



OUR PET POLICY

Inside you'll find

- Information on Quintain Living's policy in regard to tenants keeping pets.

This policy shows the requirements that need to be met:

- to allow your pet to live in your apartment;
- to remove or reduce the risk to health and safety for you, your pet and other residents and their pets;
- to remove or minimise the damage done by your pet to apartments and social spaces; and
- to outline the procedure if we receive a complaint regarding your pet.

1. Pet Requirements

- 1.1 We may permit up to 4 pets per apartment comprising no more than 3 dogs per apartment at Quintain Living's discretion.
- 1.2 Additional rent payable: £50 per month per dog and £30 per month per cat.
- 1.3 All cats and dogs must be microchipped and the unique number issued to Quintain Living (to assist with lost pets).
- 1.4 All cats must be house cats.
- 1.5 A photo will be required of your pet. Quintain Living will take the photo and save on our system.
- 1.6 All dogs must receive a swab for DNA registration prior to or on the day of move-in and the information will be registered on the World Pet Registry (this is to ensure fouling not collected by the dogs' owners can be identified). Fines will be applied to residents who do not clean up after their dogs or their guest's dogs of up to £200 per incident (evidenced by eye-witness accounts, CCTV or DNA testing) reflecting the cost of identifying the pet and cleaning and disinfecting the area and other costs associated with the incident.
- 1.7 Pets arriving from overseas – you must supply a passport copy and all relevant supporting documents applicable for the pet to travel to the UK.
- 1.8 Where we grant permission for any pet to live in the apartment, permission is conditional upon your compliance with this Pet Policy and, where the pet is a cat or dog, you must also enter into a Pet Licence.

2. The Health and Safety of your Pet

- 2.1 For dogs and cats we require a clean bill of health from a vet confirming that all immunisations are up to date and that the pet is not carrying any illnesses or diseases that are considered contagious prior to granting of a Pet Licence.
- 2.2 It is the responsibility of the resident to ensure that dogs are sufficiently trained to enable healthy interaction with people, be able to follow basic instructions, behave in a non-aggressive and non-yappy manner. Where there are untrained puppies who are too young at the time of move-in to demonstrate the above behaviours it is the responsibility of the resident to ensure the dog is trained accordingly as soon as possible.
- 2.3 Residents must ensure that their pets are free from parasites at all times – in the event that a suspected infestation has occurred within the apartment that the pet resides and it can be proven by a professional third party that the source of the infestation has come from the pet, Quintain Living reserve the right to arrange for an urgent specialist clean to eradicate the parasites and to prevent them from spreading to other parts of the building. All costs associated with the requirements of the specialist company will be the responsibility of the resident and urgent access to carry out the works must be granted.
- 2.4 No dogs recognised by the UK Dangerous Dogs Act are permitted.

3. Retaining the Cleanliness and Reducing Damage to Apartments and Social Spaces

- 3.1 Quintain Living only permit house cats and you must make all attempts to prevent the car or cats scratching curtains, flooring and furniture, i.e. use cat scratching posts. Any damage sustained will be to the cost of the resident at the end of the tenancy.
- 3.2 Pets are not allowed in the internal communal areas unless there is a specific pet related social event.
- 3.3 Pets are not allowed in certain external communal areas, so please look out for the signs which indicate that pets are prohibited e.g. on roof tops, podium gardens and other external communal areas. Please note that you are only permitted to use the dog run within your own building (if there is one).

- 3.4 Visiting dogs are not permitted beyond the concierge area unless the requirements of point 5 below are met.
- 3.5 Small caged pets are permitted but no dangerous pets are permitted, for example, poisonous species – all pets must be declared to Quintain Living and are subject to approval by Quintain Living.
- 3.6 Pets that require artificial heat are not permitted, i.e., snakes/reptiles that require a heat lamp to represent home climate conditions.
- 3.7 Fish tanks are permitted without prior approval where the maximum volume of the tank is no more than 250 litres (approx. 55 gallons). For a fish tank in excess of 250 litres prior approval is required and may be conditional on the resident providing evidence to Quintain Living that they have sufficient contents insurance in place to cover all and any damage caused by defect or damage to the fish tank.
- 3.8 Cats and dogs must always wear the unique Quintain Living collar ID tag provided.
- 3.9 Dogs must be kept on a lead at all times whilst within the common areas of the building and Wembley Park, and are only permitted to be off lead whilst within any enclosed dog run.
- 3.10 At the end of tenancy, the resident must carry out a professional deep clean of the apartment and any balcony or terrace to eradicate any evidence of pet occupation, including pet smells and any parasites. Quintain Living reserve the right to carry out additional cleans if the quality of the clean is not to Quintain Living's satisfaction and to pass the cost to the departing resident.
- 3.11 Any damage caused by pets to the apartment or contents is the responsibility of the resident and must be rectified prior to move out, failure to do so will result in the resident being charged costs by Quintain Living to carry out the remedial or replacement works.
- 3.12 The resident is responsible for ensuring that no pet related smells permeate into communal areas, namely the apartment floor corridors. If this occurs and complaints are received then the owner must take immediate action to stop the smells – the same complaint process as described at point 4 below will apply.
- 3.13 Residents are responsible for ensuring that in-apartment drainage is not clogged with pet hair.

- 3.14 Quintain Living reserves the right to limit the number of pets in the building at any time. A waiting list system will be put in place should demand exceed the permitted number.

4. Complaints Procedure

- 4.1 Complaints process. In the event of a complaint of noise, behavioural or any other issues with regards to pets affecting other residents, users or staff the process will be as follows:
- 4.1.1 Step 1 - Verbal warning
 - 4.1.2 Step 2 - Written warning
 - 4.1.3 Step 3 - Permission for the pet is revoked and the resident will need to make arrangements for the pet to be re-housed. A charge of £20 per day will be made until the date the pet is removed.
 - 4.1.4 Step 4 - A legal injunction may be sought against the resident if the pet is not removed expediently after permission has been revoked.
- 4.2 Any costs incurred by Quintain Living for any of the above will be billed to the account of the resident.
- 4.3 If there is a complaint or incident which is sufficiently serious Quintain Living reserves the right to go straight to Step 3 to protect its residents (and their pets), other users or staff.

5. Guest Pets

- 5.1 Guests are not permitted to bring pets into apartments or pet friendly communal areas within buildings without prior approval from Quintain Living. Approval from Quintain Living will be subject to the resident demonstrating that the guest pet has met the requirements of this policy.
- 5.2 All of the provisions of this policy shall apply to the pets of any guests and the resident agrees to take full responsibility for the behaviour of such guest pets.
- 5.3 All guest cats and dogs must be microchipped and the unique number provided to the concierge.
- 5.4 All guest dogs must have a swab test for DNA registration prior to or on the day of their arrival, at a cost of £50 per dog payable by the resident, information will be registered on the World Pet Registry (this is to ensure fouling not collected by the dogs

owners can be identified). Fines will be applied to the resident at a rate of up to £200 per incident (evidenced by eye-witness accounts, CCTV or DNA testing).

- 5.5 Where a guest pet is a cat or a dog staying for longer than 3 days Quintain Living reserves the right to charge additional rent to the resident of £50 per month for a dog or £30 per month for a cat – this amount will be pro-rated depending on the length of stay. The maximum length of stay is 14 days. This additional charge will be charged to the resident and collected via direct debit.