

On-Demand Customer Relationship Management

We're here for you

Our relationship with our customers is a top priority. Meeting your demands requires our careful attention and deliberate follow up. As a result, we are streamlining the way to get you the answers you need in a timely manner.

The On-Demand Customer Relationship Management (CRM) provides access to a single point of contact to escalate or get assistance with permitting, licensing, inspections, investigations, and enforcement in one place. This process is powered by a system designed to receive, track, prioritize, and resolve your inquiries.

Ongoing support

Once your inquiry is submitted, our Customer Service Team will acknowledge your inquiry and stay in contact until your inquiry has been resolved. In addition, our new Account Management Team will handle escalated customer service issues for strategic accounts.

How it works

An efficient, transparent and reliable customer experience through seamless channel integration

Regardless of how you contact DCRA (web, phone, email, social media, etc.) your inquiry will be resolved within three (3) business days.



Web

dcra.dc.gov/crm



Phone

202.442.9502



Email

dcra@dc.gov



Twitter
[@dcra](https://twitter.com/dcra)



Facebook
[@DCDCRA](https://www.facebook.com/DCDCRA)

Meet our Account Management Team



Inez Saki-Tay



Anthony Diallo



Nicole Rogers



Keith Slade



Rohan Reid



Jill Byrd



Michael Brown