



# Investing in the future: Simplifying rent control for housing providers

Department of Housing and Community Development  
transforms customer experience for over 10,000  
housing providers and tenants

# Call for change

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**The Department of Housing and Community Development (DHCD) needs to modernize its rent control process to address the inefficiencies of the current paper-based system. As the city's housing market grows, manually handling applications, rent increases, and tenant complaints has become slow and error-prone.**

Paper-based processes also limit accessibility and transparency. Tenants and landlords face difficulties accessing crucial information like rent ceilings and rent history, leading to confusion and compliance issues. A digital platform would offer instant access to this data, empowering stakeholders to understand rent control regulations and assert their rights.

Enforcement of rent control laws is hindered by the lack of real-time data in a paper-based system. Tracking violations and responding to landlord non-compliance is slow and inefficient. A digital system would centralize all information, making it easier for DHCD to monitor and enforce regulations quickly and effectively.

Better data management is another benefit of modernization. Collecting and analyzing rental data is difficult with paper records, limiting DHCD's ability to make informed policy decisions. A digital platform would improve reporting capabilities, allowing DHCD to analyze trends and adapt policies to protect affordable housing.

Finally, digitization would reduce administrative burden. Managing thousands of paper files is labor-intensive, diverting resources from enforcement and policy work. A digital system would automate routine tasks, enabling staff to focus on higher-priority issues and improving overall efficiency at DHCD.





## Embracing the bold vision

**The Department of Housing and Community Development (DHCD) partnered with GMG ArcData to modernize its rent control system and transition from outdated paper processes to a streamlined digital platform. GMG ArcData, known for its expertise in government technology solutions, worked closely with DHCD to develop a system that could handle the complex needs of Washington, D.C.'s rent-controlled properties while improving efficiency and transparency.**

Together, DHCD and GMG ArcData began by analyzing the existing challenges, identifying pain points like slow processing, inaccessible data, and inconsistent enforcement. GMG ArcData used this input to design a customized platform that would centralize rent control information, allowing tenants, landlords, and DHCD staff to access critical data in real time. This approach ensured that the solution was tailored to the city's unique housing needs.

A key focus of the collaboration was creating a user-friendly system. GMG ArcData built an interface that allowed tenants to easily check rent ceilings and landlords to manage

compliance, all while enabling DHCD to efficiently track rent increases and enforce regulations. By prioritizing usability, the system empowers all stakeholders to engage with rent control policies more effectively.

Data analytics also played a crucial role in the platform's design. GMG ArcData integrated advanced tools that allow DHCD to monitor rental trends and generate reports, improving policy decisions and enforcement. The system's data capabilities give DHCD the insights needed to protect affordable housing and ensure compliance with rent control laws.

Throughout the project, GMG ArcData ensured the platform met all security and compliance standards, safeguarding sensitive tenant and landlord information. Their partnership with DHCD resulted in a modernized, efficient, and transparent rent control system that serves the needs of Washington, D.C.'s housing market, creating a more equitable rental landscape for the city.

# The Rent Control Clearinghouse Database

01

## **Housing Provider Portal:**

Allows landlords to easily manage rent control compliance, submit required documents, and track rent increases. This portal simplifies the process for housing providers by centralizing all rent control obligations in one user-friendly interface, reducing paperwork and ensuring timely submission of rent-related information.

02

## **Data Analytics Portal:**

Provides public access for policy researchers and analysts to review rental trends and housing affordability data. This portal serves as a key resource for generating insights that inform future housing policies, helping Washington, D.C. address its affordable housing challenges with data-driven solutions.



03

## **Tenant Portal:**

Empowers renters by giving them direct access to critical information, such as their property's rent history. Tenants can verify whether their unit falls under rent control, report any violations, and stay informed about their rights, making the process more transparent and accessible.

04

## **Government Customer Service Portal:**

Enhances efficiency by giving the team real-time access to all necessary data for managing tenant inquiries and processing rent-related documents. This portal allows the department to respond to issues faster and enforce regulations more effectively, improving overall service delivery.



# Making a Difference

- **Increased Transparency:** Provides easy access to rent control information.
- **Improved Accessibility:** User-friendly portals for tenants, landlords, and DHCD staff.
- **Enhanced Efficiency:** Streamlined processes for inquiries, applications, and compliance.
- **Data-Driven Insights:** Empowers DHCD with rental trends and housing data for informed policy decisions.
- **Proactive Enforcement:** Enables DHCD to monitor and address rent control violations effectively.



# About GMG ArcData LLC

Since its inception in 2019, GMG ArcData, an SBA certified service disabled veteran and minority-owned small, disadvantaged business (SDVOSB), helps government, commercial, and not-for-profit clients accomplish their goals by providing innovative solutions and evidence-based advisory services through applying software engineering, data analytics, first principles-based problem-solving, and user-centered design principles to enhance decision-making, performance, and organizational situational awareness. GMG ArcData is led by hands-on principals with MD, PhD, and PMP and over 65 years of combined experience in the private and public sectors and the military. The company is HIPAA and 42 CFR compliant.