

REASONABLE ACCOMMODATIONS ANIMAL POLICY

For Responsible Animal Ownership In Public Housing

These policy guidelines are to assist in meeting the needs of animals, animal-owning tenants, non-animal-owning tenants, and Marblehead Housing Authority responsibilities in the pursuit of health, happiness and peaceful co-existence in a community atmosphere.

A person requesting an animal as a reasonable accommodation must be determined disabled and must submit documentation as to the necessity for an animal. Certification must be presented as to the benefit that the animal will provide the individual requesting the reasonable accommodation.

There is no security deposit required for the keeping of an animal allowed under a granted reasonable accommodation.

Medical expenses for animals kept under an allowed Reasonable Accommodation are allowable as follows:

Pursuant to 760 CMR 6.05, Determination of Gross Household Income and Net Household Income, for the purposes of determining income for all applicants and tenants of state-aided public housing, as a matter of policy, the MHA will consider certain actual, reasonable and verified non-reimbursable, out of pocket household expenses related to maintaining guide and service animals as medical deduction under 760 CMR 6.05(4)(e).

When an applicant or tenant can document that a specially trained reasonable accommodation animal is necessary, a deduction from gross household income will be permitted. Expenses which may be deducted include; costs of obtaining such animal, food, medical expenses including veterinarian services and prescriptions, grooming, training expenses if such expenses are incurred from a third party provider of training services, and necessary equipment such as leashes. Expenses such as dog jacket, blankets, books, beds, and toys may not be deducted.

Regarding allowable medical expenses the MHA will use the standards set by the U.S. Department of Treasury's Internal Revenue Service (IRS), for the purposes of determining allowable expenses

Guidelines

Any resident interested in owning and/or maintaining an animal as a reasonable accommodation in his/her unit will be required to obtain written approval from the Marblehead Housing Authority **prior** to housing an animal on the Marblehead Housing Authority's property. Permission for a specific animal will not be unreasonably withheld. To obtain approval, a resident must first submit a completed "**Reasonable Accommodation Request Form for Persons With Disabilities**" form (available at the main office) for approval by the Marblehead Housing Authority prior to housing such animal. The Marblehead Housing Authority will provide the resident with a copy of the Marblehead Housing Authority's "Reasonable

Accommodations Animal Policy” and will review all of the rules and regulations listed therein with the resident. Upon approval of a request by the Marblehead Housing Authority, the tenant shall sign an “**Animal Rider**” (see attached) to the lease and agree to abide by the rules listed below and those city/town ordinances applicable to the ownership and care of an animal.

The size of a dog is not directly related to its desirability as a resident. Each animal shall be taken into consideration for its individual merit, based upon the facilities available. Dogs of vicious or aggressive disposition will not be permitted.

All female dogs over the age of six months and all female cats over the age of five months must be spayed. All male dogs over the age of eight months and all male cats over the age of ten months must be neutered. If health problems prevent such spaying or neutering, a veterinarian's certificate will be necessary to allow the animal to become a resident of the development and the exception will be at the Executive Director's discretion.

Residents are expressly prohibited from feeding or harboring stray animals. The feeding or harboring of a stray animal shall constitute having an animal without the approval of the Authority.

Tenant Obligations

The animal owner will be responsible for proper animal care, good nutrition, grooming, exercise, flea control, routine veterinary care and yearly inoculations. Dogs and cats must wear identification tags and collar when outside unit.

The animal owner is responsible for cleaning up after animal inside the apartment and anywhere on development property. A "pooper scooper" and disposable plastic bags should be carried by owner. All waste will be bagged and disposed of in a receptacle determined by management. Toilets are not designed to handle animal litter. Under no circumstances should any animal debris be deposited in a toilet as blockages will occur. Tenants will be responsible for the cost of repairs or replacement of any damaged toilets or pipes.

Animal blankets and bedding are not to be cleaned or washed in the laundry room for hygienic reasons.

The animal owner will keep the unit and any surrounding Salem Housing Authority property clean and free of animal odors, insect infestation, waste and litter and maintain the unit in a sanitary condition at all times.

The animal owner will restrain and prevent the animal from gnawing, chewing, scratching or otherwise defacing doors, walls, windows and floor coverings of the unit, other units and common areas, as well as shrubs and landscaping of the facility.

Animals are not to be tied outside or left unattended on a patio or porch.

Residents will not alter their unit, patio, or other outside areas to create an enclosure for an animal.

Animals will be restrained at all times, when outside apartment on development property. No animal shall be loose in hallways, elevators, community rooms, dining rooms or other common areas. All animal owners must be able to control their animals.

Animals will not be allowed to disturb the health, safety, rights, comfort or quiet enjoyment of other residents. An animal should not create a nuisance to neighbors with excessive barking, whining, chirping, or other unruly behavior.

Resident animal owners must provide litter boxes for cat waste which must be kept in the owner's unit. Litter boxes shall be kept clean and odor free.

The resident is responsible for providing management with the following information and documents which are to be kept on file in the tenant's folder. The resident is responsible for keeping management informed of any change of information.

- a) a color photo and identifying description of the animal;
- b) attending veterinarian's name, address and telephone number;
- c) veterinary certificates of spaying or neutering, rabies, distemper combination, parvovirus, felineVRC, feline leukemia testing and other inoculations when applicable;
- d) dog licensing certificate in accordance with local and state laws;
- e) two (2) alternate caretakers, their names, addresses and telephone numbers, who will assume immediate responsibility for the care of the animal should the owner become incapacitated; these caretakers must be verified in writing by signing the Lease Animal Rider acknowledging their responsibilities as specified;
- f) emergency boarding accommodations;
- g) temporary ownership (overnight or short term) shall be registered with Salem Housing Authority under the rules and regulations.

Management's Responsibilities

Establishment of a **Pet/Animal Committee** consisting of animal owners, non-animal owners, local interested humane groups and veterinarians, their staff, and volunteers who have knowledge of animal issues, for in-house animal ownership management.

The Marblehead Housing Authority shall post the rules and regulations of animal ownership under a Reasonable Accommodation and maintenance and enforcement, including any changes thereto, in the management office and shall inform all registered animal owners of any changes in such rules and regulations as approved by DHCD and HUD.

Proper record keeping of: owner's and animal's pertinent information, apartment inspections, investigation of complaints, and issuing of warning, billing for damages, scheduling for repairs, etc.

All written complaints shall be referred to the Pet/Animal Committee for resolution. No credence shall be given by the Pet/Animal Committee to verbal or unsigned complaints. Marblehead Housing Authority will also inform the resident of any other rule infractions and will duly notify the Pet/Animal Committee for attempted resolution.

Upon second notice of a written legitimate complaint from the Pet/Animal Committee to the resident, the resident shall be advised that a further notice shall be cause for termination of the Animal Rider provision; except that in the case of a serious problem, e.g. a vicious dog, this procedure may be shortened in the interest of public safety.

Liability of Animal Owner for Damage or Injury

Repairing or replacing damaged areas of the exterior, interior, doors, walls, floor coverings and fixtures in the unit, common areas or other areas damaged by tenant's animal.

Cleaning, deodorizing and sanitizing carpeting and other floor coverings in the unit as necessitated by presence of animal.

Charges for damage will include materials and labor. Payment plans may be negotiated between management and the animal owner at the discretion of the Executive Director. Disputes concerning amount of damages are subject to the grievance procedures provided for in DHCD and HUD regulations.

Pet/Animal Committee

Marblehead Housing Authority will established a Pet/Animal Committee that is responsible for resolving complaints which may arise at each development.

The purpose of the Pet/Animal Committee is to alleviate the Marblehead Housing Authority's involvement with tenant's questions and complaints concerning tenants' animals. The Pet/Animal Committee should also monitor how the ownership of animals affects the quality of life for both animal-owning tenants and non-animal owning tenants and report any recommendations to management.

The Pet/Animal Committee could assist tenants with the following:

- veterinary care, discounts for seniors and animals, low-cost spaying and neutering
- animal behavior consultant for obedience problems
- local humane societies that would assist with any problems arising in the facility
- information on proper animal care and responsible animal ownership

The Pet/Animal Committee will notify the Marblehead Housing Authority of any unresolved complaints.

Resolution of Complaints

The Pet/Animal Committee shall accept and attempt to resolve any complaints made concerning an animal by any resident of public housing. The Pet/Animal Committee will be the first line of complaint receipt as well as complaint resolution. Written complaints will be made to the Pet/Animal Committee which will approach the animal owner about such complaints and attempt to reach a resolution with the animal owner.

The Pet/Animal Committee shall work in locating and using resources to help tenants and management in the solution of animal problems.

Pet/Animal Grievance Procedure

If the Pet/Animal Committee fails to resolve a matter or if the animal owner or a complaining party is dissatisfied with the Pet/Animal Committee's resolution he/she may file a grievance regarding an animal under the grievance procedure in effect for the development in which the animal is kept.

Protection of Animals

Identification cards, carried in purse or wallet, naming veterinarian and caretaker should be with the animal owner at all times. In the event of a sudden illness or accident, attending authorities would notify the Salem Housing Authority to assist the animal and avoid delay in proper care of the animal.

No animal is to remain unattended, without proper care, for more than 24 hours, except in the case of a dog which shall be no more than 12 hours.

If the health or safety of an animal is threatened by incapacity or death of the owner, the Pet/Animal Committee and/or the Salem Housing Authority will contact the caretakers designated by the resident.

Removal of an Animal

If caretakers are unable or unwilling to assume responsibility for the animal and the resident is unable to locate alternates, the Marblehead Housing Authority may enter the premises, remove the animal, and arrange for animal care for less than ten days to protect the animal. The Marblehead Housing Authority may contact the Massachusetts Society for the Prevention of Cruelty to Animals or other suitable humane society for assistance in providing alternate arrangements for the care of the animal if the caretaker cannot be located.

Termination of Lease proceedings may be instituted if the animal owner is in violation of these guidelines, which the animal owner has agreed to abide by in signing the Animal Rider attached to the lease. Termination of Lease proceedings may also be instituted, if the animal owner has been warned three times by the Pet/Animal Committee.

Amendments

This Reasonable Accommodations Animal Policy may be amended from time to time as necessary.

Animal Rider

This Animal Rider to the lease between _____ of
(Resident)
_____ and the Marblehead Housing
Authority
(Address)
is made a part of the lease entered between the parties on _____.
(Date)

1. Both parties have read, agreed to, and signed the attached animal guidelines in effect for the complex.
2. The resident will keep his/her animal in a responsible manner and provide proper care for it as provided in said Guidelines.
3. In accordance with the Guidelines, the resident will provide the name, address and telephone number, in the space provided below, of two animal caretakers who by signing this form will assume responsibility for the animal should the resident become unable to care for the animal, including any damages or medical expenses. Resident will also provide the name, address and telephone number of the veterinarian responsible for the animal's health care.

Animal Caretaker #1

Name: _____
Address: _____
Telephone: _____ Cell phone: _____
Signature: _____

Animal Caretaker #2

Name: _____
Address: _____
Telephone: _____ Cell phone: _____
Signature: _____

(cont.)

Veterinarian

Name: _____

Address: _____

Telephone: _____

4. If resident is unable to provide the name of an animal caretaker he/she will provide details of other arrangements which have been made for the proper care of the animal.
5. The animal owner agrees to abide by each rule enumerated in the Guidelines as outlined above, attached hereto and incorporated by reference, and further agrees to abide by any decision of the Pet/Animal Committee should a complaint arise. Said hearing by the Pet/Animal Committee shall satisfy the hearing requirement for any disputes arising on lease provisions.
6. Non-compliance with the decision of the Pet/Animal Committee shall be sufficient cause for termination of the residential lease to which this rider is attached.
7. It is the animal owner's responsibility to update the information listed in item #3.

Tenant

Date

Marblehead Housing Representative

Date