



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Any Questions

If you have any questions about the information in this Fact Sheet or on any other housing related matter, please contact your nearest Community Housing Limited Office or visit our website

www.chl.org.au

FACT SHEET 1

PROBLEMS WITH PETS

Can I keep pets in my Community Housing Limited property?

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.

What are my responsibilities if I keep a pet?

- 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.
- Have CHL's permission in writing before altering your home for your pet such as adding a cat door or building a bird aviary onto the house.
- If you have a dog your council will also require you to register it 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?

- The first thing to do is to talk to your neighbour about what the problem is
- Talk in a calm way about how their pet's behaviour is affecting you
- Don't blame the other person 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 talking on your own doesn't work?

If you find it too difficult to talk to your neighbour on your own or you can't reach an agreement you can call the Community Justice Centre. The Community Justice 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 my neighbour won't go to the Community Justice Centre?

If your neighbour won't go to the Community Justice 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 Area Manager for help.

Your Area Manager will need as much information as possible including any letters from the council or police event numbers and may speak to other neighbours. Usually CHL will discuss the problem with your neighbour and try to find a solution. If the problem continues then CHL may ask for orders from the NSW Civil and Administrative Tribunal including, if necessary, that the animal is removed.

