



Park 7 Settlement: Information for Tenants

On November 21, 2019, the Office of the Attorney General (OAG) announced a settlement requiring the owner of Park 7 Apartments to return over \$450,000 to hundreds of tenants wrongfully billed for water despite lease agreements stating that the cost of water was included in rent. Below is information for Park 7 residents about whether they are eligible for reimbursement checks and how to contact OAG for more information.

Q: WHO IS ELIGIBLE TO RECEIVE A WATER BILL REFUND THROUGH THIS SETTLEMENT?

- All current and former Park 7 tenants who signed a lease with Park 7 that said the landlord is responsible for water are eligible to receive refunds.
- Park 7 tenants will be refunded the amount of money that they actually paid toward water bills.

Q: WHO WILL DISTRIBUTE REIMBURSEMENT CHECKS AND WHEN WILL CHECKS BE DISTRIBUTED?

- A settlement administrator has been provided with a list of eligible current and former tenants and their contact information.
- The settlement administrator will be distributing the refund checks to all tenants we already know are eligible under this settlement.
- Consumers should receive their checks via mail within 90 days.
- If you are a former tenant and believe Park 7 may not have your current address or other contact information, please contact OAG's Consumer Complaint Hotline at **(202) 442-9828**.

Q: WHAT HAPPENS IF I AM A CURRENT OR FORMER PARK 7 TENANT BUT I AM NOT CONTACTED BY THE SETTLEMENT ADMINISTRATOR WITHIN 90 DAYS?

- If you signed a lease with Park 7 on or before May 1, 2017 or signed a lease that said the landlord is responsible for water, you may be eligible for relief.
- If you are not contacted by the settlement administrator within 90 days and believe you are eligible for a refund, you can file a claim.
- Please contact the Consumer Complaint Hotline for more information about filing a claim at **(202) 442-9828**.

Q: HOW CAN A RESIDENT CONFIRM WHETHER THEIR WATER BILL QUALIFIES FOR A REFUND?

- If a tenant who paid their Park 7 water bill is uncertain if they qualify for a refund, here are helpful criteria to consider:
 - Did you pay for your Park 7 water bill through Park 7 or Studebaker Submetering Service? If yes, you may qualify depending on the language in your initial lease.
 - Did you have a Park 7 lease that says the owner or the landlord is responsible for water? If so, you likely qualify for a refund of any water bill you paid for.
 - Did you sign a Park 7 lease before May 1, 2017 and pay for water while you lived at Park 7? If you paid for the water bill, you may qualify for a refund.
- If tenants believe they meet these criteria or are eligible for a refund of their water bill payments, they should contact the Consumer Complaint hotline at **(202) 442-9828**.

ABOUT OAG'S OFFICE OF CONSUMER PROTECTION

The Office of Consumer Protection works to stop deceptive and unethical business practices. OAG investigates complaints from consumers in the District regarding potential violations of District consumer protection laws, and when appropriate, files suits against businesses that are taking advantage of District residents. The office also helps consumers resolve disputes with merchants without legal action. OAG's consumer protection guides help you learn how to avoid being taken advantage of, and how to file a complaint.

For more information, visit oag.dc.gov/ConsumerProtection or call the Consumer Protection Hotline at (202) 442-9828.