

IS YOUR HOME SAFE AND HEALTHY?

Mayor Muriel Bowser and the Agencies of the
District Government have these resources for you.

District of Columbia

Healthy Housing Resource Directory

Interagency Working Group on Healthy Housing

District Government Agencies Working Together to Promote
Healthier Living Environments for District Residents



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

EVERYONE DESERVES TO LIVE IN A HEALTHY HOME.

That's why the District of Columbia Department of Energy and Environment (DOEE) and the Department of Health Care Finance (DHCF) established the Interagency Working Group on Healthy Housing.

Our goal is to enhance collaboration and coordination among District government agencies that have varied missions, responsibilities, resources, and expertise to address poor housing conditions that impact the health and wellbeing of District residents. We're working to develop coordinated approaches to better identify and correct adverse housing conditions and respond to residents' concerns.

GOOD HEALTH STARTS AT HOME.

Are you experiencing poor indoor air quality, crumbling paint, pests, radon, mold, tobacco smoke, drafty windows, leaky pipes, or other health and safety hazards at home?

Did you know that asthma, lead poisoning, injuries, viral infections, and other health problems can be caused by poor housing conditions?

It's true. Poor housing conditions can affect your physical and mental health. Deteriorated housing can put growing children at risk for lifelong health, emotional, behavioral, and learning problems.

Delaying maintenance and repairs only makes housing problems worse. It drives up future repair costs, lowers property values, reduces energy efficiency, and diminishes neighborhood quality.

HOW CAN WE HELP YOU?

If your finances are limited, or if you don't know where to begin, this directory is for you. It will provide you with simple steps to maintain a healthier home. It will also help you find resources you can use to create and keep a healthy home environment for you and your family. Want more information? Visit the District's Front Door at frontdoor.dc.gov for a searchable directory of more than 50 housing-related resources. Front Door is a collaboration between The Lab @ DC and the Office of the Deputy Mayor for Planning and Economic Development (DMPED) along with 14 District agencies, several local partners, and District residents.

CONTENTS

9 Steps to a Healthy Home	4
5 Minutes to a Healthier Home	5
Aging and Community Living, Department of	6
Benefits Assistance, Waiver Programs	
Behavioral Health, Department of	8
Home First and Shelter Programs	
Consumer and Regulatory Affairs, Department of	10
Proactive Inspections, Property Maintenance Codes Enforcement	
Energy and Environment, Department of	12
Lead Compliance, Solar, Free Radon Test Kits, Weatherization	
Fire and Emergency Medical Service Department, District of Columbia	16
Home Fire Prevention and Safety	
Health Care Finance, Department of	17
Lead Screening, Provider Education	
Health, Department of (DC Health)	18
DC Quitline, Smoke-Free Housing	
Housing and Community Development, Department of	19
Affordable Housing, Home and Roof Repairs, Aging in Place, Accessibility	
Housing Authority, District of Columbia	20
Housing Choice Voucher and Rent Supplement Programs	
Housing Finance Agency, District of Columbia	21
Housing Purchase Assistance, Finance Rental Housing	
Human Services, Department of	22
Homeless Prevention Services	
Parks and Recreation, Department of	23
Summer Camps, Free Meals	
Public Schools, District of Columbia	24
Head-Start Requirements, Wellness Policy	
Public Works, Department of	25
Household Hazardous Waste, E-cycling, Sanitation Services	
Tenant Advocate, Office of the	26
Emergency Housing, Legal Services	
Water and Sewer Authority, District of Columbia (DC Water)	27
Lead Pipe Replacement, Free Test Kits, Outreach	
Zero Waste DC	29
Recycling, Reducing Waste	

9 Steps to a Healthy Home

Here are some steps to get you started on making your home safe and healthy.

1. KEEP IT DRY

Keep water from entering your home through leaks in roofing or plumbing.

2. KEEP IT WELL VENTILATED

Ventilate to circulate fresh air and reduce the concentration of dangerous fumes, such as carbon monoxide. Keep your home free of tobacco smoke.

3. KEEP IT SAFE

Label and store poisons out of the reach of children. Install smoke and carbon monoxide detectors. Keep fire extinguishers on hand.

4. KEEP IT CLEAN

Remove clutter. Avoid toxic household cleaners. Use wet-cleaning methods to reduce the risk of lead exposure.

5. KEEP IT PEST-FREE

Deny pests food, water and shelter. Seal cracks and holes into the home. Avoid using dangerous chemicals or pesticides.

6. KEEP IT CONTAMINANT-FREE

Test for radon. Disclose lead hazards to tenants and home buyers. Always use lead-safe work practices. Lead paint is a major source of lead poisoning.

7. KEEP IT MAINTAINED

Make repairs promptly. Follow the law and use professionals when removing lead, mold, or asbestos.

8. KEEP IT COMFORTABLE

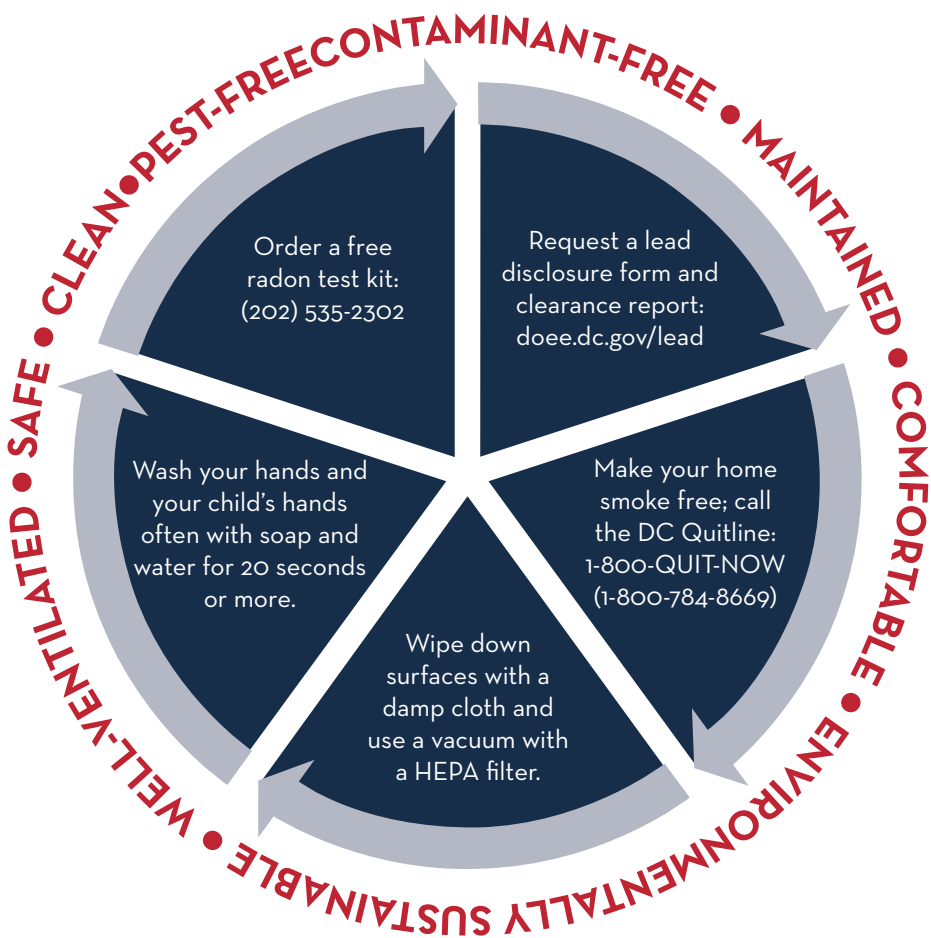
Keep balanced and consistent temperatures at home to avoid exposure to extreme cold, heat, or humidity.

9. KEEP IT ENVIRONMENTALLY SUSTAINABLE

through weatherization and energy efficiency.

5 Minutes to a Healthier Home

Think you don't have enough time to make your home a healthier and safer space? Think again. You can do any of these steps in 5 minutes.



The Department of Aging and Community Living (DACL) serves District residents 60 and older, adults living with disabilities, and those who care for them. In partnership with more than 20 community-based organizations across the city, DAACL offers more than 40 free or low-cost programs to help all District residents live boldly at any age, stage, or ability.

Benefits Assistance

Who: District residents (age 60 plus), people with disabilities (age 18 plus) and their caregivers.

What: The Department of Aging and Community Living is available to assist low-income seniors, people with disabilities, and social workers with the process of applying for Medicaid and SNAP (Supplemental Nutrition Assistance Program) benefits. In addition, DAACL has resources to help clients understand the process for obtaining and utilizing Home and Community Based and Elderly and Persons with Disabilities Waivers.

How: Visit dacl.dc.gov/service/benefits-assistance.

Safe at Home

Who: District residents age 60 and older and adults with disabilities.

What: Provides in-home safety adaptations for qualifying seniors and adults with disabilities.

How: Visit dacl.dc.gov/service/safe-home or call (202) 724-5626.

Elderly and Persons with Physical Disabilities (EPD) Waiver Program

Who: District residents (age 60 plus) and people with disabilities (18 plus) and their caregivers.

What: When given a choice, many seniors and adults with disabilities prefer to stay in familiar surroundings, which is often their own home. The EPD Waiver program is here to help make this possible. This program provides services to help qualified older adults and persons with disabilities live in their own homes or community, instead of a nursing home.

How: Access the EPD Waiver Program Information and Application Guide Packet at dacl.dc.gov/page/elderly-and-persons-disabilities-waiver.



Department on Aging and Community Living

500 K St NE Washington, DC 20002

dacl.dc.gov | (202) 724-5626

@DCAgingNews

The mission of **the Department of Behavioral Health (DBH)** is to develop, manage, and oversee a public behavioral health system for adults, children, and youth and their families that is consumer driven, community based, and culturally competent and supports prevention, resiliency and recovery, and the over-all well-being of the District of Columbia.

DBH Home First Program

Who: District residents with severe mental illness, who are receiving mental health services in the public behavioral health system, who are experiencing homelessness, or who are transitioning from institutions or supervised living.

What: The Home First Program provides housing subsidies to consumers, who pay 30 percent of their household income to the landlord. The program pays the difference between the tenant's portion and the rent.

How: Consumers work with their mental health service provider in the DBH provider network to apply for inclusion on the Housing Eligibility and Assessment List (HEAL) to be considered for future available housing resources.

Shelter plus Care (S+C) Program

Who: DBH's S+C program provides housing subsidies for District residents with severe mental illness who are experiencing homelessness, and who are receiving services in the public behavioral health system.

What: Program participants pay 30 percent of their household income to the landlord and the program pays to the landlord the difference between the tenant's portion and the rent.

How: Consumers on the DBH Housing Eligibility and Assessment List (HEAL) who are experiencing homelessness and meet the S+C eligibility criteria may be considered for available S+C slots.

Mental Health Community Residential Facilities (MHCRFs)

Who: MHCRFs serve District residents with severe mental illness who are receiving services in the public behavioral health system and who require 24-hour supervised living in a group setting.

What: MHCRFs provide a home-like setting in the community for consumers with severe mental illness who require supervision and assistance with daily living skills.

How: Consumers in the community work with their service providers, or consumers in the hospital work with the discharge planning team, to complete assessments to determine the appropriate level of care to support their success in the community.



Department of Behavioral Health

64 New York Avenue, 3rd Floor, Washington, DC 20002

dbh.dc.gov | (202) 673-2200

@DBHforRecovery

The Department of Consumer and Regulatory Affairs (DCRA) supports a thriving community of residents, businesses, and visitors through diligent protection of health and safety and equitable administration of regulation and compliance in our District.

Proactive Inspections Program

Who: Rental housing tenants in the District of Columbia.

What: DCRA's Proactive Inspections Program ensures all multiunit rental properties in the District of Columbia are inspected and meet all residential property maintenance and building codes. The Proactive Inspections Division randomly inspects multifamily rental properties to ensure they meet property maintenance and building code regulations.

How: View the monthly proactive inspection schedule at dcra.dc.gov/service/proactive-inspection-schedules or call (202) 481-3524.

Property Maintenance Code

Who: Rental housing tenants.

What: DCRA's Property Maintenance Division ensures that all rental units and buildings comply with all residential property maintenance and building codes by performing tenant complaint-based inspections.

How: To request an inspection, call (202) 442-9557, option 6.

Illegal Construction

Who: Homeowners and rental housing tenants.

What: Unpermitted construction can impact the safety of commercial and residential residents and property. Any construction in the District of Columbia done without the required building permits is illegal construction.

How: If you see illegal construction activity in the District, please report it. Call 311, text DC311, tweet to @311dcgov, or use the DC311 mobile app (ouc.dc.gov/page/dc311-mobile-app). You can also visit 311.dc.gov and use the online live chat.



Department of Consumer and Regulatory Affairs

1100 4th Street SW, Washington, DC 20024

dcra.dc.gov | (202) 442-4400

@DCRA

The Department of Energy and Environment (DOEE)

promotes public health and welfare and protection of the environment to improve the quality of life for the residents and natural inhabitants of the nation's capital. Core responsibilities include enforcing environmental regulations; monitoring and assessing environmental risks; developing energy and environmental policies; issuing permits; and providing residents and local businesses with funding, technical assistance, and information on initiatives designed to ensure a more resilient and sustainable city.

Lead Compliance and Enforcement

Who: All District of Columbia residents.

What: The Lead Compliance and Enforcement Branch promotes adherence to the District's lead laws and regulations and investigates complaints about deteriorated paint and unsafe work practices involving pre-1978 properties.

How: Visit doee.dc.gov/lead or call (202) 535-2600 to file a complaint about potential lead-based paint hazards.

Childhood Lead Poisoning Prevention Program

Who: All District of Columbia residents.

What: Works to ensure all young children receive lead screening as required by law and provides case management services if applicable.

How: Visit doee.dc.gov/lead or call (202) 535-2600.

Healthy Homes Program

Who: Households with children who have asthma or other environmentally sensitive conditions.

What: Provides home environmental assessments and tailored information, education, and referrals to reduce asthma triggers and other home health and safety hazards.

How: Visit doee.dc.gov/service/dc-partnership-healthy-homes or call (202) 535-2600.

Solar Works DC Job Training

What: Solar Works DC is a low-income solar installation and job training program spearheaded by DOEE and the Department of Employment Services. GRID Alternatives Mid-Atlantic is responsible for implementing the program. The program aims to reduce energy costs for qualified low-income District homeowners by installing solar systems on their homes at no cost.

How: Visit doee.dc.gov/service/solar-works-dc or call (202) 602-0191.

Weatherization Assistance Program

Who: Income-eligible households seeking assistance with their energy bills.

What: Income-eligible households may receive financial assistance for electric, gas, or heating oil bills, subject to funding availability. This program is funded by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Energy.

How: Apply online or call 311 to schedule an appointment.

Emergency Mechanical System Program

Who: Income-eligible households with inoperable cooling and/or heating systems or hot water tanks.

What: Income-eligible households may receive a repaired or replacement system, subject to funding availability. This program is funded by HHS.

How: Contact the Weatherization Main Line at (202) 299-3316.

Free Radon Test Kits

Who: All District of Columbia residents.

What: Radon is an invisible and odorless radioactive gas that can seep into your home and build up to dangerous levels. Breathing in radon over time can cause lung cancer. A simple test can detect radon in the home. High radon levels can be fixed by a qualified contractor with simple venting techniques.

How: Call the radon hotline at (202) 535-2302 or visit doee.dc.gov/radon to request a free radon test kit.

Lead Pipe Replacement Assistance Program (LPRAP)

Who: District of Columbia residents with a partial lead service pipe.

What: If the pipe that connects a property to water service is half lead, half non-lead, DOEE will pay at least 50 percent up to 100 percent of the cost to complete the removal of the lead service pipe. DC Water offers an interactive map on its website for residents to identify the material of their service pipe.

How: Check to see if you have a partial lead service pipe online at dcwater.com/leadmap or call (202) 354-3600. You can apply for the replacement at doee.dc.gov/service/leadlinereplacement or email leadline.replacement@dc.gov for more information.

Low-Income Home Energy Assistance Program (LIHEAP)

Who: District of Columbia residents with a household income that falls within the annual guidelines established by the District and HHS.

What: Financial assistance for electric, gas, or home heating oil bills. Eligible LIHEAP recipients qualify for one assistance payment per fiscal year.

How: Apply online at doee.dc.gov/liheap or call 311 to schedule an appointment. Video Relay Services (VRS) must call (202) 727-1000.

Utility Discount Program (UDP)

Who: District of Columbia low-income qualifying residents (same as LIHEAP).

What: Provides discounts on utility bills with Pepco, Washington Gas, DC Water, and Lifeline Services.

How: Apply online at doee.dc.gov/udp.

Air Quality Compliance and Enforcement

Who: All District of Columbia residents.

What: The Air Quality Compliance and Enforcement Branch inspects major and minor sources of air pollution in the District, enforces air quality laws (including responding to outdoor air pollution problems), and performs education and outreach on air quality issues.

How: Visit DOEE's Enforcement and Compliance Database at doee.dc.gov/service/ecd to report complaints about harmful levels of smoke, odor, dust, possible illegal asbestos abatement, or other potential outdoor air quality violations. Residents can also report violations via the 311 Tip App for Local Environmental Violations available at ouc.dc.gov/page/dc311-mobile-app.

Air Quality Asbestos Program

Who: All District of Columbia residents and licensed asbestos abatement contractors.

What: The Asbestos Program ensures that asbestos removal contractors protect their own health and safety, and the health and safety of building occupants and the general public, while ensuring that all District asbestos laws are adhered to in the process. To learn more, download the Asbestos Brochure for Residents and General Public and the Asbestos Brochure for Residents and General Public (Spanish) at doee.dc.gov/service/asbestosabatement.

How: Contractors licensed to conduct asbestos abatement work in the District of Columbia can apply for an asbestos permit via the Department of Energy and Environment’s e-Permitting System. All questions related to asbestos abatement and notification requirements should be directed to asbestos.permit@dc.gov.

Complaints about possible illegal asbestos abatement air quality violations can be reported through DOEE’S DOEE’s Enforcement and Compliance Database at doee.dc.gov/service/ecd.



Department of Energy and Environment

1200 First St NE, 5th Floor, Washington, DC 20001

doee.dc.gov | (202) 535-2600

@DOEE_DC

The mission of **the District of Columbia Fire and Emergency Medical Service Department (DC FEMS)** is to preserve life and promote health and safety through excellent pre-hospital treatment and transportation, fire prevention, fire suppression and rescue activities, and homeland security awareness.

Free Smoke Alarms

Who: District of Columbia homeowners.

What: District homeowners who live in their home (not rental property) and show proof of residency may be eligible to receive a free smoke alarm installed by DC FEMS.

How: Call DC FEMS Fire Prevention Division directly at (202) 727-1614 or email your request to fems.fireprevention@dc.gov.

Home Fire Safety Inspection Program

Who: All District of Columbia residents.

What: This program entitles every District resident (renter or home owner) to a free home fire safety inspection. A copy of the inspection findings will be given to the resident along with suggestions.

How: Call (202) 673-3331 for an appointment or visit fems.dc.gov/service/home-fire-safety-inspection for more information.

Home Safety and Fire Prevention Education

Who: All District of Columbia residents.

What: DC FEMS offers flyers and brochures in multiple languages with important tips about fire safety, smoke alarms, carbon monoxide safety, home safety inspections, kitchen and cooking safety, and other home safety topics.

How: Visit fems.dc.gov/publications for home safety flyers and brochures.

Fire and Emergency Medical Services Department
2000 14th Street NW, 5th Floor, Washington, DC 20009

fems.dc.gov | (202) 673-3331
@dcfireems

The Department of Health Care Finance's (DHCF)

mission is to improve health outcomes by providing access to comprehensive, cost-effective, and quality health care services for residents of the District of Columbia.

Lead Screenings under Medicaid/DC HealthCheck

Who: Medicaid-enrolled children in the District.

What: Screening blood lead tests (the first test at age 6 to 14 months and the second test at age 22 to 26 months, or as needed after age 2) for each child residing in the District during the child's well-child visit.

How: To learn more, download the HealthCheck Brochure for Families at dchealthcheck.net/documents/HealthCheck-Brochure.pdf.

Provider Education on Lead Screening

Who: Pediatric primary care providers serving Medicaid-enrolled children in the District.

What: Schedule and guidelines for lead screening.

How: Visit the DC HealthCheck Training site at dchealthcheck.net/trainings/labs/lead.html.



Department of Health Care Finance

441 4th St NW, Suite 900S, Washington, DC 20001

dhcfc.dc.gov | (202) 442-5988

@DCHealthCareFin

DC Health

promotes health, wellness, and equity across the District, and protects the safety of residents, visitors, and those doing business in our nation's Capital.

DC Quitline 1-800 QUIT NOW

Who: District of Columbia residents.

What: Cessation support (telephone counseling, free nicotine replacement therapy).

How: Call 1-800-QUIT-NOW (800-784-8669) or visit quitnow.net/dc. Para inscribirse en Español, llame al 1-800-784-8669 y oprima 2.

Smoke-Free Housing

Who: Property owners and residents interested in living in smoke-free housing.

What: Education materials and access to technical assistance to support the implementation of smoke-free housing policies.

How: Contact the Tobacco Control Program by calling (202) 442-5433 or email tobaccocontrol@dc.gov.



DC Health

899 North Capitol St NE, Washington, DC 20002

dchealth.dc.gov | (202) 442-5955

@_DCHealth

The mission of **the Department of Housing and Community Development (DHCD)** is to produce and preserve opportunities for affordable housing and economic development, and to revitalize underserved communities in the District of Columbia.

Single Family Rehabilitation Repair Program

Who: Individuals who meet income residency, credit, and other requirements are eligible.

What: Homeowners can apply for grants up to \$50,000 from the Single Family Residential Rehabilitation Program for roof repairs and/or modification to eliminate barriers to accessibility for persons with mobility or other physical impairments.

How: Visit dhcd.dc.gov/SFRRP to learn more or to contact a designated community-based organization for assistance.

Home Purchase Assistance Program (HPAP)

Who: Low- to moderate-income head of households who are first-time homebuyers.

What: HPAP provides down payment and closing cost assistance for the purchase of single-family homes, condominiums, or cooperative units in the District.

How: Visit dhcd.dc.gov/service/home-purchase-assistance-program-hpap to learn more or visit dhcd.dc.gov/page/homeownership-cbos to contact a designated community-based organization for assistance.

Inclusionary Zoning (IZ) and Affordable Dwelling Units (ADUs)

Who: Households are randomly selected from a registration list based on income and household size on a rolling basis as units become available.

What: IZ requires 8–10 percent of the residential floor area be set aside for affordable rental or for-sale units at 50%, 60% & 80% median family income (MFI) in new residential development projects of 10 units or more. The same requirement applies to rehabilitation projects that are expanding an existing building by 50 percent or more and adding 10 or more units. ADUs are similar to IZ but at wider affordability levels (30%, 50%, 60%, 80%, 100%, and 120% MFI) and don't have a registration or lottery process.

How: Visit dhcd.dc.gov/service/inclusionary-zoning-affordable-housing-program and available IZ units & ADUs should be listed on dchousingsearch.org.

Department of Housing and Community Development
1800 Martin Luther King Avenue SE, Washington, DC 20020

dhs.dc.gov | (202) 442-7200
@DCDHCD

The District of Columbia Housing Authority (DCHA)

provides quality affordable housing to extremely low- through moderate-income households, fosters sustainable communities, and cultivates opportunities for residents to improve their lives.

Housing Choice Voucher Program (HCVP)

Who: Low- and moderate-income residents who meet the criteria for eligibility are selected from DCHA's waiting list.

What: Participants pay a portion of the rent that is based on a percentage of the family's income (about 30 percent), and DCHA pays the rest of the rent directly to the landlord.

How: The waiting list is currently closed. For more information about this program, visit dchousing.org.

Local Rent Supplement Program (LRSP)

Who: Low- and moderate-income residents who meet the criteria for eligibility are selected from DCHA's waiting list.

What: DCHA has approximately 8,000 apartment or townhouse units in the public housing program. Residents pay a portion of the rent that is based on a percentage of the family's income (about 30 percent).

How: Visit dchousing.org.



District of Columbia Housing Authority

1133 North Capitol St NE, Washington, DC 20002

dchousing.org | (202) 535-1000

@DC_Housing

The DC Housing Finance Agency (DCHFA)

mission 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. We achieve this by delivering the most efficient and effective sources of capital available in the market to finance rental housing and to create homeownership opportunities.

Home Purchase Loans and Down Payment Assistance

Who: Borrowers with a maximum income of \$151,200 and who meet credit and other requirements are eligible.

What: Qualify for a number of mortgage products, including down payment assistance loans. Homebuyer education is required for some mortgage loan products.

How: Visit DC Open Doors at dchfa.org/homeownership/available-programs/dc-open-doors.



DC Housing Finance Agency

815 Florida Avenue NW, Washington, DC 20001

dchfa.org | (202) 777-1600

@DCHFA

The mission of **the DC Department of Human Services (DHS)** is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services.

Homeless and Homeless Prevention Services

Who: Individuals and families who are homeless or at risk of being homeless.

What: Emergency, temporary, transitional, and other services to transition into or maintain permanent affordable housing.

How: Visit dhs.dc.gov/service/homeless-services to view available services.



Department of Human Services

64 New York Avenue NE, 6th Floor, Washington, DC 20002

dhs.dc.gov | (202) 671-4200

@DCHumanServ

The DC Department of Parks and Recreation (DPR)

provides quality urban recreation and leisure services for residents and visitors to the District of Columbia. DPR supervises and maintains area parks, community facilities, swimming pools and spray parks, and neighborhood recreation centers. The agency also coordinates a wide variety of recreation and educational programs, including sports leagues, youth development, therapeutic recreation, aquatic programming, outdoor adventure, camping, and senior citizen activities. Adaptive programs and facilities are available for persons with disabilities.

DPR Summer Camps

Who: Children and youth residents age 3–17 years.

What: Camp sessions can be purchased all at once, or one at a time. However camp fees are due in full for all selected sessions at the time of registration. Reduced rates are available for qualifying families. Before and after care are also available at most locations.

How: Visit dpr.dc.gov/service/summer-camps.

DC Free Summer Meals program

Who: Children and youth residents age 18 years and younger.

What: Meals (breakfast and/or lunch) are served during June, July, and August to children and youth residents at various locations, including participating schools, recreation centers, DC Public Library branches, select DC Housing Authority locations, day care centers, faith-based organizations, and community-based after-school programs.

How: Text FOOD to 877-877 or call 1-866-3-HUNGRY. To learn more, visit dcsummermeals.dc.gov.

Department of Parks and Recreation

1250 U Street NW, 2nd Floor, Washington, DC 20009

dpr.dc.gov | (202) 673-7647

@DCDPR

District of Columbia Public Schools (DCPS)

ensures that every school guarantees students reach their full potential through rigorous and joyful learning experiences provided in a nurturing environment.

Head Start Requirements

Who: Children ages 3 and 4 years in the District of Columbia.

What: DCPS is proud to offer free, high quality, full-day pre-kindergarten (Pre-K) education across all wards in the District. The Pre-K enrollment process begins with the My School DC common application. Placements are determined through a fair and equitable lottery system managed by the Deputy Mayor for Education.

How: To learn more, visit dcps.dc.gov/ece.

Local Wellness Policy

Who: All DCPS students.

What: DCPS partners with community-based organizations to promote health education and healthy behaviors; increase physical activity of students before, during, and after the school day; offer healthy food to students; provide universal supports to families and school staff to meet student health needs; support safe, positive, thriving, and inclusive school climates; and increase the environmental sustainability of schools.

How: View the DCPS Local Wellness Policy at dcps.dc.gov/publication/dcps-local-wellness-policy.

District of Columbia Public Schools

1200 First St NE 12th Floor, Washington, DC 20002

dcps.dc.gov | (202) 442-5885

@dcpublicschools

The mission of **the Department of Public Works (DPW)** is to provide environmentally healthy municipal services that are both ecologically sound and cost effective. DPW ensures the cleanliness of the District's residential neighborhoods, high-visibility commercial areas, gateway corridors, and industrial zones through a combination of direct services, education, and enforcement.

Household Hazardous Waste, E-cycling, and Document Shredding

Who: District of Columbia residents.

What: District residents can drop off hazardous household waste and unwanted electronic equipment at the Fort Totten Transfer Station. DPW also accepts personal documents to be shredded.

How: For drop-off hours and rules for use, visit dpw.dc.gov/service/household-hazardous-waste-e-cycling-document-shredding. For more information on reducing waste, visit zerowaste.dc.gov.

Sanitation Services

Who: District of Columbia residents.

What: DPW provides sanitation services and education, enforcement, recycling, and clean-up programs to keep homes and neighborhoods free of litter, pests, solid waste, and hazardous materials.

How: Visit dpw.dc.gov/page/sanitation-services for more information.



Department of Public Works

2000 14th Street NW, Washington, DC 20009

dpw.dc.gov | (202) 673-6833

@DCDPW

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.

Emergency Housing

Who: Rental housing tenants displaced by fires, floods, or government closures.

What: Certain emergency housing and relocation expenses (for example, hotel accommodations and financial assistance).

How: Visit ota.dc.gov/service/emergency-housing or call (202) 719-6560.

Housing Assistance and Community Service

Who: Rental housing tenants who need assistance in landlord disputes or legal matters.

What: Advice on resolving disputes with landlords, legal issues, tenant and landlord rights and responsibilities, as well as legal and technical assistance.

How: Visit ota.dc.gov/service/ota-housing-assistance-and-community-service, call (202) 719-6560, or visit the OTA office during walk-in hours, 9 am to 4 pm, Monday through Friday, except Wednesday.

Office of the Tenant Advocate

2000 14th St NW, Suite 300 North, Washington, DC 20009

ota.dc.gov | (202) 719-6560

@OTAinDC

The District of Columbia Water and Sewer Authority (DC Water) constantly strives to be a world-class water utility. Our mission is to exceed expectations by providing high quality water services in a safe, environmentally friendly, and efficient manner.

Free Water Lead Test Kits

Who: Any District of Columbia resident.

What: DC Water offers annual free lead test kits to customers by request. The kits include bilingual instructions to identify and report the pipe material coming into the home. When DC Water mails the results to customers, it also includes information on the service line pipe material, if available; the health effects of lead exposure; recommendations for removing lead sources, and water use recommendations for minimizing potential exposure to lead from the water.

How: Contact the Drinking Water Division at (202) 612-3440 or email leadtest@dcwater.com.

Lead Service Line Map

Who: District of Columbia Properties

What: Lead service lines were predominately installed prior to the mid-1950s in the District of Columbia, but there are records of lead service lines being installed as late as 1977. You can use DC Water's service line map to see if your property has, or might have, a lead service line. The District/DC Water has collected pipe material data for service lines based on permit records, water main tap records, meter records, and maintenance, repair and replacement work. If available, DC Water has recorded the type of pipe material by the sections of the service line in public space and the private portion from the property line to the building as well as the point of entry. This information is based on historic records and thus is not always 100% accurate.

How: Visit dcwater.com/leadmap or email leadtest@dcwater.com.

Full Lead Service Line Replacements during Construction/Emergencies

Who: Properties with lead pipes in neighborhoods with DC Water construction projects

What: Each year, DC Water replaces lead service pipes in conjunction with other construction projects. These projects include water main replacements, emergency repairs and District Department of Transportation (DDOT) projects. During these projects, replacement on private property is FREE for all residents—regardless of income.

How: DC Water will contact you if there are any planned projects in your neighborhood. Visit dcwater.com/servicemap to see if your property has, or might have, a lead service line.

Lead Pipe Replacement Assistance Program (LPRAP)

Who: Properties with lead service pipes on private property and non-lead pipes in public space

What: For residents with lead pipe on private property, and non-lead pipe in public space, the Lead Pipe Replacement Assistance Program (LPRAP) uses District funds to provide a free or discounted replacement. Each property owners can receive a 50% discount, regardless of income. Some residents will qualify for 80% or 100% coverage depending on household size and income.

How: Property owners can apply with the Department of Energy and Environment (DOEE). Visit dcwater.com/LPRAP or email lead@dcwater.com.

Voluntary Lead Pipe Replacement Program

Who: Customers with lead service pipes who meet certain eligibility requirements.

What: If a property owner meets specific requirements and agrees to pay for lead service pipe replacement on their private property, DC Water will coordinate and replace the portion in public space at the same time. DC water offers an interactive map on our website for residents to identify the material of their service pipe.

How: Visit dcwater.com/voluntary-replacements, contact Customer Service at (202) 354-3600, or email lead@dcwater.com.

Voluntary Full Replacement Program

Who: Properties with lead pipes on private property and lead pipes in public space.

What: If both the public and private portions of service line are lead, and no capital improvement projects are planned for the neighborhood, customers can enroll in the Voluntary Replacement Program. DC Water will pay for all work in public space, and coordinate work so both portions are replaced at the same time. The property owner pays for work on private property.

How: Visit dcwater.com/voluntary-replacements, call (202) 354-3600, or email lead@dcwater.com

Lead Presentations and Outreach

Who: Advisory Neighborhood Commissions (ANCs), Community/Block Clubs

What: DC Water will deliver a presentation on lead, drinking water safety, steps to prevent lead exposure, and optimizing water quality.

How: Contact External Affairs by emailing communications@dcwater.com or call (202) 787-2200.

DC Water

5000 Overlook Avenue SW, Washington, DC 20032

dcwater.com | (202) 787-2000

[@dcwater](https://www.instagram.com/dcwater)

Zero Waste DC

is the District's one-stop resource on reducing waste, recycling, composting, and special waste handling. Zero Waste DC agency partners include the Department of Public Works, Department of Energy and Environment, Department of General Services, and Department of Parks and Recreation.

Zero Waste DC

Who: All District of Columbia residents.

What: Provides cost-effective strategies and resources to help residents, business, and visitors move toward zero waste, including the What Goes Where? tool for how to dispose of items in the District.

How: Visit zerowaste.dc.gov or email zero.waste@dc.gov for more information.



Office of Waste Diversion

250 E Street SW, Suite 430, Washington, DC 20024

zerowaste.dc.gov | (202) 645-7190

@dczerowaste

The District of Columbia Interagency Working Group on Healthy Housing is co-chaired by:

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Lead-Safe and Healthy Housing Division Environmental
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Children's Health Services Division
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GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR