

Housing Counseling Program

What is a Housing Counselor?

Housing Counselors are the backbone of our agency's primary service. They work directly with our clients, educating tenants and landlords about their rental rights and responsibilities, small claims court procedures, and giving referrals to agencies that can provide additional assistance.

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 solutions to real life problems. Many Housing Counselors are students, activists, law or real estate professionals. Others are apartment managers, social workers, people working for social and economic justice, and anti-discrimination workers.

Training and Requirements

Housing Counselors must complete a 12-hour training session on local, state, and federal housing laws. These are taught by our staff several times a year. This training is followed by an additional 4 - 8 hours shadowing an experienced counselor while they work with clients. Staff are available to supervise and answer questions. Housing Counselors are asked for a minimum commitment of 3 hours per week for one year, scheduled during our regular office hours. UW Madison Pro Bono Legal Program is available for law students, and professional references are available for anyone building their resume.

Contact

For information on becoming a Housing Counselor, including the schedule and registration for the next training session, contact Aaron Romens, the Tenant Resource Center Program Director:

E-mail: aaron@tenantresourcecenter.org

Phone: (608) 257-0006, choose option 3 for Aaron.

Housing Mediation Service

What is a Mediator?

The volunteers who staff the Housing Mediation Service are trained in mediation. We provide further training in small claims court mediation and Tenant Resource Center procedures. By acting as a neutral third party to a rental dispute, they help clients find a mutually agreeable resolution to their housing problems, such as avoiding eviction.

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 an eviction trial, usually a payment plan or a move-out date. There are also mediation sessions scheduled at our main office for disputes between tenants, landlords, roommates, and neighbors, including evictions with no pending court case.

This position is ideal for trained, professional mediators who wish to practice or gain experience in small claims court mediation. The Housing Mediation Service can offer volunteers 3 - 8 hours of mediation each month.

Training and Requirements

Volunteers must have completed outside training in out-of-court mediation and be available for regular shifts at the courthouse (8am - 12pm and/or 1pm - 4pm on Tuesdays). We ask for a minimum commitment of at least one shift a month for one year.

New mediators will receive 9-12 hours of shadowing and supervision at the courthouse before leading sessions on their own. They will also receive basic training on eviction laws, Dane County small claims court procedures, how to collect client demographic information for our funding, and how to refer clients to other programs.

Contact

For more information on becoming a mediator please contact the Aaron Romens, the Tenant Resource Center Program Director.

E-mail: aaron@tenantresourcecenter.org

Phone: (608) 257-0006

TRC Office Volunteers

What does an Office Volunteer do?

We have opportunities to offer clerical support in our fun and fast-paced office environment. Duties include answering phones, stocking brochures, program materials, data entry, and help with fundraising events and bulk mailings.

Contact

To volunteer in our office please contact Lee Young Tenant Resource Center's office manager:

E-mail: office@tenantresourcecenter.org

Phone: (608) 257-0006 x 0

About

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.

Board of Directors

Board Membership

Current Board members include tenants, landlords, formerly homeless persons, attorneys, social service providers, computer geeks, activists, UW students, and Tenant Resource Center Housing Counselors.

Board membership is ideal for anyone who has or wants to gain experience in non-profit operations and fundraising, and wants to offer their unique skills and perspectives to the vision and long-term success of the Tenant Resource Center.

Board Meetings

Board meetings are held every 2nd Thursday of the month at 6pm in the Nan Cheney Community Room at the Social Justice Center, located at 1202 Williamson Street in Madison. Board meetings are open to the public.

Contact

For information about joining the Board, please contact Brenda Konkol, Tenant Resource Center's Executive Director:

E-mail: bkonkel@tenantresourcecenter.org

Phone: (608) 257-0006 x 0

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

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

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

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.

TRC is a Proud Member of Community Shares of Wisconsin

The Tenant Resource Center is honored to be a member of Community Shares of Wisconsin. Since 1971, Community Shares has brought donors and non-profits together to work for economic, social and environmental justice. For more information, please visit www.communityshares.org

No part of this brochure should be regarded as legal advice, or replace an individual's responsibility to be familiar with the law. If you need legal assistance or representation, consult a Wisconsin tenant landlord attorney.

Last Updated: 9/12/17



TENANT RESOURCE CENTER

FOR HOUSING JUSTICE IN WISCONSIN

Is funded by the following:



TENANT RESOURCE CENTER

Volunteer

SE HABLA ESPAÑOL: (608) 237-8913
LUS HMOOB: (608) 268-1017

www.tenantresourcecenter.org

Follow us on and !

MAIN OFFICE

Social Justice Center, Suite 102
1202 Williamson Street Madison, WI 53703
Monday – Friday, 9AM-6PM

Services

In Dane County:

Housing Counseling & Info: (608) 257-0006
Eviction Prevention: 608) 257-0006 x7
Mediation: (608) 257-0006 x8
Outside Dane County: (877) 238-RENT (7368)

All: asktrc@tenantresourcecenter.org

Admin

Administration: (608) 257-0006 x0
Fax: (608) 229-1317
office@tenantresourcecenter.org

CAMPUS OFFICE

Student Activity Center, 3rd Floor, Room 3156
333 East Campus Mall, Madison, WI 53703
Hours vary, please check the website!

Phone: (608) 216-2321
uw@tenantresourcecenter.org

If you need an interpreter, materials in other formats, or accommodations of any kind, please call (608) 257-0006 x0.