



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 11, 2026

Lawrence Ragnone
Serene Gardens of Blanc LLC
4137 E Cook Rd
Grand Blanc, MI 48439

RE: License #: AL250409285
Investigation #: 2026A0779016
Serene Meadows of Grand Blanc II

Dear Lawrence Ragnone:

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL250409285
Investigation #:	2026A0779016
Complaint Receipt Date:	01/26/2026
Investigation Initiation Date:	01/26/2026
Report Due Date:	03/27/2026
Licensee Name:	Serene Gardens of Blanc LLC
Licensee Address:	4137 E Cook Rd Grand Blanc, MI 48439
Licensee Telephone #:	(810) 254-4500
Administrator:	Kelly Jackson
Licensee Designee:	Lawrence Ragnone
Name of Facility:	Serene Meadows of Grand Blanc II
Facility Address:	4137 E Cook Rd Grand Blanc, MI 48439
Facility Telephone #:	(810) 254-4500
Original Issuance Date:	03/18/2022
License Status:	REGULAR
Effective Date:	09/18/2024
Expiration Date:	09/17/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> • The home has been without heat. 	No
<ul style="list-style-type: none"> • The home does has not had hot water for a week. 	Yes

III. METHODOLOGY

01/26/2026	Special Investigation Intake 2026A0779016
01/26/2026	APS Referral Complaint was referred to APS.
01/26/2026	Inspection Completed On-site
01/26/2026	Contact - Telephone call made Spoke to HVAC company.
01/26/2026	Special Investigation Initiated - On Site
02/03/2026	Contact – telephone call received. Received text from administrator.
02/17/2026	Inspection Completed On-site
02/20/2026	Contact - Face to Face Spoke to HVAC company.
03/11/2026	Exit Conference Held with administrator, Kelly Jackson.

ALLEGATION:

- **The home has been without heat.**
- **The home has been without hot water for a week.**

INVESTIGATION:

On 1/26/2026, an unannounced on-site inspection. All residents at this facility suffer from levels of dementia. Resident A stated that the facility has always been warm

enough for him and that he has never gotten cold. Resident A confirmed that he has been receiving hot showers as needed.

This facility has a living room and dining room in the center of the building, with two separate wings that have 10 resident bedrooms each. The heat was measured at the far end of each wing to be between 72-77 degrees. The hot water of the facility was measured to be 104 degrees. The residents were viewed to be clean, well-groomed and appeared to be doing well.

On 1/26/2026, staff persons, Jazz Warren and Jessica Stone, stated that the facility has never been without heat and that none of the residents have complained about the temperature. Both staff reported that there have been slight issues with the hot water, but that they have been able to get a few showers in at a time and then they have to wait a while for the water temperature to get hot again. They stated that all residents have been able to be showered as needed.

On 1/26/2026, administrator, Kelly Jackson, stated that the facility receives both heat and hot water from a two boiler system. Admin Jackson admitted that they have been having some issues with the boilers and that they have had a company out and working on them three times over the last few weeks. Admin Jackson stated that she has been told that one boiler is working fine and that the pump on the other boiler is slowly dying, but that the needed part has been ordered and will be fixed soon. Admin Jackson reported that this facility has never been without heat, but they have had to space out resident showers, as the boiler takes longer to reheat the water currently. Admin Jackson stated that they have also purchased four space heaters to help at times with the heat. Admin Jackson reported that if there comes a time if the boiler system cannot produce enough heat and/or hot water to adequately meet the needs of the residents, alternative placements will be found immediately.

During the on-site inspection on 1/26/2026, the four space heaters were inspected. Each space heater was observed to be UL listed, and adequately equipped with overheat protection and a safety tip over switch.

On 1/26/2026, a phone conversation took place with Greg Jordan from Property Monkey (HVAC company). Greg Jordan stated that he was last at this facility on 1/22/2026 and determined that he had to special order a pump for one of the facility's boilers. Greg Jordan stated that with one boiler not working at full capacity, the other boiler is working very hard to push hot water to all areas of the facility, which does not affect the heat much, but will cause longer for the water in the bathrooms to reheat once used. Greg Jordan reported that the new pump should be installed on 1/27/2026.

On 2/3/2026, a text was received from Admin Jackson, who stated that repairs have been made to the facility's boilers. Admin Jackson stated that they ended up having to replace more than expected, but that the boilers are working properly.

On 2/17/2026, a second on-site inspection was conducted and Resident B was interviewed. Resident B confirmed that she had just received a shower a few minutes earlier and that the water temperature was fine.

On 2/17/2026, several residents were observed to be clean and well-groomed. The temperature throughout the facility was measured to be between 70.9 and 71.8 degrees. The hot water was measured to only be at 96 degrees.

On 2/17/2026, staff persons, Jessica Stone and Lacy Gatlin, stated that they have not had any issues with the heat and that the space heaters have been removed. Staff Stone stated that the hot water still has a tendency to take long to heat up.

On 2/17/2026, Admin Jackson stated that they ran into more issues with the boilers, related to keeping hot water throughout the facility. Admin Jackson stated that the hot water runs out after giving a few residents showers and it still takes a little while for the hot water to recycle through all the pipes again. Admin Jackson reported that residents are still able to get showers as needed and that they are continuing to work with Property Monkey to get the situation adequately resolved.

On 2/20/2026, an in-person conversation took place at the facility with Greg Jordan from Property Monkey. Greg Jordan stated that there are still times when there will be stretches where the water temperature may fall under 105 degrees, but that this facility has never been without hot water for any long periods of time. Greg Jordan stated that they continue to revamp this facility's old boiler system in order to keep water temperatures more consistent throughout the day and that he is confident that he has a plan in place to make that happen. Greg Jordan stated that this facility's owners are committed to upgrading their boiler system and that he continues to put the work in to make that happen.

On 2/20/2026, the facility's water temperature was checked. It was measured to be 108 degrees.

On 3/11/2026, an exit conference was held with administrator, Kelly Jackson. Admin Jackson stated that it took a while, but they were able to find the source of their hot water problems and that the repair has been made. Admin Jackson was informed of the outcome of the investigation and that a corrective action plan is required.

APPLICABLE RULE	
R 400.647	Safety and maintenance of premises.
	(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

ANALYSIS:	This facility has been having issues with their boiler system, which provides both heat and hot water for this facility. It was confirmed that HVAC company, Property Monkey, has been providing repairs as needed and that this facility has never
	been without heat. There was insufficient evidence found to warrant citation of this rule.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.645	Environmental health
	(3) A licensee shall provide hot and cold running water under pressure. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the fixture.
ANALYSIS:	This facility has been having issues with their boiler system, which provides hot water for this facility. During two separate on-site inspections, the water at this facility was measured to be under the required minimum of 105 degrees. Although ongoing repairs have been taking place, this facility has been having issues with consistently keeping the hot water above the required minimum temperature of 105 degrees to 120 degrees Fahrenheit.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's license remains unchanged.

Christopher A. Holvey

3/11/2026

Christopher Holvey
Licensing Consultant

Date

Approved By:

Mary Holton

03/11/2026

Mary E Holton
Area Manager

Date