

RIVERVUE

VILLAGE PET POLICY

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Policy Owner: Operations
Policy Number: OP004

1. Purpose

This policy sets out the operational requirements for keeping pets at the village. It supplements the village by-laws, which contain the binding conditions for pet keeping. Where there is any inconsistency between this policy and the by-laws, the by-laws prevail.

2. Scope

This policy applies to all residents of the village.

3. Right to keep a pet

Under the village by-laws, residents are permitted to keep a pet (being a domestic bird, cat, dog or other domestic animal) at their premises, subject to reasonable conditions.

A resident does not need to apply for permission to keep a pet. The resident must notify the Operator in writing of the type and breed of pet before the pet enters the village, using the Pet Notification Form – Residents, available from the library, reception, or the resident portal.

4. Council registration

Pets must be registered with local council where required by law. Registration tags must be worn where applicable. All council regulations must be adhered to, including microchipping if required, and abiding to the type and number of pets allowable.

5. Resident responsibilities

The resident is responsible for:

- (a) the health, welfare, and supervision of the pet at all times;
- (b) ensuring the pet does not pose a risk to the health or safety of any person in the village, including residents, guests, staff, and contractors;
- (c) ensuring the pet does not cause unreasonable nuisance, noise, or disturbance to other residents;
- (d) promptly cleaning up and hygienically disposing of all pet waste;
- (e) keeping the pet on a lead or under the resident's effective control when in common areas;
- (f) ensuring the pet is appropriately vaccinated, wormed, and flea-treated. The Operator may request evidence of current vaccination if a concern is raised about the health of a pet;
- (g) providing the village with the name and contact details of a person external to the village who can take responsibility for the pet if the resident is incapacitated or absent for more than one day;
- (h) providing the name of the pet's veterinarian to the village.

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6. Common areas

Pets are not permitted in the Community Centre or recreation facilities, unless the animal is a service animal, or in the case of apartment residents entering or exiting their properties through the Community Centre. This does not prevent residents from walking pets through common ground areas, provided the pet is on a lead or under effective control.

7. Evacuation

In the event of an evacuation:

- (a) cats must be transported in a cat cage or appropriate carrier (not carried in arms). Residents should keep a carrier in an easily accessible location;
- (b) dogs must be kept on a lead. Residents should keep a lead in an easily accessible location.

8. Removal of a pet

Under the village by-laws:

- (a) the Operator may, acting reasonably, require the removal of a pet that causes unreasonable nuisance after the resident has been given written notice and a reasonable opportunity to remedy the nuisance;
- (b) the Operator may require the immediate removal of a pet that poses a danger to any person in the village.

9. Absence and emergencies

If a resident is incapacitated or otherwise unable to provide daily care for the pet, the resident (or their nominated emergency contact for the pet) must arrange for the pet's care, either on a temporary or permanent basis depending on the circumstances.

In emergency situations where no alternative arrangement has been made, the village may need to arrange appropriate care for the pet. Any costs incurred will be borne by the resident.

10. Visitor pets

Visitors may bring a pet to the village on a temporary basis with prior notification to the Operator, using the Pet Notification Form. The resident associated with the visiting pet is responsible for the pet's behaviour and compliance with this policy. Visitor pets must be kept on a lead or under effective control at all times and are not permitted in the Community Centre or recreation facilities.

11. Service animals

In accordance with the Disability Discrimination Act 1992 and the Domestic Animals Act 1994, service animals (including guide dogs) are permitted in all areas of the village. Service animals should be harnessed or otherwise identified, clean, in good health, appropriately vaccinated, and display appropriate behaviour.

12. Disputes

Any dispute arising in connection with a pet is a village dispute and will be dealt with in accordance with the Village Dispute Procedure.

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13. Related documents

- Village By-laws
- Village Dispute Procedure
- Pet Notification Form