

Tenant Updates

M'akola Work Order Updates

Important information to know...

M'akola Work Order Questionnaire will Continue

At M'akola we take tenant and staff health very seriously and for this reason will continue to implement procedures to limit the exposure to others and mitigate the risks of contracting COVID-19. We will continue to ask all tenants the following questions before completing a repair request:

Have you or any members of the household:

- Experienced COVID-19 or flu like symptoms in the last 2 weeks (fever, dry cough, tiredness)
- Tested positive for COVID-19
- Had exposure to anyone that has tested positive with COVID-19
- Travelled outside the province in the last 2 weeks

If you have answered no to the above questions we are able proceed with the repair request, but require the following contact information for contact tracing purposes:

- What is your phone number, or the best number to contact you
- What is your current email address

M'akola Work Order Recommendations

M'akola caretakers and contractors are required to wear a mask while in a M'akola home or building common space. M'akola strongly recommends you follow the guidelines below while a M'akola staff member or contractor is addressing a repair concern in your home:

- Only tenants are present while a caretaker or vendor is in the unit. We ask that there be no visitors in the unit and only 1 tenant if possible
- Keep a distance of 6 feet** (2 metres) between tenants and caretakers/vendors
 - For this reason, we strongly recommend tenants to stay in a different room while their work order request is addressed
- While our staff or contractors are in your home please have all occupants wear a mask.

To address repair concerns please call the M'akola Repairs Line, toll free, at 1-877-384-1423 extension 2.

For questions or concerns contact your regional office

Kind Regards,
M'akola Housing Society