

### **Questions for Jason Hagenow in reference to Meridian Group**

Hearing stories about the issues at Kennedy Heights, we want to hear your knowledge regarding the housing experience.

1. What is your level of involvement? How often are you at the property?
2. Does the onsite manager report to you or other upper management on a regular basis?
  - a. How are concerns from tenants relayed to upper management?
  - b. Do you receive updates on the number of 10-day notices/lease violation notices have gone out?
3. Where are the surveillance cameras located/aimed at and how often are they monitored?
  - a. Are there policies in place about how a property manager can utilize these?
4. What is the towing policy/procedure? What is involved in the contract agreement between the property and the towing company?
5. How do you handle safety concerns for your residents?
6. Do property managers go through any specific trainings before being placed at a complex? Does any Meridian staff receive cultural competency or discrimination training?
7. What are your expectations of the relationship between management and tenants?
8. What is the protocol to accommodate and provide information to tenants that have limited English proficiency?
9. Are policies and guidelines the same for all properties managed by Meridian Group?
  - a. How often are these updated/reassessed?
10. What is the policy/guideline of a property manager elevating a situation to a police call?
11. What are the staffing standards at a property? Are there required hours the property manager must be available?
12. Is there data available about 10-day notices and the demographics of who they are distributed to?
  - a. How many lease violations were given to tenants in the month of July?