



Department	Sales
Section	
Policy Number	SA-14
Subject	Pet Policy w/ Application/Information

Policy

Willow Valley Communities welcomes pets (cats, dogs, birds, or fish) that move in with their owners. In an effort to remain a pet-friendly community, WVC allows up to 3 pets (no maximum on fish) per residence. Reptiles, rodents and farm animals are not acceptable pets in a community environment.

Procedure

1. Pet Care

- a. Residents are required to provide proper care for their pets.
- b. If you have a dog, you must have the ability and means to:
 - i. walk the dog outside several times a day – on the outer perimeter of the property or as directed by Administration.
 - ii. clean up after your dog and dispose of waste properly.
 - iii. purchase food, supplies and appropriate medical care.
 - iv. keep the residence odor free.
- c. If you have a cat, you must have the ability and means to:
 - i. maintain the litter box – carrying litter, changing litter box and disposing of old litter properly.
 - ii. purchase food, supplies and appropriate medical care.
 - iii. keep residence odor free.
- d. If you have other pets, you must have the ability and means to:
 - i. clean up after them.
 - ii. purchase food, supplies and appropriate medical care.
 - iii. keep residence odor free.

2. Veterinary Care

Pets that reside at Willow Valley Communities must:

- a. have a local Veterinarian for their care – we ask that you provide the name, address and phone number on the Pet Application to be kept in your Administrative File.
- b. be seen by the veterinarian annually to ensure that the pet has current inoculations, including rabies shot.
- c. have a current license as recommended by a licensed veterinarian.
- d. be spayed or neutered (cats and dogs).

3. Emergency Contacts

- a. Willow Valley Communities requires that all pet owners have at least two emergency contacts. The emergency contacts would need to be available to respond in an emergency (within 24 hours) to care for the Resident's pet. If the emergency contacts are not available, then paid services will need to be arranged (i.e. pet sitter, local kennel, companion service if available). WVC reserves the right to make these arrangements if needed.

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b. Willow Valley requires the following information be kept current and accurate in your Resident Administrative File for TWO emergency contacts:

- i. Name
- ii. Address
- iii. Phone Number

4. Pet Conduct

Residents are responsible for the behavior of their own pet and any pets of guests at all times. Pet owners must observe the following:

- a. Pets are not permitted in the common areas or courtyards (i.e. mailboxes, lobby, Culinary venues, etc.) Pets are only permitted in the Residential corridors for the purpose of entering or exiting the building.
- b. Due to the American with Disabilities Act (ADA) and the Fair Housing Act (FHA), a certified service animal or emotional support animal would be legally permitted in the common areas or courtyards (i.e. mailboxes, lobby, Culinary venues, etc.)
- c. Pets must be caged or on a leash at all times when outside the residence.
 - i. Pets are not permitted to use the grass areas outside of Resident's patios.
 - ii. Pets may not be kept unattended on or near patios, even if leashed.
- d. Pet owners with dogs are asked to respect plantings and lawns by walking dogs on the perimeter of the property and not immediately outside the buildings.
- e. Pet owners must immediately pick up and dispose of all pet waste in a tied bag; disposal of pet waste in outdoor trash cans must be double-bagged.
 - i. Pet waste stations are located throughout the walking paths on both the Manor and Lakes Campuses. The stations include both a dispenser with bags and a receptacle for disposing of single-bagged waste.
 - ii. Pet waste should NOT be discarded in public waste cans at front building entrances. This includes the front building entrance at Lakes, Spring Run, Manor and North.
- f. Residents with cats are asked to double bag all pet waste and carry it directly to the trash room for proper disposal; please do not drop pet waste down the trash chute, or in the toilet.
- g. As outlined in the Resident's Agreement Willow Valley Communities reserves the right to request the removal of a pet from the community if the Resident is no longer able to care for the pet, if the pet creates a safety hazard or annoyance to other Residents and/or Team Members, if the pet causes damage to the residence or public area, or if the pet has a change in health status which creates issues (incontinence, etc.)
 - i. Administration may request the removal of dogs that habitually create excessive noise

5. Pets may be replaced or added with written permission from Administration.

6. Exceptions to the pet policy may be considered.

7. A resident may have up to three pets under ONE of the following conditions:

- a. Three cats
- b. Maximum of three dogs under 35 pounds

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- c. Maximum two dogs over 35 pounds and one cat
- d. One dog any size and two cats
- 8. Willow Valley Communities reserves the right to exclude specific breeds, including but not limited to Pit Bulls, Rottweilers, German Shepherds and Doberman Pincers.

NOTE: see following pages for **Pet Application/Information Form**

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Pet Application/Information Form

Resident Name: _____ Phone #: _____

Community: Manor Lakes North Spring Run Providence Park

Residence #: _____

- ❖ Only three pets are permitted under one of the following conditions, excluding fish (no maximum).
 - Three cats
 - Up to three dogs under 35 pounds
 - Up to two dogs over 35 pounds and one cat
 - Two cats and one dog under/over 35 pounds
- ❖ Reptiles, rodents and farm animals are not permitted.
- ❖ Dogs & Cats must be at least one year old, and must be fully trained.
- ❖ Additional information may be required before approval/decision can be made.
- ❖ Willow Valley Communities reserves the right to exclude specific breeds, including but not limited to Pit Bull's, Rottweiler's, German Shephard's and Doberman Pincer's.

TWO RECENT PHOTOS OF YOUR PET SHOULD ACCOMPANY THIS APPLICATION

PET INFORMATION:

Type of Pet: Dog Cat Bird Fish

Pet's Name: _____

Breed: _____ Color: _____

Age: _____ Height: _____ Weight: _____

Please list any current health or behavioral issues (i.e. incontinence): _____

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VETERINARIAN INFORMATION:

Vet Name: _____ Phone #: _____

Vet Address: _____

EMERGENCY CONTACT INFORMATION:

If emergency contacts are unavailable or unwilling to provide pet care, Willow Valley Communities will arrange for kennel placement at the resident's expense.

CONTACT #1:

CONTACT #2:

Name: _____

Name: _____

Relationship: _____

Relationship: _____

Address: _____

Address: _____

Phone #: _____

Phone #: _____

I/We understand that if approved, I/we will comply with stated pet guidelines that accompany this application, and will assume full responsibility for the action(s) of the above stated pet. I/We further understand that guidelines can change from time to time, as determined necessary by Administration.

I/We acknowledge that if the approved pet annoys other Residents; creates a safety concern; or, has a change in health status which creates a negative impact on the community, that Administration reserves the right to address the situation with remedy, up to and including requiring the Resident to make arrangements for the pet to reside elsewhere.

Applicant(s): _____

Date: _____

Approved by: _____

Date: _____

Thank you for providing the above information. Should your pet's emergency contact information change, please update this information immediately, with the Manager of Resident Services.

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