



## RESIDENT PET POLICY

VERSION CONTROL	
Title	Resident Pet Policy
Document Creation Date	30 August 2015
Format & Media	Word / Electronic
Author	Asset Manager (BB)
Approver	Chief Executive Officer (PB)
Version	11
Version Date	9 January 2025
Review Cycle	Every 12 Months
Next Review Date	9 January 2026

### PURPOSE

Baldwin Living is dedicated to enhancing the quality of life for our residents, recognising the positive impact pets can have on their well-being. This policy aims to ensure that the presence of animals in our Village does not adversely affect other residents' well-being.

### SCOPE

This policy applies to all residents of Baldwin Living villages who wish to keep pets on the premises, whether permanently (pet ownership) or temporarily (pet-minding/sitting). It outlines the guidelines and procedures for responsible pet ownership within our communities.

### PROCEDURE

#### Pet Eligibility

- Only small dogs (less than 12kg and no puppies), cats, birds, or fish are allowed in the Village, except for assistance animals.
- All pets must be approved by the CEO before settlement and occupation, or before purchase of the animal.

#### Pet Limitations

- Each resident (or couple) may keep only one (1) pet in their unit. The sole exception is 2 (two) small, caged birds.
- Upon the death of an approved pet, it cannot be automatically replaced, even with the same species or breed.
- A new application must be submitted for a new pet before it is purchased or gifted to a resident. Families should be aware of this restriction to avoid purchase of a replacement pet that may not be permitted to reside in the Village.
- It is not permitted to own an animal and pet-sit another animal at the same time.

#### Health Requirements

- Residents must provide current immunisation certificates for their pets.



- Flea and parasite control must be maintained using veterinarian-approved products.
- All pets must be registered, and the registration number must be provided to the Village.
- All incoming animals are to be de-sexed prior to their entrance to the Village.

### **Contingency Planning**

- Residents must submit a contingency plan to Village Reception outlining procedures for their pet's care and welfare during hospitalisation, absence from the Village or their own mental decline resulting in the animal not being cared for properly (this may include over or under feeding, toileting issues and grooming).
- Responsibility for maintaining this plan rests with the resident. In case of plan failure, Baldwin Living may relocate the animal to temporary pet accommodation at the resident's cost.

### **Pet Behaviour**

- Pets must remain under the direct control of the resident and should not be allowed to escape or wander off.
- Pet owners must clean up all pet waste immediately, placing it in a plastic bag and disposing of it in a general waste bin, ensuring the area is left clean and free from pet waste residue.

### **Unit Damage**

- Should the presence of a pet cause damage to carpets or fixtures and fittings within your unit, you may be liable for the full cost of their replacement when you exit the unit. Damage includes but is not limited to:
  - soiling or staining of carpets or other floor coverings.
  - chewing of inbuilt cabinets or furniture.
  - scratches on wooden flooring or tiles.
- Flea or other pest infestation will result in the need for the unit to be fumigated and treated at the resident's cost.

### **Common Areas**

- Pets are not allowed in the community centre or food preparation areas or in communal areas during meal service (except for registered assistance animals).
- Pets are not allowed in the swimming pool area (except for registered assistance animals).
- Pets must not climb on communal furniture.

### **Pet Care**

- Regular exercise, bathing, and grooming of pets is required and is the responsibility of the pet owner.

### **Respect for Others**

- Pets should not disturb or interfere with other residents or visitors.
- Upon management request, pets may be asked to leave the Village.

### **Visitor's Pets**

- Visitor's pets must be on a leash and are allowed temporarily. Their care remains the responsibility of the resident hosting them.



## Conflict Resolution

- If a pet disturbs another resident's peace and well-being:
  - The Village Manager will discuss the issue with the resident or their nominated family member.
  - A timeframe for resolving the situation will be established and documented.
  - If the problem persists, a written warning will be issued to the resident, and an action plan with a target resolution date will be developed and signed by both parties.
  - If the issue remains unresolved by the target date, the resident will be required to remove the pet from the Village.

The CEO of Baldwin Living holds the final authority on whether a pet or animal can stay in the Village. Please note that pet approval can be withdrawn on 24-hours notice at the CEO's discretion if the conditions above are not adhered to, or the CEO believes that the resident is no longer capable of caring for the animal. If pet approval is withdrawn the animal must be removed within 24 hours.

## REFERENCES

Village Rules  
Pet Application Form

## DEFINITIONS

**Small dogs:** Dogs weighing less than 12kg, excluding puppies under 12 months of age.

**Assistance Animals:** a trained support designed to facilitate the participation of people with disability in accessing various aspects of personal and public life. Also called service animals.

**Visitor's pets:** An animal visiting the Village with its owner temporarily, either as a once-off or irregular occurrence. Animals visiting a resident without their owner present is classified as pet-sitting/minding and an application form must be lodged prior to the animal visiting the Village.

## NAMING CONVENTION

Use the following naming convention when saving this policy in the G Drive:

Baldwin Living – Resident Pet Policy – EXPIRY (Date)

## POLICY STATEMENT

Baldwin Living reserves the right to modify this Policy at any time in its sole discretion to adapt to changing circumstances and business needs, consistent with its commitment to maintaining a workplace which adheres to best practices.



**Baldwin  
LIVING**

**RETIREMENT VILLAGES  
& HOMESERVE**

**SIGNATURE**

I received and read a copy of Baldwin Living Resident Pet Policy and understand that it is my responsibility to understand and abide by the terms of the Policy.

FULL NAME:

---

SIGNATURE:

---

VILLAGE

---

DATE:

---