



200 South Oak Street Winslow, IN 47598

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SERVICE & EMOTIONAL SUPPORT ANIMAL POLICY AND PROCEDURES

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SERVICE & EMOTIONAL SUPPORT ANIMAL POLICY

BACKGROUND

The Federal Fair Housing Act requires that applicants and tenants living with disabilities be provided with "reasonable accommodations" as needed, in order for them to have an opportunity for full use and enjoyment of their housing. Allowing tenants and their guests who are living with disabilities to be accompanied by their service or emotional support animal is a reasonable accommodation to housing policy and practice.

WHO NEEDS SERVICE OR EMOTIONAL SUPPORT ANIMALS

Some individuals living with disabilities require the assistance of an animal because of their disabling conditions. Under most federal laws, a person is considered to be disabled if s/he has a sensory, mental or physical condition that substantially limits one or more major life activities (such as walking, seeing, working, etc.). The Fair Housing Act defines such a disability as a physical or mental impairment which substantially limits one or more of such a person's major life activities, a record of having such an impairment, or being regarded as having such impairment.

WHAT IS A SERVICE OR EMOTIONAL SUPPORT ANIMAL

The most common service or emotional support animals are dogs, but sometimes other species are used (for example, a cat or a bird). Service or emotional support animals may be any breed, size or weight. Some, but not all, service or emotional support animals wear special collars or harnesses. Some, but not all, are licensed or "certified" and/or have identification papers. However, there is no legal requirement for service or emotional support animals to be visibly identified or to have documentation; however, Gilmour Homes does require all applicants or tenants and applicants or tenants' healthcare provider to provide documentation.

WHAT IS THE DIFFERENCE BETWEEN A SERVICE OR EMOTIONAL SUPPORT ANIMAL AND A PET

Service and emotional support animals are not considered to be pets. A person living with a disability uses a service or emotional support animal as an auxiliary aid -- like the use of a cane, crutches or wheelchair. Service or emotional support animals are a medical device necessary for the full enjoyment of a home. For this reason, fair housing laws require that housing providers make modifications to "No Pet" policies to permit the use of a service or emotional support animal by an individual with a disability.



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PURPOSE OF SERVICE OR EMOTIONAL SUPPORT ANIMALS

- A service animal may serve as a travel tool by a person who is legally blind.
- A service animal may alert a person with significant hearing loss or who is deaf when a sound occurs, such as a ringing alarm or a knock on the door.
- A service animal may help a person who has a mobility or health disability. Duties may include carrying, fetching, opening doors, ringing doorbells, activating elevator buttons, steadying a person while walking, helping a person up after a fall, etc.
- A service animal may assist a person with a seizure disorder. The animal's service depends on the person's needs. The animal may go for help or may stand guard over the person during a seizure. Some animals have learned to predict a seizure and warn the person.
- An emotional support animal may assist an individual with psychological disabilities. Emotional support animals can help alleviate symptoms such as depression, anxiety, stress and difficulties regarding social interactions, allowing tenants to live independently and fully use and enjoy their living environment.



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GUIDELINES AND PROCEDURE

SERVICE OR EMOTIONAL SUPPORT ANIMAL ACCOMMODATION

Gilmour Homes requires both the applicant or tenant and the applicant or tenant's healthcare or mental health provider to certify a disability which requires the use of a service or emotional support animal exists. Certification must be completed on the [Applicant Tenant Request](#) and [Healthcare Provider Certification](#) forms, which are available at gilmourhomes.com. Gilmour Homes **will not** accept any other form of certification; however, other forms of certification may accompany the [Applicant Tenant Request](#) and [Healthcare Provider Certification](#) forms.

Gilmour Homes **will not** inquire about the specific nature or severity of an individual's disability.

Gilmour Homes must review all requests **prior to** moving a service or emotional support animal into the property. All requests must be made in writing, by completion of the following forms [Applicant Tenant Request](#) and [Healthcare Provider Certification](#).

Since Gilmour Homes has a no pets policy for all properties, any so called service or emotional support animal which is moved into the property without the [Applicant Tenant Request](#) and [Healthcare Provider Certification](#) documents will be considered a pet and will be in violation of the lease agreement.

DEPOSITS AND FEES

Since service and emotional support animals are not pets, Gilmour Homes will not charge a pet deposit or monthly pet fee. However, Gilmour Homes will charge fees related to repairing any damage caused by the service or emotional support animal.



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APPLICANT AND TENANT RESPONSIBILITIES

SERVICE OR EMOTIONAL SUPPORT ANIMAL CARE AND SUPERVISION

The applicant and tenant have the responsibility to care for and supervise the animal. The tenant must retain full control of the animal at all times. This generally means that while the animal is in common areas, it is on a leash, in a carrier, or otherwise in the direct control of the tenant. When in the presence of others, the animal is expected to be well behaved.

The tenant is responsible for the proper disposal of animal waste

- Never allow the service animal to defecate on any property, public or private, unless the tenant immediately removes the waste.
- Always carry equipment sufficient to clean up the animal's feces whenever the service animal is in the common areas or off the tenant's property.
- Properly dispose of bagged waste and/or litter into trash receptacle
- If you need assistance with cleanup, make arrangements for such help through family, friends or advocates.

REMOVAL OF A SERVICE OR EMOTIONAL SUPPORT ANIMAL

If a service or emotional support animal misbehaves, Gilmour Homes may ask the tenant to remove the animal from the immediate area. If the animal's improper behavior happens repeatedly, Gilmour Homes may provide notice to the tenant not to bring the animal into certain common areas, until significant steps have been taken to stop the behavior. This might include some type of specialized training for both the animal and the tenant.

AREAS OFF-LIMITS TO SERVICE OR EMOTIONAL SUPPORT ANIMALS

Gilmour Homes may designate certain areas off limits to service or emotional support animals, such as swimming in the pool or inside the sauna room. Such designations should not infringe upon the right of a person living with disabilities to full enjoyment of the amenities of the community.