

M'AKOLA OPERATIONAL SERVICES



We support affordable housing providers with their operations, finance and regulatory requirements.

- Are you prepared for your Operational and Financial Reviews?
- Is your organization short-staffed?
- Are you struggling to navigate through a sea of regulation and reporting requirements?
- Is your Board getting the information they need?

Who We Are & What We Do

M'akola Operational Services is dedicated to helping affordable housing providers of all sizes in British Columbia operate efficiently and effectively. Our services range from training and mentoring, through to fully outsourced departments and service lines.

We have expertise in all aspects of operating affordable housing, including Property Management, Tenancy Management, Governance, Finance & Accounting, and Human Resources. We have in-depth knowledge of the affordable housing sector in British Columbia including all relevant legislation and regulatory compliance requirements.

Our teams are dedicated to helping your organization achieve operational excellence. Our services provide value to tenants, funders, suppliers, Boards, management teams and staff at all levels within your organization.

Whether you are a new Society preparing to operate your first development, or an established organization looking to streamline operations, we are here to help you reach your goals.

1800+

Housing Units Under Management

100+

Employees

30+

Serving over 30 communities

38+

Years of Experience and Expertise

AREA OF EXPERTISE

- ACCOUNTING AND FINANCES
- TENANT & PROPERTY MANAGEMENT
- GOVERNANCE
- HUMAN RESOURCES
- OPERATIONS

CLIENTS

- INDIGENOUS ORGANIZATIONS
- NOT FOR PROFITS
- AFFORDABLE HOUSING PROVIDERS



M'AKOLA

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ACCOUNTING & FINANCE

- AP/AR Transaction Processing
- Monthly Financial Statements
- Payroll Processing
- Compliance Reporting / GST Filing
- Annual Budget Development
- Audit Support

TENANT & PROPERTY MANAGEMENT

- Resident Management
- Tenant Screening
- Rent Reviews/Income Testing
- Dispute Resolution Arbitration
- Tenant Engagement
- Rent Collections



GOVERNANCE

- Strategic Planning and Execution
- Board Roles, Responsibilities and Boundaries
- Legal and Fiduciary Responsibilities
- Performance and Operational Monitoring
- Succession Planning
- Leadership Recruitment



HUMAN RESOURCES

- Recruitment
- Retention
- Training and Mentoring
- Performance Management
- Payroll
- Benefits Administration



OPERATIONS

- Policy and Procedure Development
- Mentoring
- Workflow Design
- Organizational Structure
- Records Management
- Administrative Services

M'akola Operational Services

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M'AKOLA

Logo by Richard Hunt