

# FACT SHEET

## Barking Dogs - So What Happens Now?

We do understand that on occasions complainants do identify the wrong address and that not all complaints are genuine. For that reason we offer the information sheets attached.

Further information is available from Council's Local Laws Officers, who can assist you to solve this problem.

**A CHAT TO YOUR VET MAY HELP  
YOU DECIDE THE APPROPRIATE  
OPTION FOR YOUR DOG.**

### Council Procedure

1. Have you spoken to your neighbour? Talk to your neighbour as soon as the problem arises. They may not be aware that their dog is barking or that their dog's barking is bothering you. If your neighbour is unapproachable, or does not agree that a problem exists, you should contact Council for further advice.

2. If the problem continues, contact your Council to make a formal complaint. Once the complaint has been lodged, Council can then issue the dog owner with a 1<sup>st</sup> notice which explains their dog maybe causing a noise nuisance to nearby residents as they may not be aware. They also receive 2 fact sheets which offer some suggestions on ways to prevent their dogs from barking excessively. The complainant will also receive a letter advising of the process and providing the same fact sheets. The dog owner is given 7 days to make improvements to the noise nuisance upon receipt of the notice. Our Local Law officers hand deliver the notice to the dog owner and offer further suggestions.

3. Has the dog owner had 7 days to improve the issue? If the barking has not improved contact your Council to make a further complaint. Once the complaint has been lodged, Council's Local Laws Officer's will then hand deliver the 2<sup>nd</sup> notice to the dog owner and advise them that their dog is now being monitored. Council will also issue a 2<sup>nd</sup> letter to the complainant which will include a noise monitor form that needs to be completed in full for 7 days.

4. Upon receipt of the noise monitor form, Council's Local Law officers will then conducted door knocks and their own monitoring. At this stage a decision will be made as to whether there is an issue and if fines or compliance notices need to be issued. In extreme cases, dogs can be seized.

### Points to Remember

We are willing to help you in anyway we can, however you must be prepared to **work** with us.

Please remember this is not a written warning. It is simply a notification.

### Where do I go for help

Should you have any queries, please direct enquiries to Council's Health and Environment Administrative Support on the numbers listed below for your area.

**YOUR COUNCIL IS COMMITTED TO  
ENCOURAGING RESPONSIBLE PET  
OWNERSHIP TO BENEFIT THE ENTIRE  
COMMUNITY. PLEASE BE A  
CONSIDERATE AND COMPETENT  
OWNER.**



**BARKING IS A DOG'S WAY OF  
SEEKING ATTENTION**