The Department of Consumer of Regulatory Affairs (DCRA) has strengthened its consumer protection by streamlining housing code compliance and enforcement activities. Enforcement is a key component of safety. An efficient process offers landlords timely notice to address potential violations while tenants are informed throughout each stage of the enforcement process.

**OLD ENFORCEMENT PROCESS**

- **Day 1**: DCRA received a complaint of a possible housing code violation and schedules an inspection.
- **Day 21**: Inspection was completed within 24 hours for emergencies; 15 to 20 days for routine maintenance inspections.
- **Day 28**: If violations were found, a Notice of Violation (NOV) was sent within 7 days of the initial inspection giving the property owner 1 to 30 days to correct the issue.
- **Day 58**: A second inspection was conducted to determine if the violations have been corrected.
- **Day 88**: If violations were not corrected, a Notice of Infraction (NOI) was sent to the property owner after the second inspection within 30 days; it was also filed at the Office of Administrative Hearings (OAH).
- **Day 133**: OAH scheduled hearing within 30 to 45 days.

**NEW ENFORCEMENT PROCESS**

- **Day 1**: DCRA receives a complaint of a possible housing code violation, notifies the property owner or manager via email, and then schedules an inspection.
- **Day 21**: Inspection is completed within 24 hours for emergencies; 15 to 20 days for routine maintenance inspections.
- **Day 26**: If violations are not corrected, a Notice of Infraction (NOI) is sent to the property owner or manager via email and mail; it is also filed at the Office of Administrative Hearings (OAH).
- **Day 66**: OAH schedules hearing within 30 to 45 days.