



Procedure Name: Pets and Service Animals

Procedure Number: SH-202-2019

Most Recent Amendment Date: 2020-11-10

Effective Date: 2019-05-01

By-law reference: N/A

Supersedes: 2019-05-01

1. Purpose:

To establish guidelines and procedures for pet owners that will be applied fairly and consistently to all tenants.

2. Application:

This procedure applies to all tenants with pets in District Housing.

3. Definitions:

- a) **Contained or exotic pets** – animals that are contained in a cage, tank or other container such as a ferret, rabbit, bird, rodents (such as mice, gerbils, hamsters) and reptiles (including snakes) as permitted by municipal bylaw.
- b) **Household pet** – a cat or a dog.
- c) **Service Animals** – animals that have been trained to perform tasks to assist people with disabilities, such as guide dogs for people with visual impairments, or hearing animals to signal people with hearing impairments. Service animals must be registered as such with the Housing Provider.

4. Administration:

- 4.1 The tenant is responsible for their pet(s) and the pet(s) of any of their guests.
- 4.2 Tenants shall not allow their pet or any pet they or a guest brings onto the premises to disturb the reasonable enjoyment of other residents in the building.
- 4.3 Restrictions:
 - i Tenants are permitted to have a maximum of two household pets, i.e. 2 dogs or 2 cats or one of each.
 - ii Tenants are limited to 2 contained or exotic pets, in accordance with municipal bylaws, but the number will be limited to 2.
 - iii For the purposes of this procedure, the number of fish in an aquarium is not restricted but the size of such aquarium shall not exceed 10 gallons.

- iv Tenants residing in the building prior to the effective date of this procedure will have their pets “grandfathered” and these pets may live out their lives in the unit with their owner. However, the tenant is prohibited from adding additional pets to the household until the number of pets in the unit meets or is lower than the number of pets defined in this procedure. Once that occurs, the “grandfather” status will lapse.
- 4.4 Pets must be under the physical control of the owner by means of a leash or in a cage at all times, while in the hallway, elevator, entryways, stairways and any other common areas of the building.
- 4.5 No pets, with the exception of service animals, will be allowed within the laundry room or common rooms of the building.
- 4.6 Exterior pet houses are not permitted. All pets must be housed within the tenant’s unit.
- 4.7 Tenants must clean-up after their pets in common areas or on lawns and the yard area of the housing unit (if applicable) must be kept clean of all animal excrement.
- 4.8 Tenants are responsible financially for the repair of any damage to property whether within the tenant’s unit, common and/or exterior areas, or other tenants’ units, caused by their pets or the pets of any of their guests.
- 4.9 Pet Registration:
 - i Pets must be registered with the Housing Provider using the Pet identification form including the following information:
 - Species of pet
 - Description, including size and colour of the pet.
 - ii The District will record this information so that it is available to staff and/or contractors entering the unit for authorized activities (i.e. inspections, unit showings, maintenance, etc.).
 - iii The District may require written verification for any animal described as a service or support animal.
- 4.10 If an animal is found to be kept in unsanitary conditions (i.e. accumulation of fecal matter, odour, or insect infestation) that may endanger the health and safety of any person or animal or that disturb the enjoyment of others or that contravene the other provisions of this procedure, the municipal animal control officer will be contacted. If the issue is not resolved to the satisfaction of the District, legal proceedings through the Landlord and Tenant Board may follow.
- 4.11 If it is discovered that an animal in a unit is not being cared for, an animal shelter may be called. The fee for this service will be billed to the tenant.

4.12 If a pet harms or intimidates someone, the incident should be reported to the District Housing division immediately. Depending on the seriousness of the incident, it may also be reported to the Police and could result in legal and/or eviction proceedings against the pet owner.

Related Policies/Procedures: N/A

Form #: SH-902-2019 Pet Identification Form

Reference: (approval and amendment details, legal references); N/A