



**Office of Tax and Revenue
Certificate of Clean Hands
Information Session**

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HOW TO REQUEST A CERTIFICATE OF CLEAN HANDS

In order to request the certificate, you must first apply through the [MyTax.DC.gov](https://mytax.dc.gov) web portal

You must register through the [MyTax.DC.gov](https://mytax.dc.gov) web portal if you are a DC taxpayer (Individual or Business).

All businesses (even those located outside of DC) must be registered through [MyTax.DC.gov](https://mytax.dc.gov) web portal in order to generate a Clean Hands Certificate.

If you are new DC resident (after January 1, 2024), you can request a Clean Hands as a Non-Resident through the [MyTax.DC.gov](https://mytax.dc.gov) web portal. You will be required to upload your state issued identification card from Motor Vehicles.

If you are registered in the [MyTax.DC.gov](https://mytax.dc.gov) web portal, login and request the certificate. The result of the inquiry is instant.

If compliant, a certificate will generate instantly, which can be printed or saved to distribute electronically.

- If denied, you will receive an email with information regarding next steps to bring your account(s) into compliance to be eligible to obtain a certificate.

If a Notice of Non-Compliance is generated, please contact the agency at the contact number listed on the bottom of the notice. There is an outstanding obligation with that agency that needs to be resolved. Requests may take *up to* ten (10) business days for completion.

If you need information concerning a Clean Hands denial, please contact the agency listed directly on the Notice of Non-Compliance for additional information.

If you need assistance with the [MyTax.DC.gov](https://mytax.dc.gov) web portal, please contact E-Services at (202) 759-1946 or E-Services.OTR@dc.gov.

SETTING UP A PAYMENT ARRANGEMENT WITH OTR'S COMPLIANCE ADMINISTRATION

- There is a **5 year** look back period performed when reviewing an account for compliance. All delinquent returns **must post** to the account before a Certificate of Clean Hands will be issued. In addition, **all** accounts of the taxpayer must be in compliance before a Certificate of Clean Hands will be issued.
- If there are outstanding returns, please submit timely to allow time for processing to meet the communicated ABRA deadline.
- All payments **must** post to the account before a taxpayer can become Clean Hands eligible.
- Payment arrangements can be set up online at www.MyTax.DC.gov or you can call the Collections Division at **(202) 724-5045** for assistance.
- Payment arrangement due dates are the **1st or the 15th only** of each month with terms available up to 48 months. The first payment **must** post to the account before a Certificate of Clean Hands will be issued.
- If an account is on a current payment plan, and there are no delinquent returns, an override will be submitted for the taxpayer. Please note that overrides for printing/validation *currently* expires in 7 days. After that time, another override request will need to be requested. That can be done by having the taxpayer send the request to CleanHands.Cert@dc.gov.

REQUIREMENTS FOR INDIVIDUALS

If you are not a resident of the District, you must apply for a Certificate of Clean Hands as a non-District resident via www.MyTax.DC.gov. You will need the following to apply:

- Valid state ID issued by the Department of Motor Vehicles (DMV)
- Valid SSN or ITIN number
- The address on your application **must** match your state issued ID
- Your address must be validated through USPS. *ABRA has advised that applicants will require the assistance of a Registered Agent if you do not have an address in the US. Please follow up with ABRA directly on this matter if there are additional concerns.*
- Valid email address
- Non-DC resident CCH applications that are approved will automatically be emailed. The certificate will come from DoNotReply_MyTax@dc.gov. Please check both inbox and spam folders for the certificate.

If you are a District resident, you must self-certify through the MyTax web portal www.MyTax.DC.gov. You will need the following to apply:

Access to the online web portal

Your address must be validated through USPS. No outstanding returns or balances **that exceed \$1000.00**

If you need assistance with obtaining access to the online portal, **please** call 202-759-1946 or email e-services.otr@dc.gov

REQUIREMENTS FOR INDIVIDUALS

If you are new to the District and moved on after January 1, 2024, you must apply for a Certificate of Clean Hands as a Non-District resident via www.MyTax.DC.gov. You will need the following to apply:

- A valid updated state ID or your current state ID and a Change of Address card issued by the Department of Motor Vehicles (DMV)
- Valid email address
- Your address must be validated through USPS

An **Individual Taxpayer Identification Number (ITIN)** is a tax processing number issued by the Internal Revenue Service (IRS). The IRS issues ITINs to individuals who are required to have a U.S. taxpayer identification number but who do not have, and are not eligible to obtain, a Social Security number (SSN) from the Social Security Administration (SSA).

If you are not a US Citizen, you must apply for a Certificate of Clean Hands as a Non-District resident via www.MyTax.DC.gov. You will need the following to apply:

A valid ITIN (Can be obtained directly at <https://www.irs.gov/>) The Office of Tax and Revenue is not able to assist with providing an ITIN.

You must use a valid DC address verified by USPS. *ABRA has advised that applicants will require the assistance of a Registered Agent if you do not have an address in the US. Please follow up with ABRA directly on this matter if there are additional concerns.*

A valid Passport or photo ID

REQUIREMENTS FOR BUSINESSES

If you are trying to obtain a Certificate of Clean Hands for your business, you must apply for a Certificate of Clean Hands via www.MyTax.DC.gov. You will need the following to apply:

- Access to the online web portal
- No outstanding returns or balance that exceeds \$1000
- Your address must be validated through USPS

Businesses operating in DC are required to be registered for and file the Personal Property Return (FP-31) return, unless they have been provided an Exemption status from Audit Unit. Please refer to https://mytax.dc.gov/WebFiles/Documents/Tut/Bus/PP/How_to_File_a_Personal_Property_Tax_Return.pdf for more information.

If you need assistance with applying for recognition of exemption, this can be completed directly at <https://otr.cfo.dc.gov/page/exempt-organizations>.

If you are non-US resident, you must apply for a Certificate of Clean Hands as a Non-District resident via www.MyTax.DC.gov. You will need the following to apply:

- A valid ITIN (Can be obtained at <https://www.irs.gov/>) The Office of Tax and Revenue is not able to assist with providing an ITIN.
You must use a valid DC address verified by USPS. If you do not have an address in the US, you are not able to use the address for ABRA on the application. ABRA has advised that applicants will require the assistance of a Registered Agent. Please follow up with ABRA directly on this matter if there are additional concerns.
- A valid Passport or photo ID to verify the identity of the applicant.

SUBMITTING RETURNS TO THE OFFICE OF TAX AND REVENUE

- As of 3/21/2022, our office no longer accept returns via email. Returns can be submitted electronically through the secured web portal mytax.dc.gov to the Clean Hands Unit. Returns can also be hand delivered to OTR's Walk-In Center. Please allow time for processing.

Instructions on submitting returns via the online portal at mytax.dc.gov.

- Once logged in the portal click on MORE.
- Under “Messages” & “letters” click on “send a message”
- Select the account you would like to send a secure message for
- Select the period and message type.
- Add your subject, message, and add attachment
- Lastly, click submit

The return(s) will be forwarded to our processing department. You may also monitor your account using the online portal to confirm when the return(s) have posted to the account.

- For assistance with the online portal, you can contact E-Services at 202-759-1946 or via email at e-services.otr@dc.gov

CONTACT US

Clean Hands Inquiries

- After applying for a certificate using the My Tax Portal, Clean Hands inquiries should be emailed to Cleanhands.cert@dc.gov. If you have a question regarding the compliance status of your account, please contact the Collections and Enforcement Call Center at 202-724-5045 for immediate assistance.
- Please visit for <https://otr.cfo.dc.gov/page/certificate-clean-hands>
- Clean Hands FAQ's <https://mytax.dc.gov/WebFiles/faq/faq.html>

E-Services Unit (For all technical assistance with utilizing the MyTax portal)

- **Phone Number:** (202) 759-1946 **Email:** e-services.otr@dc.gov
- If you are logged into your MyTax account, you can send a webmail message to E-Services directly from the portal.