



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

What is our operating status?

DCRA remains operational, however, our offices are closed to the public for the duration of the public health emergency. The vast majority of DCRA's services remain available online at dcra.dc.gov. Should you have any questions, please review our Virtual Operations FAQs, use the live chat feature on our website during normal business hours, call 202-442-4400, or email us at 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 expire 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 (90 days for security officers). 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 - 7:00 pm without any special permits. Construction sites should follow coronavirus (COVID-19) Guidelines for Construction Sites provided by DC Health, which can be found at coronavirus.dc.gov/page/business-and-non-profit-resources. DCRA inspectors are continuing to investigate reports of illegal construction throughout the District.
- **Inspections** - Inspections are occurring on a daily basis, as is customary. There are no changes in the process to schedule an inspection. Full property maintenance abatements will resume as needed on Monday, June 1.
- **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 4th Street SW, will be unavailable to the public for in-person operations throughout the duration of the health emergency.

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 use the live chat feature on our website during normal business hours, call 202-442-4400, or email us at dcra@dc.gov. To keep up-to-date on the coronavirus (COVID-19) within the DC area, please visit coronavirus.dc.gov.