

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
JEFF MUCK, PRCS DIRECTOR

FROM: KIT KIESER, OAS MANAGER

SUBJECT: MEADOWBROOK COMMONS TOWN HALL –
SUMMARY AND NEXT STEPS

DATE: SEPTEMBER 11, 2025

Mayor and Council –

Please see a summary of a recent town hall held at Meadowbrook Commons, and the next steps on how staff plans on addressing concerns shared

- Victor

Meadowbrook Commons is accounted for in the City's Senior Housing Fund (an Enterprise Fund). The City has contracted with a management company, KMG Prestige, since 2006. KMG provides overall management of the property, leasing, marketing, maintenance, and daily operations. KMG staff collaborates with PRCS/OAS staff on capital improvement projects, programming, and services at the facility and resident issues.

On September 8, 2025, a town hall meeting was held for Meadowbrook Commons residents, facilitated by Samantha Harkins of Hundred Place Consulting, LLC. The purpose of the meeting was to provide residents with an open forum to share their experiences, identify areas that are working well, and suggest improvements. Both verbal feedback and anonymous written comments were collected, and a report was provided by the consultant summarizing the key themes.

Residents expressed appreciation for the opportunity to be heard and highlighted both strengths of the community and areas needing attention. Common themes included building maintenance, communication around work orders, safety, and the importance of having regular channels for feedback. Several of the concerns raised align with initiatives already underway, while others have been identified for new action.

Planned Actions:

- Implementing an annual resident survey to capture ongoing input.
- Scheduling quarterly "Meetings with the Manager" to maintain open dialogue.
- Installation of additional security cameras (planning underway; estimated cost \$40,000).
- Contracting annual pressure washing and HVAC unit cleanings to improve building upkeep.
- Directing KMG to review the work order process and strengthen communications (both online and paper).
- Reviewing and updating website content and move-in instructions to establish clearer expectations with future residents.
- Providing next five years of projected CIP projects (courtyard, carpet and furniture repairs, elevator replacement, etc.) for resident awareness.
- Providing a Work Order FAQ for residents outlining how to submit, track, and follow up on requests.

Prior to the Town Hall, serious concerns were shared privately by residents about potential “retaliation” or “repercussions” for reporting/raising issues. No such comments were made during the meeting or submitted in writing. After the meeting, these concerns were brought to the City Staff's attention by two residents. In private discussions with the concerned residents, they clarified their problems did not involve rent increases, ignored work orders, or property damage; instead, they described interpersonal issues with the assistant manager of Meadowbrook Commons, a KMG employee—specifically perceived unfriendliness and favoritism. KMG has since informed us that the assistant manager has resigned and will be relocating out of state.

Report-out to Residents:

Staff will prepare and distribute a summary to Meadowbrook Commons residents in the coming weeks. This report will outline the planned actions and actions currently underway.