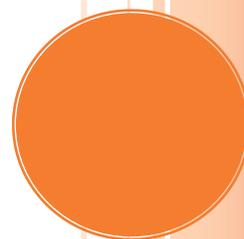


WISCONSIN LEGISLATOR  
BRIEFING BOOK  
2017-18

**CHAPTER 20 – HOUSING  
AND LANDLORD-TENANT  
LAW**

A diversity of laws and programs combine to provide a framework for housing, real estate, and landlord-tenant transactions in Wisconsin. This chapter contains sections on three housing-related topics: housing assistance, housing discrimination, and residential landlord-tenant law.

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## INTRODUCTION

The state and federal governments each provide programs to subsidize the cost of housing, which are referred to as “housing assistance.”

The key federal agency involved in housing is the U.S. Department of Housing and Urban Development (HUD), which administers numerous assistance programs. At the state level, the Wisconsin Housing and Economic Development Authority (WHEDA) and the Department of Administration (DOA) have primary roles in administering housing assistance for low- and moderate-income families. DOA also administers various energy assistance and weatherization programs.

**Federal and state housing assistance programs are administered by HUD, WHEDA, the Department of Veterans Affairs (DVA), and DOA.**

State and federal law each prohibit discrimination in real estate transactions, often referred to as “fair housing” laws. At the federal level, the Fair Housing Act prohibits housing discrimination and is administered by HUD. In the State of Wisconsin, fair housing law is administered primarily by the Department of Workforce Development (DWD). Local government and organizations such as the Metropolitan Milwaukee Fair Housing Council also play a role in providing fair housing services.

State law also governs the rental of residential property. These laws are referred to as “landlord-tenant law,” and govern rental agreements and provisions.

## HOUSING ASSISTANCE

Housing assistance programs in Wisconsin are administered by HUD, DOA, and WHEDA.

### HUD Programs

**HUD – Wisconsin Field Office:**

**414-227-3214**

<http://www.hud.gov/local>

HUD programs vary from public housing to grants that support homeless shelters and transitional housing to assistance to homeowners in paying for mortgages, refinancing, and other costs.

HUD administers numerous housing assistance programs, as described below. More information about any of these programs may be obtained through HUD’s Wisconsin field office in Milwaukee.

HUD programs include:

- **Mortgage Insurance Program.** HUD supports homeownership by low- and moderate-income families through the Federal Housing Administration (FHA) program. The FHA insures mortgages against loss, thus encouraging lenders to make loans to people who might not otherwise be able to meet the larger down payment requirements or higher interest rates that would be required in the absence of mortgage insurance.
- **Housing Counseling Programs.** HUD administers a grant program to sponsor housing counseling agencies that provide services to homebuyers, homeowners, low- to moderate-income renters, and the homeless. Counselors provide advice on avoiding foreclosure, homebuying, renting, defaults, credit issues, and reverse mortgages. A list of HUD-approved counseling agencies may be found at: <http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm>.
- **Making Home Affordable (MHA) Program.** The MHA program is designed to deliver mortgage relief and help homeowners avoid foreclosure by reducing monthly loan payments, reducing the loan's interest rate, and modifying second mortgages. More information on all MHA program options may be found at: <http://www.makinghomeaffordable.gov/>.
- **Public Housing Program.** This program provides housing at affordable rent for eligible low-income families, the elderly, and persons with disabilities. Local housing agencies receive HUD funds to manage housing and determine applicant eligibility based on income limits developed by HUD.
- **Housing Choice Voucher Program.** This program, formerly known as "Section 8," provides assistance to low-income renters and first-time homebuyers. Participants must have income below 50% of median income, and must contribute 30% of their adjusted monthly income for rent. The housing choice voucher program is administered by local public housing agencies, listed here: <http://www.hud.gov/offices/pih/pha/contacts/states/wi.cfm>.

**HUD was created by Congress in 1965. HUD's mission is to help both low- and moderate-income families by creating strong, sustainable, inclusive communities, and quality affordable homes for all.**

## DOA Programs

The Division of Housing in DOA has primary responsibility for administering most of the housing grant and loan programs funded by state or federal dollars. DOA's Division of Energy Services also administers several programs for home energy assistance and for home weatherization.

**DOA's Division of Housing is responsible for administering most of the state- or federally-funded housing grant and loan programs. In doing so, it also prepares a comprehensive five-year state housing strategy plan called the "State of Wisconsin Consolidated Plan."**

### State of Wisconsin Consolidated Plan

State law requires DOA to prepare a comprehensive state housing strategy plan, known as the State of Wisconsin Consolidated Plan, once every five years. The plan serves as the

**The current *State of Wisconsin Consolidated Plan* is available on DOA's website at:**

<http://www.doa.state.wi.us>

state's application to HUD for key federal program funds and also acts as a plan for distributing federal and state dollars to a variety of housing programs, community programs, and economic development programs. [s. 16.302, Stats.]

### Programs Financed With State Funds

DOA housing programs financed with state funds include the following:

- The **Housing Cost Reduction Initiative (HCRI) Program**. HCRI provides direct financial assistance to reduce the housing costs of low- and moderate-income households. Funds may be used for assistance to eligible homebuyers and eligible homeowners facing foreclosure. Funds are awarded to local governments, tribes, and organizations. [s. 16.303, Stats.]
- The **Homeless Prevention Program (HPP)**. HPP provides funds for security deposits, short-term rental assistance, and utility costs. Funds for HPP come from the HCRI program. [s. 16.303, Stats.; ch. Adm 87, Wis. Adm. Code.]
- The **Transitional Housing Grant Program**. This program provides competitive grants to organizations and county or municipal governments for the provision of transitional housing and associated supportive services for the homeless, to facilitate transition to self-sufficiency. [s. 16.306, Stats.]
- The **Interest Bearing Real Estate Trust Account (IBRETA) Program**. IBRETA is funded from earnings on interest-bearing real estate common trust accounts into which real estate brokers and salespersons deposit down payments, earnest money, and similar types of real estate payments. Interest or dividends from IBRETA accounts are

sent to the state to provide funds for programs serving homeless individuals and families. [s. 16.307, Stats.; ch. Adm 91, Wis. Adm. Code.]

- The **State Shelter Subsidy Grant (SSSG) Program**. SSSG gives formula-based grants to support homeless shelter facilities and services for homeless persons to recipients including nonprofit organizations, federally recognized American Indian tribes or bands, housing and community development authorities, and county or municipal governments. [s. 16.308, Stats.; ch. Adm 86, Wis. Adm. Code.]

### Programs Financed With Federal HUD HOME Funds

DOA also administers a series of initiatives financed with federal HUD funding, through the Home Investment Partnerships program, generally referred to as the HOME program. This HOME program is separate from WHEDA's home ownership mortgage loan program, described below, which also uses HOME as an acronym. The HUD-funded HOME program primarily helps households having incomes no greater than 80% of county median income. However, the household income threshold drops to 60% of county median income for rental rehabilitation and home rental housing development programs for most households. These federal HUD HOME-funded programs include the following:

- The **HOME Homebuyer and Rehabilitation (HHR) Program**. HHR provides grants to local organizations assisting qualified low-income homebuyers and landlords. Assistance includes subsidization of housing rehabilitation expenses, acquisition costs such as down payments and closing costs, or construction expenses for single-family, owner-occupied dwellings.
- The **HOME Rental Housing Development Program**. This program funds projects leading to additional rental units for low-income households, through new construction or the acquisition and rehabilitation of existing properties. Awards are made to community housing development organizations that sponsor the developments.
- The **HOME Tenant-Based Rental Assistance Program**. This program provides funds through local governments, housing authorities, and nonprofit organizations for rental assistance and support services coordinated by the participating agency, to help homeless persons and to prevent homelessness.

[24 C.F.R. 92 (Home Investment Partnerships Program Final Rule); s. 16.54, Stats.]

### Programs Financed With Other Federal Funds

DOA administers various other programs funded with federal dollars, including the following:

- The **Emergency Solutions Grant (ESG) Program**. Under ESG, the Division of Housing distributes federal grants for emergency shelters, homeless prevention programs, and services for homeless persons to eligible applicants such as cities, counties, tribal agencies, and private, nonprofit agencies.

- The **Critical Assistance (CA) Program**. CA provides financial assistance to reduce the housing costs of low- and moderate-income households. Grant awards may be used to provide rental assistance and assistance with mortgage payments, property taxes, and utility arrearages to avoid foreclosure.
- The **Small Cities Community Development Block Grants (CDBG) housing component**. CDBG provides funds for grants to local governments for housing programs which principally benefit low- and moderate-income households. The goal of the program is to upgrade the quality and expand the supply of decent, safe, and sanitary housing for low- and moderate-income households.
- The **Community Development Block Grant Revolving Loan Fund (CDBG-RLF)**. CDBG-RLF provides loans to low and moderate-income households (defined as households at or below 80% of the county median income), to make needed home repairs. Loans may also be made to local landlords in exchange for an agreement to rent at an affordable rate to tenants that meet this income level.
- The **Housing Opportunities for Persons with AIDS (HOPWA) Program**. HOPWA helps persons affected by AIDS/HIV and their families develop long-term strategies for meeting their housing needs and preventing homelessness.
- The **Projects for Assistance in Transition from Homelessness (PATH)**. PATH provides funds to local agencies to serve homeless individuals with serious mental illnesses and individuals with co-occurring substance abuse disorders.
- The **Lead Hazard Control Program**. This program provides lead abatement services to eligible dwelling units throughout Wisconsin, excluding the Cities of Milwaukee, Sheboygan, and Racine, and the Counties of Rock and Kenosha. The most recent program funding was from the 2009 Federal American Recovery and Reinvestment Act.

[ss. 16.309 and 16.54, Stats.; ch. Adm 90, Wis. Adm. Code.]

### Programs for Home Energy Assistance and Weatherization

DOA's Division of Energy Services administers several programs for home energy assistance and for home weatherization. These programs include the following:

- The **Wisconsin Home Energy Assistance Program (WHEAP)**. WHEAP provides cash benefit assistance in the form of heating costs, electric costs, and energy crises. WHEAP operates with both federal and state funding.
- **Low-Income Home Energy Assistance Program (LIHEAP)**. Under LIHEAP, low-income households are provided with cash benefits and services in the form of heating assistance, crisis assistance, and emergency furnace repair and replacement.
- The **Wisconsin Weatherization Assistance Program**. DOA contracts with various community action agencies, housing authorities, local governments, and other non-profit organizations to provide weatherization services to eligible households. The weatherization services are designed to reduce home heating bills, save energy, and

make the home warmer in the winter and cooler in the summer. Information about this program is available at: <http://homeenergyplus.wi.gov/>.

[ss. 16.26 and 16.27, Stats.; ch. Adm 45, Wis. Adm. Code.]

## WHEDA Programs

Many low- to moderate-income Wisconsin households are assisted by WHEDA, which sells mortgage revenue bonds to finance housing development, and provides mortgage loans to qualifying individuals at below-market interest rates. WHEDA also administers three federally-funded programs on behalf of the state, as described below.

The Legislature created WHEDA as an authority, not a state agency, so that its operating budget is not included in the state budget. Article VIII, Section 7, of the Wisconsin Constitution authorizes the state to incur debt to defend itself and for other public purposes, but does not explicitly authorize the state to incur debt by selling mortgage revenue bonds to finance private housing. Thus, WHEDA's operating budget is financed primarily from interest earnings on loans it makes, from its investments, and from administrative fees it assesses.

**WHEDA incurs debt by issuing bonds, secured by a capital reserve fund, to finance private housing construction and loans. WHEDA is an authority, not a state agency.**

[ch. 234, Stats.]

## WHEDA Housing Programs for Homebuyers and Homeowners

Programs administered by WHEDA to assist qualified individuals with purchasing or improving homes include the following:

- **WHEDA Advantage Program.** This program provides first mortgage loans to qualified low- and moderate-income homebuyers. The program allows the purchase of a single-family home or a duplex and also provides loans for major rehabilitation of a home (at least 33% of the purchase price of the home). Among the various types of assistance, WHEDA Advantage loans provide down payment assistance and assistance with closing costs. The program is based on a national lending initiative agreement between Fannie Mae and state housing finance agencies.
- **WHEDA FHA Advantage Program.** This program is similar to the WHEDA Advantage program. It provides low-cost mortgage loans to qualified low- and moderate-income homebuyers with flexible underwriting. The borrower may purchase an existing single-family home or a HUD reviewed and approved condominium. The borrower must also participate in homebuyer education.
- **Easy Close Advantage Program.** Easy Close Advantage offers low cost, fixed interest rate loans to qualifying WHEDA Advantage program participants which may

be used for a down payment on a home, closing costs, and homebuyer education expenses.

- **Property Tax Deferral Loan Program.** Under this program, low-income elderly homeowners are able to convert home equity into income to pay property taxes.

[subch. I, ch. 234, Stats.]

### WHEDA Housing Programs for the Development and Rehabilitation of Housing

WHEDA administers other programs to encourage the development of housing for low- to moderate-income persons, including the following:

- **WHEDA Foundation Grant Program.** Under this program, grants are provided by the WHEDA Foundation (a nonprofit corporation, founded by WHEDA), to nonprofit organizations and local governments for improving housing opportunities for low- and moderate-income persons, elderly persons, disabled persons, and persons in crisis.
- **Multifamily Housing Programs.** WHEDA provides numerous loan options to assist in the development and rehabilitation of affordable multifamily housing for low- to moderate-income persons, homeless persons, or persons with disabilities. Some loans are short term and others are long term.

[s. 234.65, Stats.; see generally, subch. I, ch. 234, Stats.]

### Federally-Funded Programs Administered on Behalf of the State

WHEDA administers the following federally-funded housing programs on behalf of the state:

- **Low-Income Housing Tax Credit Program.** WHEDA administers the state's low-income housing tax credit program, which assists the development or rehabilitation of affordable rental housing.
- **HUD Housing Choice Voucher Program.** WHEDA acts on behalf of the state to distribute rental vouchers for low-income Wisconsin households in communities that do not have local housing agencies. This program is also described under HUD programs above.
- **WHEDA Preservation Revolving Loan Fund (PRLF).** PRLF is funded by the U.S. Department of Agriculture. WHEDA uses PRLF funds to allocate loans to rural multifamily developments in communities of 20,000 or less if the multifamily housing integrates low-income families and individuals, as well as people who are elderly or have disabilities.

## HOUSING DISCRIMINATION

Housing discrimination is prohibited under the federal Fair Housing Act and Wisconsin's Fair Housing Law. HUD's Office of Fair Housing and Equal Opportunity administers the federal Fair Housing Act and establishes national policies relating to fair housing. At the

state level, the Equal Rights Division in DWD is primarily responsible for administering and enforcing Wisconsin’s fair housing law. DWD also provides technical assistance regarding enforcement matters to local government, as well as private and nonprofit organizations in the state. At the local level, in some areas, organizations such as fair housing councils help individuals understand their rights with respect to fair housing.

## Prohibited Grounds for Discrimination

### Federal Fair Housing Act

The federal Fair Housing Act, Title VIII of the Civil Rights Act of 1968, is codified at 42 U.S.C. s. 3601, *et seq.* Traditional grounds for discrimination prohibited by the federal Fair Housing Act are race or color, national origin, religion, and sex. Disability and familial status were added in 1988. Each of these prohibited grounds for discrimination is a characteristic that defines a “protected class” of persons, and those individuals within the class are protected from housing discrimination based on the characteristic.

**The federal Fair Housing Act prohibits housing discrimination based on race, color, national origin, religion, sex, disability, or familial status.**

With respect to disability, the Fair Housing Act prohibits the refusal of reasonable modifications at the expense of the disabled person. The law also prohibits the refusal of reasonable accommodations in rules, policies, practices, or services when these accommodations may be necessary for persons with disabilities to have the equal opportunity to use and enjoy the dwelling. The Fair Housing Act requires certain multifamily dwellings to be designed and constructed as accessible housing.

With respect to familial status, the Fair Housing Act includes prohibitions on discrimination based on characteristics such as being pregnant or having children under the age of 18 living with parents or legal custodians, with some exceptions.

[42 U.S.C. ss. 3604-3606.]

### Covered Housing

The federal Fair Housing Act covers most housing, but generally excludes single-family housing sold or rented without the use of a broker, as well as owner-occupied buildings with no more than four units.

### Accessibility Requirements

The federal Fair Housing Act imposes accessibility requirements for persons with physical disabilities on multifamily housing, which include requirements related to sizing of passageways, placement of door handles and outlets, and access to existing common areas. The Act applies to buildings with **four or more** dwelling units first ready for occupancy after March 13, 1991.

## Wisconsin Fair Housing Law

Wisconsin’s Fair Housing Law, also known as the “open housing law,” is similar to its federal counterpart. However, the state law prohibits discrimination based on a wider range of characteristics than federal law. State law prohibits housing discrimination against the same protected classes as federal law, as well as: (1) sexual orientation; (2) marital status; (3) status as a victim of domestic abuse, sexual assault, or stalking; (4) lawful source of income; (5) age; and (6) ancestry. [s. 106.50 (1m) (h), Stats.]

With respect to disability and familial status, the Wisconsin Fair Housing Law includes similar provisions to the Federal Fair Housing Act.

### Covered Housing

Wisconsin’s open housing law differs from the federal Act in that it covers single-family residences that are owner-occupied. According to the governing statute: “The legislature finds that the sale and rental of single-family residences constitute a significant portion of the housing business in this state and should be regulated.” [s. 106.50 (1), Stats.]

### Accessibility Requirements

State law also imposes accessibility requirements for persons with physical disabilities on multifamily housing. Accessibility requirements under the state open housing law are similar to those under the federal Act. The state law applies to housing first ready for occupancy on or after October 1, 1993, consisting of **three or more** dwelling units and including **at least one** elevator. [s. 101.132, Stats.]

### Enforcement and Complaints

**A person may file a complaint with HUD by any of the methods listed on HUD’s website at:**  
<http://www.hud.gov/complaints/housediscrim.cfm>

Federal and state fair housing laws are enforced primarily in response to complaints initiated by individuals who feel that they have been discriminated against in their search for housing. Complaints may be filed under either the federal Fair Housing Act or the Wisconsin Fair Housing Law. Some areas of the state are served by a fair housing council, which may assist individuals in the complaint process, as described below.

**Wisconsin’s Fair Housing Law protects the following six additional classes not protected under federal law:**  
**(1) sexual orientation;**  
**(2) marital status; (3) status as a victim of domestic abuse, sexual assault, or stalking;**  
**(4) lawful source of income;**  
**(5) age; and (6) ancestry.**

## Complaints Under the Federal Fair Housing Act

A person alleging a violation under the federal Fair Housing Act has the following two general options for proceeding:

First, a person may file a complaint with HUD no later than one year after the alleged discrimination occurred. HUD will then investigate the claim and determine whether it finds reasonable cause to believe that discrimination occurred. If charges are issued, the person who filed the complaint will not have to pay the costs of pursuing a legal remedy.

Second, a person may file a civil action at his or her expense in federal district court or state court no later than two years after the alleged discrimination occurred. This option is only available if an administrative law judge has not yet started a hearing.

**Information on filing a state fair housing complaint is available on the DWD's Equal Rights Division website:**

[http://www.dwd.wisconsin.gov/er/discrimination\\_civil\\_rights/open\\_housing\\_law.htm](http://www.dwd.wisconsin.gov/er/discrimination_civil_rights/open_housing_law.htm)

A benefit of the first option is that the federal government pays for the proceeding if HUD does not dismiss the complaint, whereas a person choosing the second option does so at his or her own expense.

## Complaints Under Wisconsin's Law

A person alleging a violation under Wisconsin's open housing law may file a complaint with DWD's Equal Rights Division no later than one year after the alleged discrimination occurred. DWD's Equal Rights Division must find **probable cause** to believe that discrimination occurred before charges may be issued, whereas the federal Act requires only **reasonable cause**. [s. 106.50 (6), Stats.]

In addition, a person alleging a violation of Wisconsin's Fair Housing Law, including the Attorney General on behalf of an aggrieved person, may bring an action for enforcement in civil court. [s. 106.50 (6m), Stats.]

## Fair Housing Councils

A fair housing council is an organization that helps individuals to understand their options for pursuing a complaint under the fair housing laws. Assistance is provided in Milwaukee

**To find out if a particular area is served by a fair housing council, contact:**

**Metropolitan Milwaukee Fair Housing Council, Inc. (MMFH)**

**(414) 278-1240**

<http://www.fairhousingwi.com>

by the Metropolitan Milwaukee Fair Housing Council, which also helps individuals in other communities find out if their area is served by a fair housing council.

## RESIDENTIAL LANDLORD-TENANT LAW

State law regulates the rental of residential properties and provides for the severability of rental agreements and prohibited provisions.

### State Regulation of Landlord-Tenant Law

Residential landlord-tenant law is a mix of statutes, administrative rules, and common law (law derived from court decisions on individual cases). Chapter 704, Stats., sets forth the main part of Wisconsin statutory law governing landlord and tenant relationships, including important provisions regarding severability of rental agreements and prohibited provisions. The state agency with responsibility for promulgating and administering the main body of rules relating to landlord-tenant law is the Department of Agriculture, Trade, and Consumer Protection (DATCP). These rules were promulgated as ch. ATCP 134, Wis. Adm. Code (Residential Rental Practices), under DATCP's general statutory authority for the regulation of unfair competition and unfair trade practices.

### Severability of Rental Agreements and Prohibited Provisions

Section 704.02, Stats., provides that provisions of a rental agreement are generally

**Rental agreement provisions found to be void or unenforceable are generally severable from the rental agreement itself. This allows the rest of the agreement to be enforceable. Some prohibited provisions are not severable, and render the entire agreement invalid.**

severable. Severability allows certain provisions in a lease to be invalidated without invalidating the other provisions. An example of a provision that is void and severable from the rental agreement is an agreement to waive any of the duties owed by either the landlord or tenant requiring the property to meet code requirements and be fit for tenants. [s. 704.07 (1), Stats.]

However, under the statutes, certain provisions found to be void or unenforceable will not be severed from the agreement but, instead, will render the entire lease void and unenforceable. A provision will render an entire rental agreement void and unenforceable if it does any of the following:

- Allows a landlord to do any of the following because a tenant has contacted an entity for law enforcement services, health services, or safety services:
  - Increase rent.
  - Decrease services.
  - Bring an action for possession of the premises.
  - Refuse to renew a rental agreement.
  - Threaten to take any action on the previous four items.

- Authorizes the eviction or exclusion of a tenant from the premises, other than by judicial eviction procedures as provided under ch. 799, Stats.
- Provides for an acceleration of rent payments in the event of tenant default or breach of obligations under the rental agreement, or otherwise waives the landlord's obligation to mitigate damages as provided in s. 704.29, Stats.
- Requires the tenant to pay attorney fees or costs incurred by the landlord in any legal action or dispute arising under the rental agreement. This does not prevent a landlord or tenant from recovering costs or attorney fees under a court order under ch. 799 or 814, Stats.
- Authorizes the landlord or an agent of the landlord to act on the tenant's behalf in an action arising under the rental agreement.
- States that the landlord is not liable for property damage or personal injury caused by negligent acts or omissions of the landlord. This does not affect ordinary maintenance obligations of a tenant under s. 704.07, Stats., or assumed by a tenant under a rental agreement or other written agreement between the landlord and the tenant.
- Imposes liability on a tenant for any of the following:
  - Personal injury arising from causes clearly beyond the tenant's control.
  - Property damage caused by natural disasters or by persons other than the tenant or the tenant's guests or invitees. This paragraph does not affect ordinary maintenance obligations of a tenant under s. 704.07, Stats., or assumed by a tenant under a rental agreement or other written agreement between the landlord and the tenant.
- Waives any statutory or other legal obligation on the part of the landlord to deliver the premises in a fit or habitable condition or to maintain the premises during the tenant's tenancy.
- Allows the landlord to terminate the tenancy of a tenant based solely on the commission of a crime in or on the rental property if the tenant, or someone who lawfully resides with the tenant, is the victim of that crime.
- Allows the landlord to terminate the tenancy of a tenant for a crime committed in relation to the rental property if the rental agreement does not include the required notice related to certain domestic abuse protections available under the statutes.  
[s. 704.44, Stats.]

## ADDITIONAL REFERENCES

1. At the beginning of each biennial legislative session, the Legislative Fiscal Bureau publishes Informational Papers that describe various state programs and agencies,

including state housing programs, the property tax deferral loan program, and WHEDA. The Informational Papers are available at: <http://www.legis.wisconsin.gov/lfb>.

2. DATCP Bureau of Consumer Protection:  
[http://datcp.wi.gov/Consumer/Consumer\\_Protection/index.aspx](http://datcp.wi.gov/Consumer/Consumer_Protection/index.aspx).
3. *Household Housing Guide: A Guide to Identifying Public Sources of Housing Financial and Informational Assistance for Low- and Moderate-Income Households in Wisconsin*, is a useful document for identifying public sources of housing and financial information and is available on the Division of Housing's website at:  
<http://doa.wi.gov/Documents/DOH/h-guide.pdf>.

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