

M'akola Tenant Support Workers

South Island: (250) 384-9466

Victoria and Duncan

Mid Island: (250) 898-3315

Nanaimo, Port Alberni, Courtenay, and
Campbell River

When you need:

- Emotional support
- Support resolving issues with neighbors
- Assistance with budgeting
- Household management support
- Support with parenting your children
- Help understanding warning letter
- Support maintaining your tenancy
- Support if you are an Elder or have restricted capability
- To find out about upcoming workshops, luncheons/teas

Information?

The Tenant Counsellor has pamphlets/
brochures and a list of community
resources

Unsure what kind of support you need?

The Tenant Counsellor can provide
referrals

What to do in an Emergency:

CALL 911 to report a life-threatening
emergency situation.

Call M'akola's after hours Emergency Number:
1-866-301-4072 for flooding or fire.

Report all other damages and repairs to your
local office the next business day.

Victoria

2009 Fernwood Rd.
Victoria, BC
V8T 2Y8
Tel: (250) 384-1423
Fax: (250) 381-1438

Port Alberni

#17-3777 Argyle Way
Port Alberni, BC
V9Y 8C7
Tel: (250) 723-9855
Fax: (250) 723-1744

Campbell River/Courtenay

47A-300 Robron Road
Campbell River, BC
V9W 5P2
Tel: (250) 923-4145
Fax: (250) 923-2597

Duncan

#26 – 3170 Gibbins Rd.
Duncan, BC
V9L 1G5
Tel: (250) 746-1785
Fax: (250) 746-1707

Nanaimo

#22-3201 Shenton Rd.
Nanaimo, BC
V9T 5X6
Tel: (250) 756-4217
Fax: (250) 756-4262



Tenancy Information

Includes information for:

Victoria
Duncan
Nanaimo
Port Alberni
Courtenay
Campbell River

Victoria:

Office Coordinator:

(250) 384-1423 ext. 100

- Direct incoming calls
- All general inquiries/ application updates
- Paying rent
- Work orders (in Maintenance Coordinator absence)

Tenant Relations Liaison for Quadra/Tonto-Rosette:

(250) 384-1423 ext. 101

Tenant Relations Liaison for all other tenants:

(250) 384-1423 ext. 105

- Move ins/outs
- Inspections
- Annual rent reviews
- Questions about Tenancy Agreement
- Tenant related issues/concerns
- Complaints/requests
- Late rents
- Payment Plans for work orders
- Change in income or family status
- Receiving warning letter/notice to end

Maintenance Coordinator:

(250) 384-1423 ext. 101

- Report to office any property damage
- Work order requests: plumbing, hauling, pest control, electrical problems, and all types of repairs

Duncan:

Office Coordinator:

(250) 746-1785 ext. 0

- Directing Incoming calls/leaving messages for staff
- All general inquiries/ application updates
- Need a work order (repairs)
- Reporting damage or vandalism

Tenant Relations Liaison:

(250) 746-1785 ext. 2

- Move ins/outs
- Inspections
- Annual rent reviews
- Questions about Tenancy Agreement
- Tenant related issues/concerns
- Complaints/requests
- Late rents
- Payment Plans for work orders
- Change in income or family status
- Receiving warning letter/notice to end
- Paying rent

Nanaimo:

Office Coordinator:

(250) 756-4217 ext. 100

- Direct incoming calls
- All general inquiries/ application updates
- Need a work order (repairs)
- Paying rent

Tenant Relations Liaison:

(250) 756-4217 ext. 101

- Move ins/outs
- Inspections
- Annual rent reviews
- Questions about Tenancy Agreement
- Tenant related issues/concerns
- Complaints/requests
- Late rents
- Payment Plans for work orders
- Change in income or family status
- Receiving warning letter/notice to end

Port Alberni:

(250) 723-9855 ext. 1

- All general inquiries
- All tenant related issues

Campbell River/Courtenay:

(250) 923-4145

- All general inquiries
- All tenant related issues