



HI-WOOD MEADOWS HOUSING CO-OPERATIVE LTD.

100, 1400 - 9th Ave. S.E.

High River, AB

T1V 1N4

Phone: (587) 363-4025

Fax: (587) 363-4026

Email: hiwoodmeadows@gmail.com

[Updated April 4, 2020](#)

DUE TO COVID - 19 (CORONAVIRUS)

The Co-op office is CLOSED until further notice.

How do I contact the CO-OP?

Leave a message on the co-op answering machine (see above), calls will be checked remotely and returned within 3 days.

Send an email to the co-op's gmail address (See above). We will respond within 3 days.

Call or text Barb at 403 422-0400 or Greg at 403 852-2348

Call or text Les for maintenance items 403 652-9668

Leave a note in the office mail slot next to the laundry room. This will be checked once per week.

What about my housing charge?

All housing charges will come out on the 3rd of each month as usual.

When is the garbage picked up by the town?

On Thursdays as usual.

What about Canada post?

It is still being delivered as normal.

When does the recycling get picked up?

The non-profit agency that was picking up our recycling has closed due to the Covid-19 pandemic. We are trying to find another company that is still providing service. Until then our maintenance staff will take the recycling to the recycling depot.

What if I have been laid off and can't pay on the 3rd?

First contact Barb ASAP. She will provide you with information on how to defer your payment. If you have lived here more than 12 months, you may qualify for help through the security of tenure fund. If you are on subsidy, been laid off or are working reduced hours please contact the co-op office because you may qualify for a recalculation.

Why are you not sending a paper memo out to the units?

Members have expressed concern about paper memos being delivered to households because of fear of transmitting the virus on the paper or the mailboxes or the door handles. We have set up phone calls to each household each week to check on you and to bring to your attention any important items.

What about the smoking gazebo?

For now, smokers can use the gazebo at their own risk. We have instituted additional cleaning and ask that the members using it practice social distancing of 6 feet. If anyone is sick or been in contact with someone who is sick, we ask them to go off site to smoke. The gazebo is for members only. We will review the use of the gazebo as new and more information becomes available from the scientific community.

What about the apartment building?

As the news of the virus hit in early March we instituted additional cleaning and disinfecting of the apartment building. **We have found and are now using a new cleaning solution (isopropyl alcohol base) which kills the COVID -19 VIRUS** and should not affect the seniors' respiratory system.

What about move-ins and move-outs?

Yes, these are still occurring as planned. Units will be disinfected before move-ins. Units under renovations will go ahead and be co-ordinated so as to protect Les and the contractors. Strict protocols have been established.

What can I do?

Take responsibility for your own safety! Follow government guidelines, protect yourself **if you have to leave your unit with gloves, wipes, MASK, etc.** Wash your hands and surfaces you touch. Be aware what you touch. **Keep 6 feet away from other people even if you are wearing a mask.**