



# Update on Department of Consumer and Regulatory Affairs (DCRA) Operating Status during COVID-19 Emergency

**As of March 21, 2020**

## What is our operating status?

DCRA remains operational. In-person Permit, Business License, Residential Center and Home Owner Center will be unavailable to the general public. In-person operations are set to resume on Monday, April 27. Although most employees are working remotely, DCRA online services remain available, and customers are encouraged to use online options by visiting [dcra.dc.gov](http://dcra.dc.gov). Should you have any questions about how to use any of our services online, please use the live chat feature on our website during normal business hours, call 202-442-4400, or email us at [dcra@dc.gov](mailto:dcra@dc.gov).

## How does this impact what we do?

- **Permit/Plan Reviews** – All permit applications and plan reviews are online, including “walk throughs” for small construction projects of 1,000 sq. ft, supplemental permits, and elevator certificates. Video consultations are available for large construction projects greater than 1,000 sq. ft. Payments can be made by credit card or checks mailed to a lockbox.
- **Business/License Division** – Any business licenses, professional/occupational licenses, vending licenses, etc. that expires during the declared emergency will be considered valid, and people will have until 45 days after the declared emergency is over to renew their licenses. Please note all of the following [can be done online](#) at any time: apply for/renew a business license, register a corporation, and form an LLC.
- **Corporate Filings** – Customers filing 2020 biennial reports between April 2 and June 1 will not incur the late filing fee. The same is true for trade name renewals.
- **Construction** – Construction continues to be allowed in the District Monday – Saturday from 7:00 am to 7:00 pm without any special permits. DCRA inspectors are continuing to investigate reports of illegal construction throughout the District. DCRA will also continue to perform housing inspections, but will only be providing limited abatement services during the current public health emergency.
- **Consumer Protection** – Consumer protection complaints will continue to be investigated and we encourage residents to [report fraudulent and illegal behavior](#) on our website.

## How does this impact our physical locations?

- DCRA’s office, located at 1100 4<sup>th</sup> Street SW, will be unavailable to the public for in-person services effective Wednesday, March 25. In-person services will resume on Monday, April 27.

### What else are we offering to meet your needs?

- **Services Requests:** Residents who encounter an imminent building safety issue, such as an unstable structure, should contact the District's [Homeland Security and Emergency Management Agency](#).
- To protect our employees and the general public, DCRA is contacting customers with previously scheduled in-person meetings to reschedule these meetings virtually, via WebEx.

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

To protect our customers and employees during the current public health emergency, we want to remind you we offer our [primary services online](#). Please take advantage of these online services to continue the efforts to slow the spread of coronavirus infections in the DC region.

### Where should you go if you have questions?

Should you have any questions about how to use any of our services online, please utilize the live chat feature on our website during normal business hours, call 202-442-4400, or email us at [dcra@dc.gov](mailto:dcra@dc.gov). To keep up-to-date on COVID-19 within the DC area, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).