

## SERVICES

### Free Housing Counseling

The TRC offers FREE counseling for tenants and landlords about their rental rights and responsibilities, including state and local rental laws and regulations, and referrals to other agencies when appropriate. We speak Spanish and Hmoob.

**Phone:**

City of Madison Residents: (608) 257-0006

Other Dane County: services not funded until April 2017.

Outside Dane County: (877) 238-RENT (7368)

**E-mail:** asktrc@tenantresourcecenter.org

**Walk-in:** 1202 Williamson Street Ste. 102, Madison, WI  
9AM – 6PM, Monday – Friday

**Se Habla Español:** (608) 257-0006 x1

**Lus Hmoob:** (608) 257-0006 x2

### UW-Madison Campus Services

The TRC has an office on campus, provided by the Associated Students of Madison (ASM) for UW students.

**Phone:** (608) 216-2321

**Email:** uw@tenantresourcecenter.org

**Walk-in:** 3<sup>rd</sup> Floor of the Student Activity Center, Room 3156  
333 E. Campus Mall (check website for hours)

### Eviction Clinic & Mediation

**Housing Mediation Service** (Dane County only): helps tenants, landlords, roommates, and neighbors resolve their rental housing disputes. Eviction mediations free. Out-of-court mediation are \$40 per party, with a sliding scale.

**For intakes or for more information call: (608) 257-2799**

**Eviction Counseling:** Every Tuesday morning TRC staff attend small claims court and are available for questions.

**Eviction Prevention Fund:** We have a very limited fund to help those who were formerly homeless, in subsidized housing or with multiple evictions on their record.

**For intakes call (608) 257-0006 x6**

### Security Deposit Loan Program

TRC and the Madison Mennonite Church now offer no-interest loans for security deposits, on a very limited basis. Tenants must meet certain criteria, including having some form of income. City of Madison residents only.

**Please call to check availability: (608) 257-0006 x4**

### Homeless or At-Risk of Homelessness Program

For Dane County residents who are homeless, TRC can provide case management for a limited number of people. For Dane County residents at risk of homelessness that speak Spanish or Hmoob, we can assist.

**Phone:** (608) 257-8278

**Email:** hhd@tenantresourcecenter.org

**Walk-in:** 1202 Williamson Street Ste. 102, Madison, WI  
9AM – 6PM, Monday – Friday

## EDUCATION AND RESOURCES

### Brochure Series

The Tenant Resource Center publishes and distributes over 20 brochures regarding landlord/tenant rights and responsibilities.

**Brochures available for free at all office locations and soon for purchase at [www.tenantresourcecenter.org](http://www.tenantresourcecenter.org)**

### Website

Visit our website for information on rights and responsibilities, links to state laws and regulations and local ordinances, blank forms for tenants and landlords, and resource lists for finding housing and for homeless persons.

**[www.tenantresourcecenter.org](http://www.tenantresourcecenter.org)**

### Blog

Stay updated on news about housing issues in Wisconsin, Tenant Resource Center events, and more!

**[www.tenantresourcecenter.org/blog](http://www.tenantresourcecenter.org/blog)**

### Articles

Tenant Resource Center contributes articles to neighborhood and other organization newsletters and local newspapers upon request.

**For articles call: (608) 257-0006 x5**

### Seminars

Tenant Resource Center offers full-day seminars throughout the state for caseworkers, landlords, and others who work with tenants. The seminars cover rental agreements, repairs, security deposits, evictions, landlord entry, tenant property left behind, small claims court, fair housing, and more. Participants receive our Housing Counselor Training Guide. We also provide follow-up assistance to all participants.

**For more information call: (608) 257-0006 x5 or visit our website [www.tenantresourcecenter.org/seminars](http://www.tenantresourcecenter.org/seminars) to sign up!**

### Community Presentations

Tenant Resource Center also offers free one to two hour presentations for groups in the City of Madison. There is a fee for presentations longer than two hours or for presentations outside the City of Madison. Reimbursement for travel expenses are required for presentations outside the City of Madison. Presentations cover rental issues such as smart renting, mediation, security deposits, evictions, repairs, screening your tenant or landlord, and recent changes to rental laws and regulations.

**Book us today!**

**Phone:** (608) 257-0006 x5

**Email:** bkonkel@tenantresourcecenter.org

## VOLUNTEER!

Volunteers are the backbone of our agency, often working one-on-one with clients, or doing crucial work to sustain our everyday operations. They allow us to provide services for free to the thousands of clients that seek our help.

**Become a volunteer today!**

### Housing Counseling

Housing counselors work directly with our clients, educating tenants and landlords about their rental rights and responsibilities. This challenging work is highly rewarding! You might help a low-income family avoid eviction, or help a landlord ensure they are following fair housing laws in their rental applications. This position is ideal for anyone wishing to have an immediate, positive influence in their community and help people with real solutions to problems.

**Training and Requirements:** You must complete a 12-hour training followed by an additional 4 - 8 hours shadowing an experienced counselor. Staff are available to supervise and answer questions.

**Minimum commitment:** 3 hours per week for one year

**E-mail:** bkonkel@tenantresourcecenter.org

**Phone:** (608) 257-0006 x5

### Housing Mediation Service

The volunteer mediators who staff the Housing Mediation Service are already trained in mediation. We provide further training in small claims court mediation and Tenant Resource Center procedures. Most mediations take place at the Dane County Courthouse on Tuesdays during eviction hearings. Mediators help tenants and landlords come to an agreement to avoid eviction, usually a payment plan or a move-out date.

**Training and Requirements:** Volunteers must have completed outside training in out-of-court mediation and be available for regular shifts on Tuesdays. New mediators will receive 12 hours of training at the courthouse before leading sessions on their own.

**Minimum commitment:** One shift per month for one year.

**E-mail:** mediation@tenantresourcecenter.org

**Phone:** (608) 257-2799

### Board of Directors Membership

As a 501(c)(3) non-profit, Tenant Resource Center is governed by a volunteer Board of Directors. The Board approves the annual budget, coordinates fundraising events, and promotes the agency's mission and services throughout Wisconsin. Current Board members include tenants, landlords, formerly homeless persons, attorneys, social service providers, computer geeks, activists, and Tenant Resource Center Housing Counselors.

**Commitment:** Board meetings are held every 2nd Thursday of the month at the Social Justice Center in Madison at 6pm.

**E-mail:** bkonkel@tenantresourcecenter.org

**Phone:** (608) 257-0006 x5

## How to Donate

I would like to make a one-time donation to the Tenant Resource Center

- \$25  \$50  \$75  \$100  
 \$250  Other, \_\_\_\_\_

Send to:

Tenant Resource Center  
1202 Williamson Street, Suite 102  
Madison, WI 53703

You can also donate online at:

[www.tenantresourcecenter.org/donate](http://www.tenantresourcecenter.org/donate)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

- Sign me up for your email newsletter  
 Send me information about events and fundraisers

All contributions are tax deductible to the extent allowed by law. Thank you for your generosity!

Please tear off this panel and return with your contribution.

## Help Sustain the Tenant Resource Center!

A sustaining donor agrees to have a contribution to the Tenant Resource Center automatically and securely deducted from a designated bank account each month. Being a sustaining donor to the Tenant Resource Center helps supply a steady and reliable source of funding for the organization, saving our staff valuable time and energy that can be used to help our clients more quickly.

Sign up to be a sustainer at  
[www.tenantresourcecenter.org/sustainer](http://www.tenantresourcecenter.org/sustainer)

## Earn or Give TimeBank Hours

Tenant Resource Center is a member of the Dane County TimeBank. If you are a TimeBank member, please consider donating TimeBank hours to Tenant Resource Center. This, in turn, allows us to award TimeBank hours to other volunteers who are TimeBank members.

For more information about the TimeBank, visit:  
[www.danecountytimebank.org](http://www.danecountytimebank.org)

## About the Tenant Resource Center!

The Tenant Resource Center is a non-profit membership organization with a small staff. We rely primarily on volunteers to provide housing counseling, mediation services, and office assistance. The Tenant Resource Center's funding comes from the City of Madison, Associated Students of Madison (University of Wisconsin-Madison), HUD and Community Shares of Wisconsin. The remainder comes from seminars, publication sales, one-time grants, and donations.



# TENANT RESOURCE CENTER

## FOR HOUSING JUSTICE IN WISCONSIN

# Tenant Resource Center

SE HABLA ESPAÑOL: (608) 257-0006 x1  
LUS HMOOB: (608) 257-0006 x2

[www.tenantresourcecenter.org](http://www.tenantresourcecenter.org)

Follow us on  and  !

### MAIN OFFICE

Social Justice Center, Suite 102  
1202 Williamson Street Madison, WI 53703  
Monday – Friday, 9AM-6PM  
City of Madison: (608) 257-0006 x3  
Other Dane County: (608) 257-0006 x4  
Outside Dane County: (877) 238-RENT (7368)  
[asktrc@tenantresourcecenter.org](mailto:asktrc@tenantresourcecenter.org)  
Mediation: (608) 257-2799

Business: (608) 257-0006 x5  
Fax: (608) 229-1317  
[office@tenantresourcecenter.org](mailto:office@tenantresourcecenter.org)

### CAMPUS OFFICE

Student Activity Center, 3<sup>rd</sup> Floor, Room 3156  
333 East Campus Mall, Madison, WI 53703  
Hours vary, please check the website!  
Phone: (608) 216-2321  
[uw@tenantresourcecenter.org](mailto:uw@tenantresourcecenter.org)

Last Updated: 11/5/16



# TENANT RESOURCE CENTER

## FOR HOUSING JUSTICE IN WISCONSIN

Is funded by the following:



If you need an interpreter, materials in other formats, or accommodations of any kind, please call (608) 257-0006 x5.