, please call (202) 442-9505.



# THE HOUSING PROVIDER OMBUDSMAN

A RESOURCE FOR  
SMALL HOUSING PROVIDERS

Department of Housing and Community Development  
1800 Martin Luther King Jr. Ave. SE  
Washington, DC 20020  
(202) 442-7200  
[www.dhcd.dc.gov](http://www.dhcd.dc.gov)





# THE HOUSING PROVIDER OMBUDSMAN IS THE DISTRICT OF COLUMBIA'S DEDICATED RESOURCE FOR INFORMATION FOR SMALL HOUSING PROVIDERS

The laws and regulations governing housing in the district can seem complicated. Navigating them alone is not always easy. If you are a small housing provider with questions, or concerns, the District of Columbia has a resource that is specifically tailored to help you—the **Housing Provider Ombudsman (HPO)**.

## Who is the Housing Provider Ombudsman?

The Housing Provider Ombudsman (HPO) is a full-time position located within the Housing Regulation Administration of the Department of Housing and Community Development (DHCD).

## What does the Housing Provider Ombudsman do?

The HPO's main role is to help and hear from small housing providers who have questions or concerns about the District's housing law.

## How can the Housing Provider Ombudsman help me?

The HPO can help housing providers get assistance in the following ways:

### 1) Explain What is Required Under the Law

Though the HPO cannot provide legal advice, The HPO is available to help small housing providers better understand the District's rental housing regulatory requirements. Housing providers can call the HPO to get clear answers on what the rules are, and how they work .

### 2) Explain Notices Forms and Procedure

The HPO is available to help small housing providers better understand the District's rental housing laws and regulations. Specifically the HPO can help explain the procedure, forms, notices and petitions surrounding:

- A. The registration of rental housing accommodations
- B. The processes for seeking rental adjustments
- C. The notices to vacate procedure
- D. The District's tenant purchase provisions; and
- E. The conversion and sale of condominiums and cooperatives.

### 3) Provide Technical Assistance

The HPO conducts trainings and public education workshops for small housing providers around the city. A schedule of trainings and other outreach services are available at the DHCD Housing Resource Center and at [www.dhcd.dc.gov](http://www.dhcd.dc.gov). The HPO is also available to conduct trainings for interested groups of housing providers. Contact the HPO's office at (202) 442-9505 to find out more.

### 4) Listen to Concerns and Take Suggestions

Part of the HPO's role is to serve as a liaison between housing providers and the District government. Concerns and suggestions can be relayed to the HPO anonymously, and feedback will be provided upon request.

### 5) Help Locate Resources

The HPO is available to help small housing providers locate the help they need (regardless of whether that resource is located inside or outside of the District Government).

If you have a question or comment for the Housing Provider Ombudsman, please share it using this form or by calling (202) 442-9505. If you'd like a direct response to your question or comment, please let us know how to contact you.

Your Question or Comment: \_\_\_\_\_

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\_\_\_\_\_

Your Name: (Optional) \_\_\_\_\_

A Telephone Number where you can be reached during regular business hours: (Optional) ( \_\_\_\_\_ ) \_\_\_\_\_

An email address where you can be reached: (Optional) \_\_\_\_\_

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If you would like to receive information about upcoming free DHCD educational events please mark an "X" here . Please provide your email address above.