



THE BOWSER ADMINISTRATION IS SUPPORTING RESIDENTS IN DC

The DC Department of Buildings' (DOB)

goal is to ensure District residents have safe and habitable living conditions. A variety of District resources can help if you are having issues with your living space.

For Homeowners

Trouble Maintaining Your Property?

Due to health, financial, or other issues you may have challenges maintaining your property. Please know the District government is here to help:

1. If you receive a notice from DOB about the condition of your property, please contact DOB's Alternative Resolution Team at **202.671.3500**, dob.art@dc.gov, or visit the walk-in center at **1100 4th Street SW**.
2. If you need roof repairs and/or accessibility modifications, contact the Department of Housing and Community Development (DHCD) that provides grants for such projects through the Single Family Residential Rehabilitation Program (SFRRP). Please call **202.442.7200**, email dhcd.sfrrp@dc.gov, or visit dhcd.dc.gov/SFRRP.

Planning a Home Improvement Project?

Are you planning internal and external renovation projects, and minor repairs? You can schedule an appointment with our Homeowner's Center liaison for a digital walk-through to learn about what permits and documents you need.

More information:

202.671.3500 | dob.dc.gov/page/homeowners-center



For Renters

Your landlord is required by DC law to keep housing units (such as apartments) and the common areas of buildings in safe and habitable condition.

What to Report

- Anything broken in your unit: For example, appliances, utilities (like heat, hot water or gas), windows and doors, and smoke alarms must all be in proper working order.
- Safety concerns in your building: For example, broken windows and doors.

How to Report

Step 1 Collect evidence.

Step 2 First report your problem to your landlord or property manager to fix it.

Step 3 File a complaint with DOB if the issue isn't fixed within 10 days, or 24 hours if it is an emergency issue such as lack of heat or utilities.

How to File a Complaint with DOB

- dob.dc.gov/insp/pm
- **202.671.3500**
- Provide these details:
 - » Your landlord/property manager's contact information
 - » Your contact information so we can send you status updates and can arrange an inspection of your unit

Continue to the next page

Illegal Construction, Vacant and Blighted Properties

Any construction without required building permits is illegal. This is a public danger that can hurt people and property. Contact us if you see a violation and we will schedule an inspection.

Learn more at dob.dc.gov/node/1616601.

How to Report Illegal Construction

- Write down the address and type of issue
- Take photos, if you can.
- Call 311 or file online at dob.dc.gov/insp/ic.

Vacant or Blighted Property Problems?

A vacant building or house is empty and has not been lived in or used continuously. A blighted building threatens the health, safety, or general welfare of the community. DOB schedules inspections based on complaints from residents in an effort to bring properties back into productive use.



How to Report a Vacant/Blighted Property

- Write down the address.
- Call 311 or file a report online at
- dob.dc.gov/insp/vb.

What to Expect from a DOB Inspection

- An inspection is scheduled within 15 business days; we will issue a Notice of Infraction to the landlord if violations are found.
- Landlords have 60 days to fix non-emergency violations and 24 hours for emergencies
- If the violations aren't fixed, let DOB know.

Other Resources to Help You

The Mayor's Office of Community Affairs:
communityaffairs.dc.gov | 202..442.8150

Office of the Tenant Advocate:
ota.dc.gov | 202.719.6560

Office of the DC Attorney General:
oag.dc.gov | 202.727.3400

DC Tenants' Rights Center:
dctenants.com | 202.681.6871

DC Courts – Landlord and Tenant Branch:
dccourts.gov/services/civil-matters/landlord-tenant | 202.879.4879

DC DEPARTMENT OF BUILDINGS

The mission of the DC Department of Buildings is to protect the safety of residents, businesses, and visitors and advance the development of the built environment through permitting, inspections, and code enforcement.

dob.dc.gov | 202.671.3500 | 1100 4th Street SW Washington, DC 20024

