

## About the Tenant Resource Center

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

The Tenant Resource Center...

- Counsels nearly 10,000 people per year about their rental rights and responsibilities—for free
- Provides low-cost and free mediation services to people with housing-related disputes
- Publishes a self-help guide for landlords and contributes articles to area newsletters...and so much more!



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

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The **Tenant Resource Center** is a non-profit, 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.

# Volunteer



## Tenant Resource Center

1202 Williamson St. #102, Madison, WI 53703  
9:00 a.m. – 6:00 p.m., Monday – Friday  
[www.tenantresourcecenter.org](http://www.tenantresourcecenter.org)

**Rental Rights** (608) 257-0006  
[asktrc@tenantresourcecenter.org](mailto:asktrc@tenantresourcecenter.org)

**En Español** (608) 237-8913

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

**Mediation** (608) 257-2799

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

## Tenant Resource Center Campus Office

Student Activity Center

ASM Office - Room 4301

(608) 561-3727

[uw@tenantresourcecenter.org](mailto:uw@tenantresourcecenter.org)

## Housing Help Desk

1819 Aberg Ave. Room 2

Madison, WI 53704

(Dane County Job Center)

(608) 242-7406, 10:00 a.m. – 2:00 p.m.

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

No part of this brochure should be regarded as legal advice or considered a replacement of a landlord's or tenant's responsibility to be familiar with the law. If you need legal assistance, seek the services of a Wisconsin housing attorney.

## **What can I do?**

There are many ways to help the Tenant Resource Center continue to provide services to the community!

**HOUSING COUNSELING...** The majority of our volunteers are housing counselors who provide information about rental rights and responsibilities and referrals, both over the phone and in person.

**MEDIATION...** Our housing mediators are all volunteers. Mediators act as a neutral third party to help two or more parties in a dispute work out a mutually satisfying solution.

**BOARD OF DIRECTORS...** Bring your own unique perspective and expertise to our Board of Directors.

**OFFICE SUPPORT...** TRC also has opportunities for people who wish to offer clerical support in an exciting office environment.

## **Why volunteer?**

People volunteer in their communities for many reasons. The Tenant Resource Center relies on volunteers who come from different backgrounds and who volunteer for many different reasons.

***Help others...***

***Meet new people...***

***Improve the community...***

***Gain academic credit...***

***Build your resume...***

***Gain valuable experience...***

***Learn new skills...***

***Make a difference!***

## **How do I get started?**

Call the Tenant Resource Center for the latest information on upcoming volunteer training sessions and one-time service opportunities.

There are regularly scheduled housing counselor orientation and training sessions throughout the year.

**Please call (608) 257-0143 to speak with Brenda Konkel, our Executive Director.**