Housing Corporation Act	**Program**	**Seniors Housing**	
	Subject	**Pets in Seniors Housing: Pet Complaints**	**Policy 6-6(4)**
Effective Date: March 1, 2013 **Revised Date:**		**Authorized by:** **Deputy Minister, Carol Anne Duffy**	

1.0 PURPOSE

1.1 To ensure that complaints about pets in seniors housing are dealt with fairly and efficiently.

2.0 DEFINITIONS

2.1 **Pet:** a dog, cat, bird, or fish.

3.0 POLICY STATEMENT

3.1 Complaints about pets in seniors housing may be provided to Housing Services. All complaints must be in writing and signed by the person making the complaint.

3.2 Anonymous complaints will not be investigated. All complaints are kept confidential.

3.3 Upon receiving a complaint related to pets, Housing Services shall meet with the pet owner, outline the nature of the complaint and if necessary, review the applicable sections of the pet policies.

3.4 Following the meeting, Housing Services shall prepare a summary outlining the complaint, desired behavior and plan for resolution. Housing Services shall provide the pet owner with a signed and dated copy of the written notice and retain a copy in the pet owner's file.

3.5 Housing Services will follow up in 30 (thirty) days to ensure compliance. If at that time the issue is not resolved, a second verbal and written notice will be made.

3.6 If two verbal and written notices are given without evidence of successful resolution, Housing Services will provide written notice to the pet owner that approval for pet ownership in seniors housing is revoked. The pet owner must remove the pet within 30 days.

3.7 If the pet has not been removed after 30 (thirty) days, Housing Services may issue a notice of eviction.

3.8 Upon receiving notice of an animal bite, attack or injury by a pet in seniors housing, Housing Services shall prepare a summary of the incident, including details of date, witnesses and related outcomes.

3.9 Housing Services shall meet with the owner of the pet which has bitten, attacked or injured, provide the pet owner a signed and dated copy of the written summary and provide the pet owner with written notice to remove the animal within 24 hours. Copies of all documents shall be retained in the pet owner's file.

3.10 If the pet which has bitten, attacked or injured has not been removed within 24 hours by the owner, Housing Services may issue an eviction notice

5.0 REFERENCES

Pets in Seniors Housing: Guidelines