

Ellwood House Pet Policy

Effective Date: December 15, 2025

Approved by: Ellwood House Board of Directors

1. Purpose and Principles

Ellwood House recognizes the importance of pets in providing companionship, comfort, and improved quality of life for residents. This Pet Policy is intended to ensure that residents who choose to have a pet can do so responsibly and respectfully, without creating health, safety, or nuisance issues for others.

All pet owners are expected to maintain their animals in a manner that upholds the peaceful enjoyment, cleanliness, and safety of the community.

2. Definitions

- “Pet” refers to a domesticated animal kept for companionship.
- “Owner” means the resident who has custody or control of a pet.
- “Common Areas” include all hallways, elevators, lobbies, lounges, and shared outdoor spaces.
- “Carpeted Areas” include any interior area with carpeting, such as hallways or lounges.

3. Registration and Approval

1. All pets must be registered with Ellwood House Management prior to being brought onto the property.
2. Residents must provide the following documentation

- Description
 - City of Ottawa Licence Number as required by law
 - Chip number (if applicable)
 - Proof of current vaccinations as required by law
 - Proof of spay or neuter (if applicable)
 - Veterinarian contact information
 - Emergency contact information for an alternate caregiver
3. Management reserves the right to refuse permission for any pet deemed unsuitable for residence due to size, species, temperament, or history of aggression.

4. General Conduct Rules

Number: Residents are limited to the ownership of one pet.

Control: Pets must be under the control of their owner at all times. This includes controlling the noise from the pet, so no resident is unduly disturbed.

Containment: When outside the resident's unit, pets must be carried, or confined in an appropriate carrier.

No Wandering: Pets are not permitted to roam freely in hallways, stairwells, or any common areas.

Carpeted and Common Areas:

Owners must carry their pets through all carpeted and common areas of the building, including hallways, lounges, and elevators.

Pets must not be permitted to sit, walk, or be placed directly on carpets or common area furnishings.

Outdoor Areas:

Pets may use designated outdoor areas only and must be on a leash or in a carrier at all times. Owners are responsible for cleaning up after their pets immediately.

5. Cleanliness and Damage

Pet owners are fully responsible for cleaning up after their pets, both inside their unit and in all common or outdoor areas.

If a pet causes damage to carpets, flooring, furniture, landscaping, or any part of the property, the owner will be liable for the full cost of cleaning, repair, or replacement as determined by management.

Repeated or serious incidents of damage or neglect to cleanliness will result in further actions.

6. Behaviour and Nuisance

Pets must not cause excessive noise, odours, or disturbances that interfere with other residents' quiet enjoyment of their homes.

Aggressive or threatening behaviour toward any person or animal is strictly prohibited.

Any pet deemed to pose a health or safety risk may be required to be permanently removed from the property.

Management reserves the right to require a pet's removal within seven (7) days of written notice if the pet has:

- Caused injury or serious damage;
- Repeatedly disturbed other residents; or
- Been the subject of multiple substantiated complaints.

8. Enforcement

Management will issue written notice specifying the nature of the violation and steps required to correct it.

9. Exceptions

Service animals and emotional support animals are exempt from certain restrictions under the Ontario Human Rights Code, provided documentation of need is supplied.

In such cases, owners must still comply with all cleanliness, control, and safety provisions of this policy.

10. Agreement

All residents who own or intend to acquire a pet must sign the Ellwood House Pet Agreement confirming that they have read, understood, and agree to comply with this policy.

Resident Signature: _____

Date: _____

Management Representative: _____

Date: _____

Revision History	Date	Version
Ellwood House Pet Policy	December 15, 2025	Version 2
Pet Policy	2014	Version 1