

Pets Information

Approval for a pet

This will be determined by the type of property in which you are residing. If you are in a “leasehold” property (that is one, we lease through an agent or private owner) then approval in writing will be required from the agent or owner of the property. For any other property programs please seek permission from your local office.

If a property is owned by CHL please seek permission at the start of your tenancy. If you have been in the property for some time and wish to have a pet, please seek written permission from your local office. Some councils may limit the number of animals you can keep or not allow you to keep certain animals such as roosters.

Pet owner responsibilities

- Make sure that your pet doesn't annoy neighbours.
- Make sure your pet doesn't cause any damage.
- Keep your property clean so it's not a health risk or attracts pests like rats or fleas.
- Do not alter your home for your pet unless you have CHL's permission in writing e.g. pet door, bird aviary.
- Register your dog with the council and make sure it can't stray out of your home or yard.

What can I do if my neighbour's pets are causing problems?

- Talk in a calm way to your neighbour about how their pet's behaviour is affecting you.
- Don't blame the neighbour for their pet's behaviour such as accusing them of being a bad neighbour or not looking after their animals.
- Give your neighbour a chance to give their side of the story.
- Work out together what will be a reasonable solution to fix the problem.

If you find it too difficult to talk to your neighbour on your own or you can't reach an agreement you

can call your local Neighbourhood Dispute Centre. The Neighbourhood Dispute Centre use expert mediators who hear both sides of the story and try to help you reach an agreement that everyone is happy with.

What if I can't reach an agreement?

If your neighbour won't go to the Neighbourhood Dispute Centre or you can't reach an agreement with them, you should contact your local council about animals creating a nuisance.

If the animal has attacked someone you might also want to contact the police.

If an animal is being mistreated or has been abandoned, you should contact an animal welfare agency.

What if none of this works?

If none of these steps work, you can ask your local CHL office for help.

Provide as much information to the office as possible including any letters from the council or police event numbers. The office may speak to other neighbours.

Usually, CHL will discuss the problem with your neighbour and try to find a solution.

State Neighbourhood Dispute Centres

www.complaintline.com.au/neighbourhood-dispute.html

NSW:	1800 990 777	WA:	1300 650 579
------	--------------	-----	--------------

TAS:	03 6223 2500	SA:	1300 850 650
------	--------------	-----	--------------

QLD:	13 74 68	NT:	1800 000 473
------	----------	-----	--------------

VIC: www.disputes.vic.gov.au/about-us/contact-us or Victoria Legal Aid on 1300 792 387

Any questions?

If you have any questions about this information or on any other housing related matter, please contact your nearest CHL office or visit our website www.chl.org.au.