



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 12, 2025

Peggy Root
411 Silver Street
Reading, MI 49274

RE: License #: AM300008365
Investigation #: 2025A1032045
Heritage House AFC

Dear Peg Root:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AM300008365
Investigation #:	2025A1032045
Complaint Receipt Date:	08/12/2025
Investigation Initiation Date:	08/21/2025
Report Due Date:	10/11/2025
Licensee Name:	Peggy Root
LicenseeAddress:	411 Silver Street, Reading, MI 49274
Licensee Telephone #:	(517) 283-1478
Administrator:	Peg Root
Name of Facility:	Heritage House AFC
Facility Address:	121 West State Street, Reading, MI 49274
Facility Telephone #:	(517) 283-3152
Original Issuance Date:	08/02/1993
License Status:	REGULAR
Effective Date:	04/23/2024
Expiration Date:	04/22/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The facility smells heavily of cat urine.	No
Additional Findings	No

III. METHODOLOGY

08/12/2025	Special Investigation Intake 2025A1032045
08/21/2025	Special Investigation Initiated - Letter Email received from source verifying the complaint information.
08/22/2025	Inspection Completed On-site
09/08/2025	Exit Conference

ALLEGATION:

The facility smells heavily of cat urine.

INVESTIGATION:

On 8/21/25, I verified the complaint information with the source.

On 8/22/25, I interviewed employee Alyson Baker in the facility. Ms. Baker stated that she was unaware of any odor in the facility. Ms. Baker acknowledged that perhaps she had grown accustomed to the smell or that she was simply unable to detect it due to prolonged exposure. She reported that the facility had recently been treated recently for a pest infestation as part of an environmental health protocol. She advised that there are about ten cats that live on the premises, but they mainly reside outside. She denied observing the cats urinate in the facility.

There was an odor of indeterminate origin. I observed some clean litter boxes in the breezeway area of the facility, which was otherwise clean and free of clutter.

I interviewed Resident A in the facility. Resident A stated that Resident B typically takes care of the litter boxes but that she will ask for help when needed. Resident A stated that the litter boxes are well taken care of but that the only urine odor may have come from residents who had soiled themselves and placed the adult diapers in the garbage. Resident A denied observing cats in the home spraying urine around. Resident A denied any health concerns from the cats or from the spray used to fight the insect pest infestation.

Resident B was leaving upon my arrival but had let Ms. Baker know that I was at the facility.

On 9/8/25, I corresponded with licensee Peg Root via email. Ms. Root stated that the litter boxes are cleaned daily. She also confirmed that prior to my onsite inspection, the facility had been sprayed.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	While there was an odor in the facility, a resident and the staff explained that it could have been attributed to the pest control spray. Resident A and the staff reported that the cat litter boxes are cleaned often but that the cats reside outside for the most part. The facility was otherwise clean and clutter free. Resident A denied any ill effects from interacting with the cats or from the spray.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 9/8/25, I conducted an exit conference with licensee Peg Root. I shared my findings and Ms. Root agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend the status of the license remain unchanged.

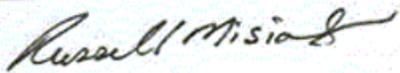


9/12/25

Dwight Forde
Licensing Consultant

Date

Approved By:



9/17/25

Russell B. Misiak
Area Manager

Date