



Municipal  
Assessment  
Agency Inc.

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# Memo

TO: Municipal Clients

FROM: Sean Martin, CEO

DATE: March 18, 2020

RE: COVID-19

I want to take a moment to address COVID-19 (also known as the Coronavirus) and how we are responding to it at the Municipal Assessment Agency. As we navigate this situation, our priority continues to be ensuring everyone is safe, healthy, and productive both at work and at home.

At this time, we are evaluating our options and will adjust our procedures as required. We are not currently conducting site inspections, but we will continue our due diligence to ensure the high standard of assessment is met. Please continue to submit supplemental requests and name changes to [customerservice@maa.ca](mailto:customerservice@maa.ca). We will accept faxed and mailed requests, but it would be appreciated if you use this email address.

It would also be appreciated if you refer questions from residents or your staff to our general email at [info@maa.ca](mailto:info@maa.ca) as this facilitates any alternative work arrangements.

Please contact me directly at the information below if you have any concerns and please take the recommended measures to keep your communities safe. We will continue to monitor all developments and keep you up to date, should there be a need to consider additional directives around our operations.

*Sean Martin*

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