



Hello Chairman Mendelson, Councilmembers, and everyone working with the Committee of the Whole.

I appreciate you all providing the time to speak today. My name is Jean Poitevien with BBL Processors, and I'm a long-time Washingtonian.

Today I am speaking on behalf of the D.C. Association of Realtors. I know you all have heard from us quite a bit this afternoon, but our members truly care about the District of Columbia and want to see it thrive in the best aspects.

If there's one local government agency that our REALTOR members interface with the most—that serves a crucial function to our day-to-day activities—It's DCRA.

Our Association appreciates that DCRA has taken steps to improve its functions and services. I would like to begin by highlighting what DCAR has seen as commendable actions. First, the Pandemic has forced us all had to make big changes in how we conduct business.

DCRA has done a terrific job at accommodating customers' needs during this time. Virtual inspections provide a safe way inside homes to limit in-person contact; DCRA staff actively contacts customers to resolve any outstanding issues; and escalations are solved in a timely manner.

This past month, DCRA announced the launch of Permit Wizard. This modern approach to permitting received much fanfare from our members, claiming that this a promising, user-friendly tool with a step in the right direction. DCAR hopes that this new tool is successful and will be glad to provide more feedback from our members.

As I've said earlier in my testimony, we believe that DCRA is taking meaningful actions to improve its processes. Now, I'd like to spend some time discussing a couple of items that we hope receive more attention.

DCAR was disappointed to learn of a \$90 inspection fee that was not substantially communicated to the public. DCAR members who regularly interact with DCRA, myself included, were unaware of this fee, which leads us to believe that the average customer must not have known either. We were also disappointed to hear that the assessed fee was retroactively applied to 2020. DCAR believes that more can be done include the public on these types of changes.

Finally, we understand that DCRA is implementing tools to help streamline and simplify the online process, but for individuals who don't have experience dealing with DCRA, navigating the website is challenging. Customers should not feel lost when they're looking for answers.

DCAR is more than happy to offer itself as a resource when seeking to improve the necessary functions of DCRA. In fact, we have formed a task force of veteran DCRA customers to help provide recommendations on how systems and processes can be improved. DCAR thanks the Council for performing such an important review of the District's regulatory functions, which has a significant

impact on DC residents and businesses. We are confident that DCRA will take the appropriate steps to improve its service to District customers. Thank you, Mr. Chairman, and members for allowing me the time to share.

