

December 2025 Issue

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M'AKOLA
HOUSING SOCIETY



Tenant Newsletter

Happy Holidays from everyone at M'akola! We hope this holiday season finds you and your loved ones happy and well. In this edition, we've included a variety of useful resources to help support you through the holidays, along with fun activities to keep your holiday spirit bright and joyful! Please be sure to review or office closure dates listed below.

We are going paperless....The next issue of the M'akola Tenant Newsletter will be sent in February 2026 by email! Please make sure to send your name and email address to INFO@makola.bc.ca to update your contact details.

Regional Office Updates

Holiday Safety & Maintenance Reminders

We love to see tenants get into the holiday spirit, but please keep the following in mind when spreading your festive cheer:

- Do not leave candles burning overnight or while you are away from your home.
- Do not install lights on rooftops, gutters, or nail into siding. Only non-penetrating fasteners may be used.
- Do not use live Christmas trees as they are a fire hazard. Only CSA approved artificial trees.
- Dispose of gift paper properly. We encourage all tenants to recycle gift wrap that is recyclable.
- Flatten boxes before placing them in recycling bins or large cardboard dumpsters at your site.
- Large items waste items like furniture or mattresses are the responsibility of the tenant to remove. If you need assistance reach out to your regional office to discuss hauling/removal of items or to set up a payment plan

Please note: Tenants or their guests that leave large waste items in the garbage area will be charged for it's removal.

Contacting a M'akola Regional Office

M'akola policy is all non-urgent questions and concerns will be responded to within 2 business days. If you call a M'akola office and no one is available to answer your call please leave a detailed voicemail with your name, address, and reason for your call to ensure someone can contact you in a timely manner.

Regional offices are open Tuesday, Wednesday, and Thursday to the public from 9AM—4PM. Please note these times are staff permitting. In the event of an urgent concern the office may be closed with short notice. If you stop by the office during these hours and it is closed we encourage you to drop off any rent payments or requested paper work (like Rent Review documents) in the drop box to ensure it's received.

If you have any questions or repair requests, please send them to INFO@makola.bc.ca with your full name and address.

All M'akola offices will be closed from December 24th to January 2nd. During this time only emergency concerns will be addressed.

M'akola Contacts

You can call or email the Housing Services Team at:
1-877-590-0204

- For Repairs press 2
- For Rent Review press 3
- rentreview@makola.bc.ca
- For Rent Collections press 4
- rentcollections@makola.bc.ca

For all other housing inquiries, questions, or concerns, please email: INFO@makola.bc.ca

Victoria Regional Office
250-384-1423

Sooke Regional Office
778-405-4240

Cowichan Regional Office
250-746-1785

Nanaimo Regional Office
250-756-4217

Port Alberni Regional Office
250-723-9855

Comox Valley Regional Office
250-923-4145

Lower Mainland Regional Office
604-558-6194

Prince Rupert Regional Office
250-627-7501

Terrace Regional Office
250-638-8339

Please note M'akola offices will be closed the following dates:

Dec-Jan	M'akola Offices closed Dec 24th to Jan 2nd
Feb	16th Family Day
April	3rd Good Friday 6th Easter Monday

Housing Services Updates

Rent Payments During the Holiday Season

M'akola offices will be closed from December 24th to January 2nd. During this time you can still drop off rent payments through the secure drop boxes at M'akola Regional Offices or send in e-Transfer payments.

Please note the payments will be processed when our offices open in the New Year. This means if you previously provided post-dated cheques or dropped of a personal cheque during the break it will be deposited after January 1st. Please ensure you leave the funds in your account to avoid your rent from bouncing due to non-sufficient funds (NSF).

If your rent is paid via Electronic Funds Transfer (EFT) it will be withdrawn from your account on our shortly after January 2nd depending in your bank.

Scams Increase During the Holidays!

We would like to remind all tenants that scams usually increase during the holiday season. If someone reaches out to you claiming to be your landlord and requesting funds and it seems suspicious hang up the call and reach out to your local office our the Rent Collections team (1-877-590-0204 ext. 4) to confirm the request is legitimate.

If you receive an email you are suspicious of you can forward it to the M'akola team at INFO@makola.bc.ca to ensure it is legitimate. All correspondence from M'akola will come from an email that ends in makola.bc.ca.

Providing Rent Review Documents over the Holidays

If your household is in the midst of a rent review while the M'akola offices are closed you can provide rent review documents by dropping them off at your regional office or emailing them to rentreview@makola.bc.ca.

Our Rent Review team will be busy in the New Year reviewing all information that comes in while offices are closed. We appreciate your patience! If you have provided documents, sent an email, or left a voicemail we will get back to you as soon as possible, but the wait may be longer than usual.

M'akola Newsletters via Email in 2026!

The next issue of the M'akola Tenant Newsletter will be sent in February 2026 by email!

If you have not provided your email address to M'akola please send an email with your name and address to INFO@makola.bc.ca to update your contact details

Newsletters and contest pages will be available for pick-up at every regional office if you prefer a paper copy!



Emergency Preparedness—Winter Weather

During the Winter months severe weather like snow, hail, blizzards, high winds, or heavy rain can happen without warning follow these tips to be prepared!

Prepare for Winter Before it Surprises You

Consider how your travel routines could be impacted by the harsh Winter weather. If you take the bus keep an eye on route closures by visiting: alerts.bctransit.com

Ensure you have your Emergency Preparedness kit ready in the event your utilities are down for several days or you need to shelter in place. Make sure your emergency kits are in all locations you might need them like your vehicle. Does your travel emergency kit have everything you need for the cold? Like thermal blankets and a headlamp or flashlight with extra batteries.

Have a Winter Weather Buddy

If you or someone you know live alone or have mobility challenges connect with a friend or family member to be a Winter Weather Buddy! A buddy is someone who can:

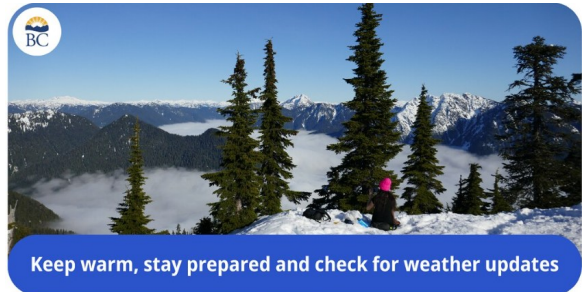
- Help remove or shovel snow
- Help to run errands if one of you can't leave your home
- Check-in regularly to make sure that you're safe

Have Your Home Ready for the Cold

If weather stripping around your doors has fallen off during the year reach out to the Repairs Line or call your regional to place a Work Order and get it replaced.

Have a shovel and salt ready! M'akola will provide snow removal and salting services in parking lots, but if you are in a townhome please know you are responsible to shovel snow and apply ice melt or salt in front of your home and shovel around your car.

If your city is going to have very low temperatures at night for several days ensure your pipes don't freeze by slowly running water intermittently.



Follow Trusted Sources for Information Updates

For weather updates visit weather.gc.ca or you can use the WeatherCan mobile App.

If you'd prefer to use the phone, call HelloWeather for automated telephone weather forecasts: 1-833-794-3556

BC Hydro outages can be found at: bchydro.com/outages

Road reports are available at: drivebc.ca

For current and official information during emergencies:

emergencyinfobc.gov.bc.ca

Homemade Dried Orange Garland

If you're looking for an eco-friendly holiday decoration, this orange garland is a simple solution that adds a Scandinavian style and fun color to your home for the holidays.

What you will Need!

4 Navel Oranges

A sharp knife

Paper towel

Baking Sheet.

Toothpick

String

1. Preheat oven to 200F
2. Slice the oranges 1/8 inch thick
3. Press out excess Juice by putting them on the paper towel and pressing them.
4. line a baking sheet with parchment paper and arrange them in a single even layer.



5. Bake. 1/4 inch thickness = 4 hours, flipping half way through. 1/8 inch thickness = 3hours.

6. Let Cool! Use the toothpick to poke 2 holes on either side of the slices, then use twine to string up the oranges in a line.

7. Get creative! Mix it up by adding wooden beads, small pine cones, or cranberries.



What is Santas Favorite
breakfast Cereal?

Frosted Flakes.

Recipe

What You'll Need:

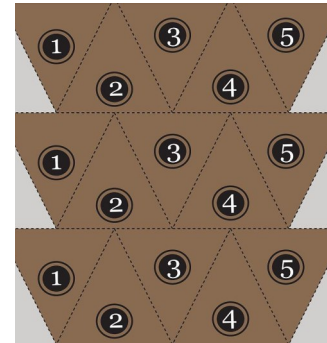
- 1 box (16 ounces) brownie mix, plus ingredient to make it.
 - 1/3 Cup Cake Frosting
 - 1-2 drops food coloring (optional)
 - Sprinkles
- Prep Time:** 30 minutes plus 1 hour and 45mins to cool
- Cook Time:** 27-31 minutes
- Total Time:** 2 hours and 45 minutes
- Servings:** 15



Easy Christmas Tree Brownies.

Directions:

1. Preheat the oven to 350 degrees F (175 degrees C). Line a 9-inch square pan with aluminum foil. Grease bottom and sides of foil with cooking spray.
2. Make brownie mix batter as directed on box, then pour into pan.
3. Bake 27 to 31 minutes or until toothpick inserted in the center comes out clean.
4. Let Brownies cool completely on rack, about 1 1/2 hours, then freeze in pan for 15 minutes
5. Using the foil to lift, remove brownies from pan, then peel foil away. Cut brownies into triangles, cut into 3 rows. Cut each row into 5 triangles.
6. Break off curved end of each candy cane, then insert a straight piece into the bottom of each triangle to make tree trunks (you can also use straws).



7. Decorate the Christmas trees. You can top them with chocolate or vanilla frosting, green or red frosting (using 2 drops of food coloring) and sprinkles.

What's every parent's favorite Christmas Carol?

Silent Night

Holiday Charcuterie Cups

Festive and flavorful, these charcuterie cups are perfect for your holiday party. Bite sized edible arrangements are filled with meats, cheeses, fruit, nuts, and crackers, finished off with adorable gingerbread men.



What You Need

1. Different kinds of Cheese (Gouda, brie, and or cheddar are always a hit)
2. Mixed Nuts and/or Almonds and M&M's (place at the bottom of the cup for weight)
3. Fruit– Grapes, Strawberries or Raspberries.
4. Crackers– Breadsticks or tree shaped crackers are perfect for these cups.
5. Mini Gingerbread men cookies.
7. Italian Dry Salami (or whatever deli or cured meat is your favorite)
8. Bamboo Skewers and toothpicks to hold it all together.
9. Cardboard paper cups. You can buy white ones and add your own flare by painting or colouring them with a festive pattern or theme!

How to Assemble

Start by adding mixed nuts and almonds or M&M's in the bottom.

To create a salami skewer, fold the salami into triangle shapes and tread onto skewers.

Put the cheese on top of the tooth picks not all the way through

Arrange the skewers in the charcuterie cups as pictured, finishing with the gingerbread men in the front of the cups. If you want a natural element you can use a sprig of cedar or rosemary.



Provincial Resources



The following resources may be great supports for your household for health and wellness.

Wellness Together Canada

Wellness Together Canada is a free, 24/7 mental health and substance use service, funded by the Government of Canada. It is available to anyone in Canada and Canadians living abroad. The service provides free mental health and substance use resources, e-courses, peer support counselling services by phone, text or video chat to adults and children.

Same-day counselling services:

1-866-585-0445 (adults) / 1-888-668-6810 (youth)

Immediate crisis support text (SMS) "WELLNESS" to:

741741 (adults) / 686868 (youth)

British Columbia Aboriginal Network on Disability Society

BCANDS assists and supports their clients acting as a liaison/lead between various service agencies and their clients to address their needs and obtain or develop a variety of health and disability services.

More information can be found on their website:

bcands.bc.ca

Canadian Mental Health Association

The Canadian Mental Health Association provides mental health promotion and mental illness recovery-focused programs and services for people of all ages and their families.

cmha.bc.ca/programs-and-services

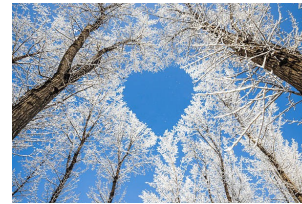
Crisis Centre of BC

9-8-8 is This life-saving service provides support by phone or text to people in every province and territory across Canada, 24/7 and 365 days a year. Call or text 9-8-8, Canada's Suicide Crisis Helpline

Family Resource Programs of British Columbia

An organization dedicated to promoting and supporting a wide range of community-based, family resource programs.

www.frpbc.ca



Port Alberni Resources & Community Events

The following resources and events are available in your area and may be able to support your family!

KUU US Crisis Line Society

4589 Adelaide Street

Child/Youth Line: (250) 723-2040

Adult/Elder Line: (250) 723-4050

In 1993 due to the amount of suicide attempts among first nations youth, various Nuu-chah-nulth members held a community meeting with frontline emergency response, counsellors, and the general public. The consensus was to establish a 24 hour crisis line.

KUU-US Crisis Line Society provides support to callers with in the Port Alberni area as well as First Nations throughout the Province of British Columbia.

kuu-uscrisisline.ca

Port Alberni Family Guidance Association

3039 4th Avenue

250-724-0125

info@pafga.ca

Provides free counselling services, supervised visits, Parents of Teens support group, and a Possibilities Youth Program for high-risk youth ages 15-26.

pafamilyguidance.com

Inside Out Care Corporation

4268 10th Avenue

778-421-5921

Provides a variety of programming and services for youth, children, and families including supervised family visits, respite, and day programs with a support worker and that provides a routine for those unable to attend traditional school.

insideoutcarecorporation.com

Pacific Rim Children & Families

3500 Argyle Street

250-724-0278

Helping families navigate the early years, servicing the Alberni Valley and the West Coast. Offering various onsite and outreach programming, enhancing connections with families, early care and community partners.

Pacificrimchildren.ca

Salvation Army Community Food Bank

250-723-6913

Call to book an appointment. The Food Bank is open for appointments

Tuesday to Thursday, 11AM to 3PM

albernivalleysa.ca

pacificcentrefamilyservices.org

Santas Steam Express

Dec 5,6,7,12,13,14,19,20 & 21

Port Alberni Train Station 3100 Kingsway Ave

Steam into Christmas with THREE Weekends of Magical Fun.

Join us for a festive family adventure aboard our heritage train as we

Welcome the holiday season with twinkling lights, billowing steam

And a special visit from Santa himself.

Tickets and information at

www.albernipacificrailway.ca/santas-steam-express.

Colouring Contest

Participate in this Winter themed colouring contest by submitting your entries to info@makola.bc.ca by January 1st to be entered in a draw for a \$25.00 Tim Hortons gift card.

