



**CANADIAN HISPANIC VILLAGE
HOUSING CO-OPERATIVE LTD.**

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PROCEDURES

SUBJECT:

Pet Guidelines

APPROVAL DATE:

APPROVED BY:

Board of Directors

DATE OF AMENDMENT OR REPLACEMENT:

All pet owners at CHV shall comply with the following guidelines in order to maintain their pet privileges:

PETS AT LARGE

- 1. When outside a member's unit, all pets must be confined or on a leash at all times.*
- 2. Pets are not to be left outside a member's unit all day (24 hours).*
- 3. Members should be aware that the City of Calgary Animal and Cat Control Bylaws impose fines for dogs or cats caught running at large (defined as being outside of the owner's own yard and not on a leash, or on a leash and causing damage to persons, property, or other animals). Members concerned about a dog or cat at large can phone the City of Calgary Animal Services Department (268-2489) or CHV's administration office to report the problem.*

CLEANING UP AFTER YOUR PET

- 1. Pet owners are responsible for cleaning up after their pets on a daily basis or more frequently if necessary. This includes not only the yard, but the interior of the home. Pet stains on carpets shall be cleaned and deodorized immediately. Pet owner should check with administration office for direction in dealing with stains.*
- 2. A member who allows pet excrement to accumulate in his or her yard is in violation of the City of Calgary's Nuisance Bylaw, 9025 and may be subject to both fines and imprisonment.*
- 3. Any person walking a pet in CHV shall carry and use some means of picking up the excrement, shall do so immediately, and dispose of it in parking lot garbage bins or park containers.*

DOS AND DON'TS FOR DOG OWNERS

All other sections of the pet policy and pet guidelines also apply to dog owners. In addition, CHV members who own dogs are responsible for the following:

- *All dogs over the age of three months shall be licensed and adhere to all other requirements of the City of Calgary Animal Control Act, 23M89.*
- *Members shall ensure that dogs do not bite anyone or otherwise cause injury, nor chase or threaten any other person.*
- *Dogs are prohibited from barking or howling or otherwise disturbing others. This is a 24 hour per day requirement according to Calgary's Animal Control Bylaw. The following is a description of what can be done if a complaint is made:*
 - *On receipt of a complaint, the Animal Control office sends a warning letter to the dog owner. The person who has complained may be asked to keep a five day record of the barking.*
 - *If the barking continues then a fine of \$100 is issued to the dog owner.*
 - *If the problem continues the fine increases by \$100 for each subsequent offense. That is, the second fine is \$200, the third fine is \$300, etc.*
 - *For more information you can contact the City of Calgary Animal Services Department at 3-1-1.*
- *No member of CHV will be allowed to keep a dog declared a "vicious" dog under the City of Calgary Animal Control Bylaw.*
- *All dog excrement should be disposed of promptly as outlined in "Cleaning up after your pet", section 3 of these procedures.*
- *All dogs must be confined or on a leash at all times.*

VIOLATION OF THIS POLICY OR PROCEDURES

The process for dealing with alleged violations of this policy and procedures is as follows:

General- Making a Pet Complaint

- *Complaints from members shall be in writing and signed. The identity of the complainant will be kept confidential. No verbal complaints will be responded to.*
- *If CHV staff, during regular performance of their duties, observe a violation of the pet policies or procedures, they may file a written report, and this*

report shall serve as a formal record of the violation in the same way as a written member complaint.

- *When the complaint relates to “When a pet causes damage to a unit” or “Violation of number of pets,” these later sections of the pet procedures will apply.*
- *Upon receipt of any formal written complaint or report, the member who has allegedly violated the policy will be notified of the concern in writing and asked to take corrective measures or refute the complaint in writing. The member will have seven days to respond. Upon a first complaint or report, no fines will be levied against the member by CHV.*
- *If more than one written complaint is received within a period of a week about the same violation of the pet policy or procedures, the complaint will count as one complaint only, eg. multiple complaints about excrement during a one week period would count as one complaint, whereas one complaint about excrement and a second complaint about the same pet being at large would count as two complaints.*
- *After receipt of a second written complaint or report, the member will be fined \$100.00 and the matter will be referred to the City of Calgary Animal Services Department. The Board will meet with the member, discuss the violation, and explain the pet policy and procedures and the consequences of not following them and report back to the board.*
- *Should further violations of this policy or procedures occur, the Board of Directors may determine that the matter is chronic and warrants termination of membership. If a member fails to remove a pet when directed by the Board of Directors to do so, the member will be considered to be in violation of this policy and his or her membership may be terminated.*

When a pet causes damage to a unit

When staff becomes aware that a pet has damaged a unit, whether through a member filing a complaint, a regular maintenance review, or a routine maintenance visit, then a staff member will visit the unit to confirm damage. If damage is confirmed, the member will be required, in writing, to repair that damage within 30 days. If the damage has not been repaired within thirty days, it shall immediately be brought to the attention of the Board of Directors. The member, whose pet(s) damaged the unit, shall be invited to address the Board.

The Board of Directors, after meeting with the member, may direct that the pet in question shall be permanently removed from the unit within 7 days from receiving notice from the board to do so. Failure by a member to remove a pet when directed by the Board of Directors is grounds for termination of membership.

Members are responsible for all associated costs to restore the unit and the yard to acceptable condition and/or any extra costs associated with capital replacements due to pet damage.

Violation of number of pets

The "Kind and Number of Pets" section of the pet policy specifies that the maximum of three (3) dogs and/or cats are allowed per unit.

Any member violating the pet policy regarding the number of pets shall be given thirty days written notice requiring removal of any pets that exceed the limited numbers. If the pet is not removed after 30 days, it shall immediately be brought to the attention of the Board of Directors. Failure by a member to follow the Pet Policy and Procedures may be grounds for termination of membership.