

## Pet Policy

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### Introduction

This Policy applies to our customers who would like to keep a pet in their home at New Acres.

Our service aims to provide a safe and hygienic environment that minimises the risk of individuals being harmed by an animal.

### Policy

1. Maximum of two pets per apartment.
2. Residents wishing to keep a pet must make a 'Pet Residency Application' for approval by New Acres Management Team.
3. Residents wishing to keep an additional pet after moving into the property must first apply for permission via the same Pet Residency Application.
4. For certain pets, e.g. dogs, cats and rabbits, you will be required to pay a monthly surcharge per pet to cover the additional administration and management costs involved with housing pets in the Building.
5. Pets are not allowed in the gym at New Acres.
6. Pets must be held on a lead or in a cage or carrier at all times when outside of the apartment in any public places, communal areas and walkways. A fine will be levied for pets not on a lead or in a cage or carrier.
7. You will be responsible for your pets in accordance with the Animal Welfare Act 2006. If New Acres Management Team believes that a pet kept in the property has been neglected or abandoned, they will report it to an appropriate animal welfare organisation in accordance with the Animal Welfare Process.
8. Dogs should not be left alone in the apartment for more than 4 hours at a time. You must ensure that the dog will not escape from your demise, and/or cause damage to the property or building if they are left unsupervised.
9. Pets must be vaccinated and regularly treated for fleas and worms (if appropriate). Vet records confirming up-to-date vaccination or treatment must be provided to New Acres Management Team within 21 days of request / on a quarterly basis.
10. You must professionally clean the property when you move out, ensuring that the carpets are thoroughly cleaned and treated for fleas and mites. The pet owner must provide a receipt from the cleaning company as evidence.
11. You are responsible for keeping all areas of the property clean and free from parasites, such as fleas.
12. You must ensure your pets do not cause a nuisance to other residents, their guests or staff members. This includes excessive noise and being aggressive. Pets must be kept under control at all times.

13. Pets must not be allowed to foul inside the property, except for caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately from the outside areas of the Building and disposed of safely and hygienically. A fine will be levied for not cleaning up after your pet.

14. Customers may not breed animals or offer for sale any animal in the property.

15. Any animal listed in the schedule of the Dangerous Wild Animals Act 1976 may not be kept at the property.

16. Any animal with a potential full grown adult size that exceeds 15 kilograms may not be kept at the property.

17. Any dog listed under the Dangerous Dogs Act 1991 may not be kept at the property with the exception of dogs registered on the Index of Exempted Dogs.

Dog breed restrictions

**The following breeds are restricted:**

Akitas, Alaskan Malamutes, American Bull Dogs, American Staffordshire Terriers, Argentine Dogos, Bull Mastiffs, Doberman Pinschers, Fila Brasileiros, German Shepherds, Japanese Tosa, Pit Bulls, Presa Canarios, Rottweiler, Staffordshire Bull Terriers, Tosa Inus, Wolf Hybrids, All mixes of these breeds

**The following pets are restricted:**

Monkeys, Ferrets, Livestock, Reptiles The landlord reserves the right to deny residency to any animal deemed aggressive whose breed is not explicitly listed. Should any pet injure any other pets, residents, or on-site staff, the resident will be asked to remove the pet from the premises immediately.

**We will:**

- Assess the suitability of the individual property for pets
- Give clear guidelines for residents regarding type and number of pets allowed
- Follow a robust procedure which puts emphasis on responsible pet ownership, where permission to keep a pet is granted
- Consider tenancy and/or legal action if there are breaches of tenancy or animal welfare issues
- Make allowances for assistance dogs

- Check pet permission before/after visiting you in your home for inspection or maintenance purposes.
- The Landlord retains the right, in its sole discretion, to revoke consent to keep a pet at the premises at any time. Where consent is revoked, the Landlord will give the Tenant 7 days' notice to remove the pet from the premises. If this is not complied with, the tenant will be in breach of the AST.
- We will hold all relevant data on the customer file on the property management system updated with any pet information.