

## About the Tenant Resource Center

The Tenant Resource Center is a nonprofit membership organization with a small staff that relies primarily on volunteers to provide housing counseling, mediation services and office assistance. Tenant Resource Center's funding comes from Dane County, the City of Madison, Community Shares of Wisconsin and Associated Students of Madison (University of Wisconsin). The remainder of our funding comes from seminars, publication sales, and donations.

## Other Services

### Housing Counseling

The Tenant Resource Center offers counseling for tenants and landlords interested in learning more about their rental rights and responsibilities. Information on state and local rental laws and regulations, as well as lease screening services are available at the TRC. For housing counseling, you can stop in or call during business hours.

#### Tenant Resource Center Main Office

1202 Williamson St., Suite 102, Madison, WI 53703

9:00 a.m.–6:00 p.m., Monday – Friday

**Rental Rights** (608) 257-0006

**Toll-free** (877) 238-RENT (7368)

asktrc@tenantresourcecenter.org

www.tenantresourcecenter.org

#### Tenant Resource Center Campus Office

Student Activity Center, ASM Office, Room 4301

(608) 561-3727 or: uw@tenantresourcecenter.org

## Housing Mediation (Dane County)

Mediation is a voluntary process in which people with a disagreement meet together with a trained, impartial mediator. The mediator listens to both sides and can help guide the parties towards a mutually agreeable resolution, including stipulations to prevent eviction.

The Housing Mediation Service provides a low-cost alternative to court for the resolution of rental housing-related disputes. This program also provides eviction mediation services before and during small claims eviction court hearings in Dane County. For more information see the Mediation For Housing Problems brochure, or call: (608) 257-2799.



Funded in part by the Associated Students of Madison. ASM does not necessarily endorse the beliefs or actions of this organization.



Updated 12/11

The **Tenant Resource Center** is a nonprofit, membership organization dedicated to promoting positive relations between rental housing consumers and providers throughout Wisconsin. By providing information and referrals, education about rental rights and responsibilities, and access to conflict resolution, we empower the community to obtain and maintain quality affordable housing.

# Housing Help Desk



## At the Dane County Job Center

1819 Aberg Ave., Room 2

Madison, WI 53704

Phone: (608) 242-7406

FAX: (608) 242-7490

10:00 a.m. - 2:00 p.m. Monday - Friday

## Tenant Resource Center

1202 Williamson St. #102, Madison, WI 53703

9:00 a.m. – 6:00 p.m., Monday – Friday

www.tenantresourcecenter.org

**Rental Rights** (608) 257-0006

asktrc@tenantresourcecenter.org

**En Español** (608) 237-8913

**Toll-free** (877) 238-RENT (7368)

**Mediation** (608) 257-2799

**Business Line/TTY** (608) 257-0143

**Campus Office:** (608) 561-3727

**See back of brochure for further contact information.**

If you need an interpreter, materials in alternate formats, or other accommodations, call our office at (608) 257-0143.

## **Tenant Resource Center's Housing Help Desk at the Dane County Job Center**

The Dane County Job Center is a one stop location for county services including employment search, transportation, Emergency Assistance grants, food stamps and medical assistance. (For information contact Dane County Human Services at (608) 242-7441.) The Tenant Resource Center operates the Job Center's Housing Help Desk, where tenants, landlords, and agencies can find information, applications, and referrals to help people find and maintain quality housing.

## **Housing Crisis Fund**

From time to time, Tenant Resource Center has a limited amount of funds available to assist with eviction prevention. Please call to check availability: (608) 242-7406.

## **Weekly Housing List**

As a free service, the Help Desk provides a list of housing vacancies. The Housing Vacancy List is organized according to size, rent amount, and location, allowing tenants to contact the owners, management companies and sublettors who have immediate openings. The list is updated weekly on Wednesday afternoons. Agencies throughout Dane County download this information from our website for their clients.

## **Housing Connections**

In order to help connect people to housing resources, the Help Desk provides information, referrals, and applications for housing including:

- Subsidized and Public Housing
- Section 42 and Other Affordable Housing Projects
- Flexible Landlord List
- Shelter & Transitional Housing for Single Women
- Shelter & Transitional Housing for Single Men
- Shelter & Transitional Housing for Families
- Motels that May be Less Expensive

## **Finding Help**

The Help Desk maintains information on community resources that may be able to provide eviction prevention funds, security deposit funds, and other resources. For more information, see our brochure titled Eviction Prevention and Security Deposit Assistance in Dane County.

Help Desk staff can also help clients fill out the housing applications that we have available. We can sometimes find assistance or answer difficult questions by brainstorming with others in the community.

Help Desk clients may be interested in a referral to one the many agencies, faith groups, community groups, nonprofit groups, and individuals that provide assistance.

## **Rental Rights & Responsibilities**

TRC's Housing Help Desk counselors are available by phone or walk-in to answer questions about rental rights and responsibilities. Appointments are not necessary. Counselors can provide copies of housing laws and regulations, both locally and statewide. We can also help with rental problems by providing practical advice and sample letters and by making referrals to helpful agencies and organizations. The Help Desk is a good resource for questions about housing issues including:

- Eviction process
- Security deposits
- Repairs
- Discrimination
- Breaking leases
- Landlord entry
- Renting in Madison
- Preparing to rent
- Moving into a new apartment
- Earnest money and Application fees
- Pets
- Foreclosure
- Apartment safety
- Landlord retaliation
- subletting
- and more!

For more information, see our collection of brochures.