

PET POLICY

Inside you'll find

- Your responsibilities
- House rules
- Our complaints procedure

This document describes the terms and conditions of our Pet Policy. You must comply with the Pet Policy at all times so that:

- You have permission for your pet to live in your apartment as required by your tenancy agreement
- You remove or reduce the risk to health and safety to you, your pet and other people and their pets
- You remove or minimise the damage done by your pet to apartments and social spaces
- You have permission for your pet to live in your apartment as required by your tenancy agreement
- You remove or reduce the risk to health and safety to you, your pet and other people and their pets

The pet policy also outlines the complaints procedure.

RESIDENT RESPONSIBILITIES

1. HOUSE RULES

- a. We may permit up to 4 pets per apartment (but limited to a maximum of 3 dogs per apartment) at our discretion.
- b. All cats and dogs must be microchipped and the unique number provided to us (to assist with lost pets).
- c. All cats must be house cats.
- d. We require a photo of your pet. We will take the photo and save it on our system.
- e. All dogs must provide a swab sample for DNA registration purposes, prior to or on the day of move-in. The information will be registered on the World Pet Registry, to ensure any fouling not collected by the dog's owner may be identified. We will provide the swab kit and the swab sample must be taken in the presence of a member of our staff before the dog is permitted anywhere in the building beyond the lobby.
- f. All costs will be recovered from residents who do not clean up after their dogs or their guest's dogs. These costs could be evidenced by eye-witness accounts, CCTV or positive DNA positive test results and reflect the cost of

identifying the pet via CCTV checks, a sample DNA test, and cleaning and disinfecting the area and any other costs associated with the incident.

- g. You must supply a passport copy for a pet arriving from overseas and all relevant supporting documents applicable for the pet to travel and remain in the UK.
- h. If we grant permission for any pet to live in an apartment, it is conditional upon your compliance with this Pet Policy. If the pet is a cat or dog, you must also enter into a Pet Licence.

2. THE HEALTH AND SAFETY OF YOUR PET

- a. Before we can grant a Pet Licence for your cats or dogs we require a clean bill of health from a vet confirming that (i) all immunisations are up to date and (ii) the pet is not carrying any illnesses or diseases that are considered contagious.
- b. It is your responsibility to ensure that dogs are sufficiently trained to enable healthy interaction with people and other pets, 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 behaviour, it is your responsibility to ensure the dog is trained accordingly as soon as possible.
- c. You must ensure that your pets are free from parasites at all times. In the event that a suspected infestation has occurred within your apartment which can be proven by a professional third party to come from your pet, we reserve the right to arrange for an urgent specialist clean to eradicate the parasites to prevent them spreading to other parts of the building. All costs associated with the requirements of the specialist company will be at your cost and you must grant access to carry out the works urgently.
- d. No dogs recognised by the UK Dangerous Dogs Act are permitted – please refer to the following website for details - <https://www.gov.uk/control-dog-public/banned-dogs>.

3. MAINTAINING CLEANLINESS AND MINIMISING DAMAGE TO APARTMENTS AND COMMON AREAS

- a. We only permit house cats. You must make every attempt to prevent the cat or cats from scratching any part of the apartment or its contents such as the curtains, flooring and furniture. For instance, you must use cat scratching

posts. Any damage sustained to any part of the apartment or the building must be made good as soon as possible and in any event prior to the end of the tenancy.

- b. Pets are not allowed in the internal communal areas unless there is a specific pet related social event to which your pet is invited.
- c. Pets are not allowed in certain external communal areas. Please look out for the signs which indicate that pets are prohibited. Pets are not permitted on common area balconies, roof tops or podium gardens and other external communal areas unless on their way to a dedicated dog run.
- d. Guest dogs are not permitted beyond the concierge area unless the requirements of this Pet Policy concerning guest pets are met.
- e. Small, caged pets are permitted in your apartment, but dangerous pets are strictly prohibited, such as poisonous or venomous species. In any event, all pets must be declared to us and are subject to our approval to ensure the safety and wellbeing of other people and pets.
- f. Fish tanks are permitted without prior approval provided that the maximum volume of the tank is no more than 250 litres (approx. 55 gallons). For a fish tank in excess of 250 litres our prior approval is required and may be conditional on you providing evidence that you have adequate insurance in place to cover all damages and losses caused by the fish tank.
- g. 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 in an enclosed dog run.
- h. At the end of tenancy, you must carry out or pay for 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. We reserve the right to carry out an additional clean if the quality of the clean is not to our satisfaction and we will pass the cost on to you.
- i. Any damage caused by pets to the apartment or contents is your sole responsibility and must be rectified prior to moving out. Failure to do so will result in all costs charged to you to make good any damage, carry out any remedial or replacement works.
- j. You are responsible for ensuring that no pet related smells permeate into communal areas, particularly the corridors. If this occurs you must take

immediate action to stop the smells.

- k. You are responsible for ensuring that the apartment drainage or appliances are not clogged with pet hair.
- l. We reserve 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.
- m. We may contact the RSPCA to report concerns raised regarding animal welfare.

4. COMPLAINTS PROCEDURE

- a. In the event of a complaint concerning noise, behaviour, dog attacks or any other issues concerning pets this process will be followed:
 - i. Step 1: We will provide the resident with a verbal warning followed up with an email
 - ii. Step 2: If the issue identified in Step 1 has not been resolved we will provide a formal written warning
 - iii. Step 3: If the issue identified in Steps 1 and 2 has not been resolved then permission for the pet will be revoked and the resident will need to make arrangements for the pet to be re-housed as a matter of urgency. If the incident is a dog attack, then the dog is not permitted off lead anywhere on the development or the Wembley Park estate whilst waiting to be re-housed
 - iv. Step 4: A legal injunction may be sought against the resident if the pet is not removed expediently after permission has been revoked
- b. All costs incurred by us for any of the above will be borne by the resident.
- c. If there is a complaint or incident which is sufficiently serious and poses a risk to other people and pets, we reserve the right to go straight to Step 3

5. GUEST PETS

- a. Your guests are not permitted to bring pets into apartments or communal areas without our prior approval. Our approval is subject to you meeting the

requirements of this Pet Policy.

- b. All of the provisions of this Pet Policy shall apply to the pets of any guests, and you agree to take full responsibility for the behaviour of such guest pets and bear the cost of any damage caused by the guest pet.
- c. All guest cats and dogs must be microchipped and the unique number provided to the concierge prior to being allowed in the building.
- d. All guest dogs must have a swab test for DNA registration prior to or on the day of their arrival. This information will be registered on the World Pet Registry (this is to ensure fouling not collected by the dog's owner can be identified). We will provide a swab kit, and the swab sample must be taken in the presence of our staff member before the dog is permitted anywhere within the building beyond the lobby. Costs will be recovered from residents who do not clean up after their dogs or their guest's dogs (evidenced by eye-witness accounts, CCTV or DNA positive test results) reflecting the cost of identifying the pet via CCTV checks, a sample DNA test, cleaning and disinfecting the area and any other costs associated with the incident.