



## COVID19 Management Services Update

**March 13, 2020** -We are currently reviewing our business plan in order to ensure the continued delivery of management services to your community during this time of uncertainty.

Our current focus is around staffing levels, large gatherings such as AGMs and ensuring your community receives quick and accurate information. Please understand that as things progress, changes to how we maintain services will be forthcoming. We ask that you read this memo in its entirety, paying particular attention to our communication recommendations below.

### Public Health Information

It is important that you know where to go for the latest and most accurate health information regarding COVID19. While we will help Council communicate anything emergency-related or specific to your building, we think it is important to leave the health advice to the health professionals. We have created a poster for your building with basic hygiene and instructions on where to find accurate information, otherwise we suggest that anyone visit the following sources for outbreak updates:

- [Government of Canada](#)
- [BC Centre for Disease Control](#)
- [Vancouver Coastal Health](#)
- [World Health Organization](#)

### Paying Your Fees

If you need to pay your strata fees, fines or any other charge, we strongly encourage you to do this via Pre-Authorized Debit (PAD). If you are not currently set up for PAD, we suggest you fill out the form and return to us. It can be found on our website [tribemgmt.com](http://tribemgmt.com) under [Documents + Forms](#). In the event of a mail delay or other affected services, this will help ensure the strata corporation receives timely payments.

### Don't Miss Important Updates or Community News

No matter when and where you are, it is important that you know the latest updates regarding your building. If our staff become sick, or your community has an outbreak we will not be sending people to your building to post communication. The most immediate and effective

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means of communication will be through your online community on bazinga!. Please ensure the following:

- We have a current email address for you
- You activate your account for your bazinga! Community Platform

We will be posting all communication through bazinga! Community Platform. Please visit our website [tribemgmt.com](http://tribemgmt.com), go to the Community Login tab and bookmark this page.

## **Questions or Concerns**

Thank you for your patience and cooperation in this matter. We strive to provide community management with heart. Please contact your Community Manager or our Managing Brokers with any questions or concerns.

## **Managing Brokers**

Fiona Therrien - [fiona.therrien@tribemgmt.com](mailto:fiona.therrien@tribemgmt.com)

Jaclyn Jeffrey – [jaclyn.jeffrey@tribemgmt.com](mailto:jaclyn.jeffrey@tribemgmt.com)

The Tribe Team