



## Pet Complaints Policy

### Neighbor-to-Neighbor Issue...

*The HOA will not get involved if the complaint follows this profile:*

- One neighbor complaining about another
- A history of 'issues' with each other in the past
- No other neighbors in the vicinity with the same complaint
- No violation confirmation from the management company
- No violation confirmation from any BoD member

### Neighboring Pet is a Nuisance...

*Recourse is to exhaust diplomacy and public agencies first before the HOA becomes involved. Complaining about a neighbor's pet is a sensitive issue. Most people consider pets a 'part-of-the-family' and the Homeowners Association shall be very careful before declaring a nuisance and attempting to remove someone's pet from the community. Therefore, the complainant should follow the course of action in the order indicated below. The complainant must fully document the course of action taken by date, time, issue, etc.*

- Work with the neighbor.
  - Try working it out with the neighbor. Document.
- Work with Public Service.
  - Resolve it through Animal Control and the Sheriff and provide the management company with a copy for the file. Document.
  - File a 'formal complaint' with Animal Control and provide the management company with a copy for the file. Document.
- Work with the Homeowners Association.
  - Continue to document the particulars of each occurrence (*date, time, issue, etc.*) and report it to the management company for the file. Document.

### Homeowner Association's Role

- If the pet issue is...
- truly repetitive in nature
- is not a neighbor-to-neighbor issue
- has exhausted the Animal Control and Sheriff avenues
- is well documented
- and is validated by management, BoD, or other community members

***then an official letter of violation will be sent stating that if the situation is not remedied, the pet may be removed from the community under Documents 9.4.***