

TENANT PAYMENT PLAN for RESIDENTS IMPACTED by COVID-19

A FACT SHEET FROM THE DC DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

On March 11, 2020, Mayor Bowser declared a public emergency and public health emergency due to the COVID-19 pandemic. In response to the declared emergencies, the D.C. Council passed several legislative amendments, including the Coronavirus Support Temporary Amendment Act of 2020 (Act) which establishes a tenant rent payment plan.

Tenant Payment Plan Requirements

- Residential landlords and property managers (housing provider) shall develop and provide a tenant payment plan program for eligible tenants. To be eligible, a tenant must have a current residential lease agreement and notify the landlord or property manager of an inability to pay all or a portion of the rent due to the public health emergency.
- A housing provider shall:
 - Provide a rent payment plan for the payment of gross rent and any other amounts coming due under the lease agreement during the public health emergency and for 1 year after the emergency ends;
 - Not report any negative information about a tenant under a payment plan to a credit bureau;
 - Notify all tenants of plan availability and process;
 - Provide that an eligible tenant does not lose any rights under the payment plan;
 - Approve each payment plan application if the tenant can demonstrate financial hardship resulting directly or indirectly from the public health emergency, regardless of an existing delinquency or a future inability to make rental payments established before the public health emergency began;
 - Establish applicant procedures which may include requiring a tenant to provide supporting documentation;
 - Provide for an application process online or by telephone;
 - Keep copies of all approved or rejected plan applications for 3 years; and
 - At the request of the tenant, provide a copy of a payment plan to the Rent Administrator at the D.C. Department of Housing and Community Development, Rental Accommodations Division.



Behind on rent due to COVID-19?

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Tenant Payment Plan Required Terms and Duration

Housing providers and tenants must create their own tenant payment plan agreement. The terms of payment plans must:

1. Be in writing;
2. Be for the payment of gross rent and any other amounts coming due under the lease agreement;
3. Be for a minimum term of 1 year unless the tenant requests a shorter term;
4. Provide for equal monthly installments for the duration of the payment plan unless the tenant agrees to a different payment schedule;
5. Waive any fee or penalty accruing under a payment plan;
6. Permit a tenant to pay an amount greater than the monthly amount provided for in the payment plan; and
7. Not require any lump sum payment.

Complaint Process

A tenant whose payment plan application is denied may file a written complaint with the Rent Administrator who will review the complaint for completeness and then transfer the complaint to the D.C. Office of Administrative Hearings (OAH) for adjudication.

A tenant complaint form is available at <https://dhcd.dc.gov/service/rent-control>. A complaint form must be filled out, signed and dated, and include copies of relevant and supporting documentation. A tenant may submit a complaint to:

DC Department of Housing and Community Development
Housing Regulation Administration
Rental Accommodations Division
1909 Martin Luther King, Jr. Avenue, SE
Washington, DC | 20020

Tenant complaints may be submitted by mail, hand delivered to the drop box available in the agency's lobby (Monday-Friday, 8:30 a.m.–3:30 p.m.), or emailing the complaint form and supporting documentation to dhcd.rad@dc.gov.

Additional Information

Tenants may obtain assistance with completing a complaint by contacting these organizations:

- Office of the Tenant Advocate (202) 719-6560
- Housing Counseling Services (202) 667-7006
- Latino Economic Development Center (202) 588-5102.

Need additional information?