

# Consumer Education and Resources

## Helpful Consumer Resources

### [Department of Consumer and Regulatory Affairs \(DCRA\)](#)

DCRA supports the District's non-health occupational and professional boards, commissions, and programs.

1100 4th Street, NW  
Washington, DC 20024  
Phone: (202) 442-4400

**Regulatory Investigations** (202) 442-4311 (to report a business or individual that is not licensed)

**Occupational and Professional Licensing Administration (OPLA)** (202) 442-4320 (to determine if a business or individual is licensed)

### [Office of Attorney General \(OAG\) | Office of Consumer Protection](#)

The Office investigates complaints from consumers in the District regarding potential violations of District consumer protection laws, and when appropriate files suits against businesses that are taking advantage of District residents. The Office also helps consumers resolve disputes with merchants without legal action.

441 4th Street, NW  
Washington, DC 20001

- Consumer Protection Hotline: (202) 442-9828
- Email: [consumer.protection@dc.gov](mailto:consumer.protection@dc.gov)

### [Office of the Tenant Advocate \(OTA\)](#)

The mission of the Office of the Tenant Advocate (OTA) is to provide technical advice and other legal services to tenants regarding disputes with landlords; to educate and inform the tenant community about tenant rights and rental housing matters; to advocate for the rights and interests of District renters in the legislative, regulatory, and judicial contexts; and to provide financial assistance to displaced tenants for certain emergency housing and tenant relocation expenses.

2000 14th Street, NW, Suite 300 North  
Washington, DC 20009  
Phone: (202) 719-6560

### **[DC Department of Housing and Community Development \(DHCD\)](#)**

The mission of the DHCD is to create and preserve opportunities for affordable housing and economic development and to revitalize underserved communities in the District of Columbia.

1800 Martin Luther King Avenue, SE  
Washington, DC 20020  
Phone: (202) 442-7200

DHCD also houses the following:

- **[Renal Conversion and Sale Division \(CASD\)](#)**- administers several law and programs related to tenants in rental housing
  - **Tenant Opportunity to Purchase Act (TOPA)**- a law that gives tenants the opportunity to purchase their building when it is put up for sale.
  - **The Housing Assistance Payment Program (HAP)**- for tenants displaced because their apartment building is converted to a condominium or cooperative.
- **[Rental Housing Commission \(RHC\)](#)** - an independent, quasi-judicial body that reports directly to DHCD on administrative, management and budgetary matters

### **[Housing Finance Agency \(HPAP\)](#)**

The mission of HPAP is to advance the District of Columbia's housing priorities, the agency invests in affordable housing and neighborhood development, which provides pathways for DC residents to transform their lives.

815 Florida Ave, NW  
Washington, DC 20001  
Phone: (202) 777-1600

### **[Department of Insurance, Securities, and Banking \(DISB\)](#)**

Regulates financial-service businesses in the District by administering DC's insurance, securities, and banking laws, rules and regulations.

1050 First Street, NE, 801  
Washington, DC 20002  
Phone: (202) 727-8000  
Email: [disb@dc.gov](mailto:disb@dc.gov)

### **[DC Housing Authority \(DCHA\)](#)**

DCHA is an independent public agency that provides affordable housing for low-income families, seniors and people living with disabilities in the District.

1133 North Capitol Street N.E.  
Washington, DC 20002  
Phone: (202) 535-1000

**DC Office of Human Rights' Fair Housing**

The DC Office of Human Rights' Fair Housing program was established in 1999 to eradicate discrimination in housing in the District of Columbia. In addition to enforcing local and federal fair housing laws, it conducts annual education campaigns and outreach events, including the annual Fair Housing Symposium in partnership with District government agencies and community partners.

441 4th Street NW, Suite 570 North  
Washington, DC 20001  
Phone: (202) 727-4559

**Fair Trade Commission (FTC)**

Complaints about fraud, scams, phishing, identity theft, unwanted telemarketing, credit or debt issues, or other unfair business practices may be submitted to <https://www.ftccomplaintassistant.gov>

Bureau of Consumer Protection  
Federal Trade Commission  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
Phone: (202) 326-2222