



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:
 1. 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;
 2. Not report any negative information about a tenant under a payment plan to a credit bureau;
 3. Notify all tenants of plan availability and process;
 4. Provide that an eligible tenant does not lose any rights under the payment plan;
 5. 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;
 6. Establish applicant procedures which may include requiring a tenant to provide supporting documentation;
 7. Provide for an application process online or by telephone;
 8. Keep copies of all approved or rejected plan applications for 3 years; and
 9. 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?

The District of Columbia Government has rental assistance programs available to DC residents. Visit: coronavirus.dc.gov/rent.

Continued on back page

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:

D.C. Department of Housing and Community Development
Housing Regulation Administration
Rental Accommodations Division
1800 Martin Luther King, Jr. Avenue, S.E.
Washington, D.C. 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?

The Rental Accommodations Division may be reached on (202) 442-9505.