

SERVICE AND ASSISTANCE ANIMALS PROCEDURE

All Service and Assistance Animal requests must be submitted to CLVEN Property Management, LLC. The student is responsible for submitting the approval request to CLVEN Property Management, LLC along with any other required documentation.

No animal will be permitted in or on the property that:

- Is not approved by the CLVEN Property Management, LLC
- Poses a direct threat to the health or safety of others
- Would cause a substantial physical damage to the property of Landlord, the property Owner, and other residents
- Would pose an undue financial and administrative burden to the Landlord or Owner
- Would fundamentally alter the nature of the Landlord and/or Owner's housing operations

STANDARDS FOR APPROVED SERVICE OR EMOTIONAL SUPPORT ANIMALS

All approved service or assistance animals must comply with applicable laws regarding animals, including any relevant local ordinances, their treatment and care, and must also meet the following standards:

Dogs (Service and Assistance Animals):

- All required immunizations must be up-to-date and a copy of the immunizations must be on file with the CLVEN Property Management, LLC.
- Dogs must be licensed and a copy of the license must be on file with CLVEN Property Management, LLC.
- Dogs must be spayed or neutered. A copy of the veterinarian's report must be on file with CLVEN Property Management, LLC.
- A Certificate of Health signed by a veterinarian certifying the dog is healthy and free from any signs of infectious or contagious diseases, parasites, etc. must be on file with CLVEN Property Management, LLC.
- Collars and tags must be worn at all times. The dog must be kept on a leash at all times when outside the building or apartment. Dogs must never be allowed to run freely.
- Dogs must possess friendly and sociable characteristics. A specific dog can be restricted from the premises by the Director of Housing or designee based on any confirmed threatening or territorial behavior. Dogs that are classified as "Dangerous Dogs" and "Dangerous Animals" per local code or ordinance should be avoided.
- Dog obedience and training programs are highly recommended.

Domestic Cats (Assistance Animals Only):

- All required immunizations must be up-to-date and a copy of the immunizations must be on file with CLVEN Property Management, LLC.
- Cats must be licensed and a copy of the license must be on file with CLVEN Property Management, LLC.
- Cats must be spayed or neutered. A copy of the veterinarian's report must be on file with CLVEN Property Management, LLC.
- A Certificate of Health signed by a veterinarian certifying the cat is healthy and free from any signs of infectious or contagious diseases, parasites, etc. must be on file with CLVEN Property Management, LLC.
- Collars and tags must be worn at all times. The cat must be kept on a leash at all times when outside the residence hall or apartment. Cats must never be allowed to run freely.

Any Other Animal:

- To be considered on a case by case basis by CLVEN Property Management, LLC.

STANDARDS OF BEHAVIOR BY ANIMAL AND ANIMAL OWNER**Health, sanitary, safety, and disruptive standards must be maintained as follows:**

- Animals require daily food and attention, as well as a daily assessment of their general health, behavior and overall welfare.
- Animals cannot be left unattended overnight at any time. If the owner must be away, they must either take the animal with them, or make arrangements for them to be cared for elsewhere, which does not include other residence hall or apartment spaces.
- Emotional support animals must not be taken into the residence hall or apartment offices, administrative offices, common space or student living areas.
- Animal waste must be taken care of and any animal handler. Animal feces, defined as cat litter box contents and any solid animal waste, must be disposed of properly. It is the owner's responsibility to remove feces from University grounds, dispose of it in a plastic bag, and then place that bag in the garbage dumpsters outside. Cleanup must occur IMMEDIATELY. Animal feces may not be disposed of in any trash receptacle or through the sewer system inside any building on campus. Waste MUST be taken to any residence hall or apartment dumpster for disposal. Residents with cats must properly maintain litter boxes. In consideration of the health of the cat and occupants of the apartment or the residence hall room, cat litter box contents must be disposed of properly and regularly. The litter box must be changed with new cat litter regularly as outlined by the manufacturer.
- Animal-accidents within the residence must be promptly cleaned up using appropriate cleaning products.
- Regular and routine cleaning of floors, kennels, cages, and litter boxes must occur. The odor of an animal emanating from the residence is not acceptable (see Cleaning Section below).
- Any flea infestation must be attended to promptly by the CLVEN staff contracted professional extermination company at owner's expense. Owners are expected to promptly notify CLVEN Property Management, LLC Staff when a problem occurs. Animal owners may take some precautionary measures such as: flea medications prescribed by veterinarians, flea and tick collars, taking your animal to the veterinarian for flea and tick baths. Because not all of the precautions listed above can prevent flea and tick infestations, the owner is responsible for extermination costs after vacating the room.

- Animals must not be allowed to disrupt others (e.g., barking continuously, growling, yowling, howling, etc.). Animals which constitute a threat or nuisance to staff, residents or property, as determined by the CLEVN Property Management Staff or designee, must be removed within seven (7) days of notification. If police department personnel determine an animal poses an immediate threat, animal control may be summoned to remove the animal. If the behavior of an animal can be addressed by the owner and the owner can change the behavior of an animal so the pet does not have to be removed, then a written action plan must be submitted by the owner. The action plan must outline the action to take place to alleviate the problems and also must give a deadline as to length of time the plan will take to complete. Any action plan must meet the approval of the CLVEN Property Management Staff or designee. Any animal owner found not adhering to the removal directive will be subject to disciplinary action, which could include contract cancellation.
- An animal must not be involved in an incident where a person experiences either the threat of or an actual injury as a result of the animal's behavior. The animal owner will take all reasonable precautions to protect university staff and residents, as well as the property of the University and of the residents.
- The owner will notify CLVEN Property Management staff via email if the animal has escaped its confines and is unable to be located within eight (8) hours.
- All liability for the actions of the animal (bites, scratches, etc.) is the responsibility of the owner.
- Violations concerning any of the aforementioned may result in the resident having to find alternative housing off-campus for the animal and, as warranted, may also result in a resident being in breach of their housing contract.

Cleaning and Damages

- When the resident moves out of his room, or no longer owns the animal the apartment or residence hall room will be assessed to determine if damage to department property can be attributed to the animal. CLVEN Property Management maintains the right to conduct apartment or residence hall room inspections annually for the purpose of assessing damage caused by the animal or otherwise determine the resident's compliance with this procedure.
- The animal owner has an obligation to make sure that the apartment or residence hall room is as clean as the original standard. If the apartment or room has carpeting, this also includes regular vacuuming and spot cleaning. Damages and extraordinary cleaning caused by the animal are the responsibility of the resident. Replacement or repair of damaged items will be the financial responsibility of the owner and assessed by the CLVEN Property Management Staff.

Adapted with permission from Texas Tech University Student Housing.