

Helpful Information

ABOUT DOGS



Invercargill City Council Animal Services



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Animal Services

WHAT DOES A DAY IN THE LIFE OF OUR ANIMAL SERVICES TEAM INVOLVE?

- We do our best to make sure that all dogs are registered, as required by the Dog Control Act 1996. Over 8,000 dogs are registered in Invercargill.
- We respond when we receive reports or complaints about barking, wandering or aggressive dogs.
- When there has been a dog attack, we interview the victims and the owner of the dog, and we may be required to provide evidence about the attack in Court.
- We educate dog owners about dog behaviour, including what to do about barking, wandering and aggressive dogs.
- We try to return dogs home when they wander, although after the first two times, we will take them to the Animal Care facility.
- We respond to complaints from members of the public when they are concerned about the behaviour of a dog.
- We run Invercargill's Animal Care facility (the Pound) in Lake Street.
- We run programmes in schools and workplaces on keeping safe around dogs.
- We check up on wandering stock.
- We can also provide advice on the keeping of poultry and bees, and when people have problems with rodents or wasps etc.

There are five Animal Control officers employed at the Council, along with a Team Leader and an Administrator.



Before you own a dog

Almost a third of New Zealand households have one, so it is clear that Kiwis love their dogs. Remember, though, that owning a dog is a big responsibility, and it is important to be prepared before you welcome one into your family.

Our Animal Control Officers are happy to give you practical advice before you commit to owning a dog, including visiting you at your property.

SOME THINGS TO THINK ABOUT BEFORE YOU GET A DOG:

- What will you be doing five to ten years from now? Will a dog still fit into your future lifestyle?



- What do you want from your dog? Do you want an exercise companion, a couch potato, a guard dog, or a faithful family friend?
- What breed of dog is practical for your situation and your budget? Try to choose your pet with your head as well as your heart.
- Do you have the commitment to provide the best care possible for your dog, including physical care and meeting the costs involved?
- What will your dog do when you aren't at home? Bored dogs can be destructive, and very annoying to your neighbours! And where will your dog go if you go on holiday?
- How much time will you be able to commit to training and exercising your dog?
- Is your property well set up to accommodate a dog?

YOUR DOG WILL NEED TO BE HOUSED PROPERLY

Your property will need to be properly fenced so that your dog won't wander. You will need a kennel, comfortable and large enough, in a sunny spot and with a blanket for it to lie on. Some owners include an outside run around the kennel.

YOUR DOG WILL NEED TO BE EXERCISED

Most dogs need a walk every day, no matter what the weather is, for 30 minutes to an hour. Larger, active dogs might need another one or two hours every day of extra activity. Owning a dog is a really good way to keep yourself fit, but remember that regular commitment has to fit into your day.

YOUR DOG WILL NEED TO BE FED REGULARLY

Dogs need to be fed good, nutritious food, and they also need to have a regular supply of water.

You will need to meet the requirements of the Dog Control Act 1996.

- Register your dog every year with us at the Council. We will send you out reminders about this.
- Microchip your dog. Our Animal Control Officers can organize this for you, at a reduced cost.

- Think about desexing your dog too – it will be less likely to wander, and will be more social. And desexing your dog reduces the community cost of dealing with unwanted litters of puppies.

Read our Dog Control Bylaw and Dog Control Policy here.



Animal Control

WHEN CAN I CONTACT THE COUNCIL'S ANIMAL SERVICES TEAM?

There is someone available at all times to call if you are concerned about your dog or another person's dog.

Our Animal Control Officers work the following hours:

Summer:

Monday to Friday 7.00 am to 5.00 pm
Saturday 8.00 am to 5.00 pm

Winter:

Monday to Friday 8.00 am to 5.00 pm
Saturday 8.00 am to 5.00 pm

Animal Control officers can help you with:

- Advice if your dog has a behaviour problem

- Advice about the right fencing and shelter for your dog
- Help if you have a complaint or concern about a dog or other animal
- Wandering stock
- Someone to speak to your community group about how to behave around dogs.

Outside these hours, an Animal Control Ranger is available to deal with any concerns you have about dogs, particularly if it is:

- A dog attack on a person or another animal
- A very aggressive dog
- A wandering dog, when it has been caught and secured and can be collected
- A dog worrying stock

During the day, phone us on 211 1777.

The person you speak with will take some details, and pass on your complaint to an investigating officer. You can also email us on service@icc.govt.nz and we will contact you as soon as we can.

If you have concerns after hours or at the weekend, phone 211 1777. You can also email us, but remember that we will only pick up an email from you when we return to work the next working day.



WHEN YOU NEED TO CONTACT US

Let us know when:

- Your dog changes ownership
- You plan to move with your dog to Invercargill
- You plan to move with your dog out of Invercargill
- You change your address within Invercargill
- Your phone number or other details change

It is really important that we have the correct details about you so that we know how to contact you if we need to. For example, if you have a wandering dog, we want to be able to return it home to you, and the first time this happens we do this free of charge. However, we will need to contact you first.

And if your dog dies, contact us so that we can update our records. You may receive a refund on your registration when this happens.

To keep us up to date on all these things you can:

- Phone or email us
- Write to us at Private Bag 90104, Invercargill
- Come in to the help desk

CONTACT DETAILS

Our physical address:

Civic Administration Building
101 Esk Street, Invercargill 9840

Ask at the Help desk on the ground floor to speak to an Animal Control officer.

Animal care facility (the Pound)
11 Lake Street, Invercargill

You will need to phone us first if you would like to make an appointment to visit the animal care facility.

Phone: **(03) 211 1777.**

Email: **service@icc.govt.nz**



The Pound

THE COUNCIL'S ANIMAL CARE FACILITY (THE POUND)

Our new Animal Care Facility, also called the Pound, opened in July 2012.

We share the Pound with the Southland District Council. There are 28 kennels, some of which have underfloor heating. We have a dedicated facility operator based there, and one of our Animal Control Officers is usually there as well.

If you need to visit the facility, please phone us at the Council first, so that we can be sure that someone is available to help you there. Hours when you can visit the facility are 8.00 am to 5.00 pm, from Monday to Friday.

The facility is located at 11 Lake Street, which runs off the Bluff Highway. Turn right just to the south of Hyde Street.



Dog Registration

ALL DOG OWNERS MUST REGISTER THEIR DOGS ANNUALLY

WHY DO I HAVE TO REGISTER MY DOG?

The Dog Control Act 1996 requires that all dog owners register their dogs annually.

Your registration fee helps to pay for a range of services, including:

- Monitoring and enforcing the Dog Control Act
- Responding to and investigating complaints
- Running our Animal Care Facility (the Pound)
- Patrolling streets, parks, sports fields etc.
- Providing education programmes and promoting public safety

WHEN IS REGISTRATION DUE?

Registration is due from 1 July each year – we allow a six week period after that before penalties apply.

You must register a new dog older than three months of age immediately after you get it.

You must register a puppy after it has reached the age of three months.

DOG TAGS

We will issue you a tag for your dog when you register it (the colour of the tags change

nationally each year). Your dog must wear the tag at all times – if it doesn't we will consider it to be unregistered until you can prove otherwise.

WHAT DO I NEED TO DO IF I GET A NEW DOG, OR MY DOG CHANGES OWNERS?

When a dog changes ownership, both the previous owner and the new owner must let us know, in writing, within 14 days.

We don't refund registration fees for a dog which changes owners.

WHAT IF I MOVE TO ANOTHER PLACE IN NEW ZEALAND?

If you are shifting to another area of New Zealand with your dog, make sure you let the Council in that area know.



A National Dog Registration database records every single registered dog in New Zealand. This means that you can transfer your dog from another area under the same registration fee, as long as you notify us that you have transferred – we will need to issue you with a new tag.

I HAVEN'T REGISTERED MY DOG

It is an offence under the Dog Control Act to keep an unregistered dog. We might also choose to issue an infringement offence notice, which means a fine of \$300.00 in addition to the registration fee. If you are convicted in the Courts, you may be fined up to \$3,000.000.

If you registered your dog after the date that we set for registration, we may charge you a penalty fee.

MY DOG IS A WORKING DOG

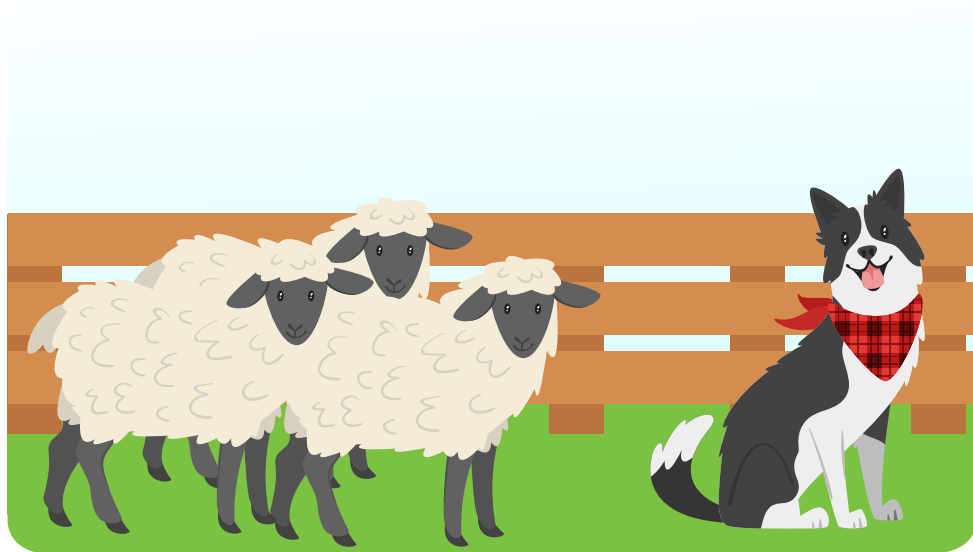
You are able to sign a declaration if you own a working dog, to qualify for a reduced registration fee.

MY DOG IS LOST / HAS CHANGED OWNERSHIP / HAS MOVED OUT OF THE DISTRICT

We don't refund registration fees for any of these things.

MY DOG HAS DIED

Please let us know, in writing, if your dog dies. You can email us service@icc.govt.nz or write to us. We may be able to refund part of the registration fee.



Microchipping

We strongly support microchipping your dog, as it is the simplest way to identify it or to prove ownership.

The microchip is about as big as a grain of rice, and is usually implanted in the scruff of your dog's neck. It doesn't cause it any pain at all. It has no power supply, battery or moving parts and lasts for about twenty years.

Once your dog is microchipped, if it gets found after going missing a simple scan will identify it so that you can be contacted.

We require you to microchip your dog if it:

- Is being registered for the first time since 1 July 2006
- Has been classified as dangerous or menacing

Contact us if you would like an Animal Control Officer to microchip your dog. Email service@icc.govt.nz or phone **211 1777** to arrange a time. We charge \$25 for microchipping, and we usually carry out the procedure at the Animal Care Facility on Lake Street link to Animal Care Facility. You may also choose to have a vet to carry out the procedure.



Responsible owners

HOW CAN I BECOME A RESPONSIBLE DOG OWNER?

When you have owned your dog for at least a year, you can apply for responsible dog owner status, which means that you pay a reduced registration fee.

You need to fill out a responsible dog owner application form by 15 April of the next year. Once you fill the form out, email it to service@icc.govt.nz or return it to us at the Civic Administration Building, Esk Street, Invercargill.

One of our Animal Control Officers will arrange to come out to your property to check on things like fencing, kenneling, dog faeces removal, and how you control your dog generally. If everything is OK, you will pay a reduced fee to register your dog.

The reduction in registration fees will only be for your dog, and not for dogs owned by other people living at your property.

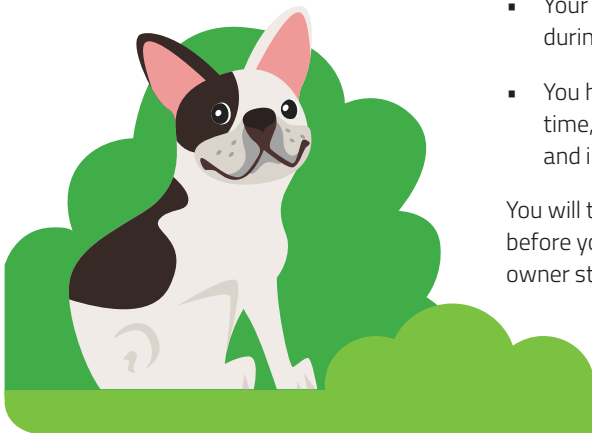
If you move to Invercargill from another place, you can apply to transfer your responsible dog owner status. You will need to provide proof of this from the Council that you came from, or you will have to wait another year. We will visit your property before agreeing that you can transfer your status.

CAN I EVER LOSE MY RESPONSIBLE DOG OWNER STATUS?

Yes. We may withdraw your responsible dog owner status if:

- We receive complaints about the behaviour of your dog
- You are convicted of an offence under the Dog Control Act or Dog Control bylaw and have had to pay a fine and/or costs by the District Court
- You have committed an infringement offence
- Your dog is impounded more than once during any registration year
- You have not paid your registration fee on time, or updated your personal information and information about your dog.

You will then have to wait another two years before you can reapply for responsible dog owner status.



Complete the information below to apply to be a Responsible Dog owner

I. Criteria (please circle the appropriate answer)

- I have registered my dog on time with the ICC for at least one year. Yes / No
- OR**
- I have moved from another area, where I had Responsible Owner status Yes / No
- I (or my partner) am the owner of the dog Yes / No
- My property is well fenced to contain my dog(s) Yes / No
- I am able to keep my dog(s) contained while allowing access to my dwelling. Yes / No
- I comply with the Dog Control Bylaws, including:
 - keeping my dog(s) on a lead in the street Yes / No
 - removing their faeces Yes / No
- I have had no valid complaints regarding my dog(s) for at least a year Yes / No
- My dog(s) is a pet (not a working dog) Yes / No
- My dog(s) is micro-chipped Yes / No

If you have answered YES to all of the above statements and your dog(s) has not been impounded in the past two years you are eligible to apply for Responsible Owner Status. Please continue to Section 2.

2. Application

Name: _____

Address: _____

Mobile phone: _____ **Daytime phone:** _____

Email address: _____

Dog's name(s): _____

Breed(s): _____

Tag number(s): _____

I wish to apply for Responsible Owner Status

Signature: _____ **Date:** _____

We will contact you to let you know what happens next. This may include arranging for an Animal Control Officer to visit your property.

Sometimes it is difficult to find a good time for us to visit when you are at home. Are you happy for us to enter your property (not your dwelling) if you are not there? Yes / No.

Return your application to Animal Services, Invercargill City Council, Civic Administration Building, 101 Esk Street, Private Bag 90104, Invercargill, 9840

Barking dogs

MY DOG KEEPS BARKING - WHAT CAN I DO?

A noisy dog can be really annoying, both to you and to your neighbourhood, and complaints about dogs barking some of the most common calls that we receive at the Council.

There are different reasons for your dog's barking:

- Alert or warning barking
- Fear or startled barking
- Attention seeking barking
- Play or excitement barking
- Bored, lonely or anxious barking

You may have bought your dog for protection, but there is a difference between a good watchdog, which should only bark if there is a danger, and a barking nuisance.

Try these things to stop your dog barking too much:

- Keep your dog occupied with bones, toys and old blankets

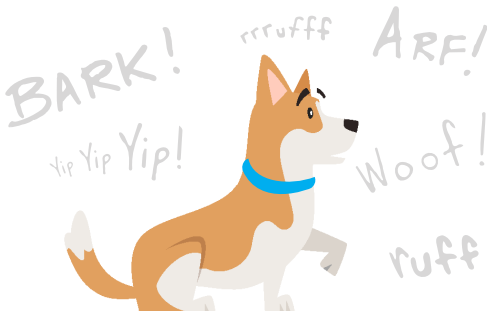
- Ensure that your dog has a draught free, warm, dry shelter
- Make sure that in summer, it has plenty of shade and water
- Screen fences and gateways so that your dog can't see people and other animals passing your property
- Try to put the kennel away from boundaries where your dog can see what is happening outside
- Have a radio playing close by – this can sometimes help
- If you are able, construct a run where your dog can run free rather than be tethered all day.

Our Animal Control team can help with advice when you have a barking dog. Phone them on **211 1777** or email service@icc.govt.nz.

We might be able to help with:

- Advice on your dog's environment
- Information about dog obedience classes
- Lending you an anti-barking collar

If we receive a complaint about a barking dog, we will always investigate it.



WHEN A BARKING DOG IS ANNOYING YOU...

Living close to a barking dog can be a real nuisance, especially if it happens during the hours when you would like to be sleeping. Here is some advice about what to do if you have a barking dog in your neighbourhood.

First, try to speak to the owner of the dog. It may be that they are not aware that their dog is barking, especially if it is happening during the day when they are at work and you are at home.

If you continue to be bothered by barking, phone us on **211 1777**. The person you speak with will take some details, and pass on your complaint to an investigating officer. You can also email us on service@icc.govt.nz. We will contact you to find out what your concerns are, and keep in touch as we work through the problem.

We might ask you to help us with our investigations. For example, we might ask you to keep a log and note down each time you hear the dog barking, how long it is happening for, and what effect it is having on you. We may also ask your permission to install a recording device on your property.

WHAT HAPPENS WHEN YOU COMPLAIN ABOUT A BARKING DOG?

Our Animal Services team can only become actively involved in a complaint if we have reasonable grounds under the Dog Control Act 1996 to believe that the dog is creating a

nuisance by persistent and loud barking (or howling).

If a dog is barking constantly throughout the day and night, or if it is barking aggressively when you pass by, we may well have grounds to do something about it. This could include:

- Phoning or visiting the owner to speak with them. We will try to work out a way with them to stop or reduce the barking.
- Issuing a warning letter, requiring that they must do something to stop the barking within seven days.
- Issuing a letter telling the owner that they must remove the dog from the property within seven days. If this does not happen, Animal Control Officers may then remove the dog. The dog cannot return to that property again.

We do need to be fair. For instance, if the dog barks for just a few minutes two or three times during the day, we might not consider this to be a nuisance, because it is not reasonable to expect a dog to be quiet all the time.



Wandering dogs

MAKING SURE YOUR DOG GETS HOME

The first time that our Animal Control Officers find your dog wandering, they will do their best to drop him/her back to your property. We will contact you first, and we don't charge a fee for this service.

If our Officers need to pick up your dog a second time, they will return him or her if they can contact you, but we will charge you \$40.00.

And if he/she goes wandering for a third time, you need to pick him/her up from the Animal Care facility and pay \$80.00 plus a daily fee for caring for your dog.

If you want to speak to us about your wandering dog, phone us on **211 1777** or email **service@icc.govt.nz**



I HAVE NOTICED A WANDERING DOG

Dog owners must make sure that their dog is under control at all times. They can do this by keeping the dog within their property which is fully fenced, keeping the dog tied up or in a kennel on the property, or being with the dog on the property. In most areas of Invercargill a dog must be on a lead when out walking.

A wandering dog behaves differently in unfamiliar places, and is more likely to attack and bite. It could be injured, sometimes in a traffic accident which is a danger both to the dog and the driver of the vehicle. If a dog wanders among stock, it runs the risk of being shot.

For these reasons, we ask our Animal Control Officers to pick up any dogs they see on the streets, or when they receive reports of a wandering dog.

Phone us on **211 1777** if you see a wandering dog. The person you speak with will take some details, and pass on your complaint to an

investigating officer. You can also email us on **service@icc.govt.nz** and we will contact you as soon as we can.

We will always try to respond as quickly as possible, and we will come immediately if the wandering dog:

- Is attacking or biting
- Is rushing at people
- Is in distress or in immediate danger

Sometimes you may be able to secure the dog in a safe place so that we can collect it, but your safety always comes first so take care.

Our Animal Control Officers are available during the day, and outside working hours we have an Animal Control Ranger who will respond to call outs if it is an emergency. Phone **211 1777** at any time.



Safety

HOW CAN I BE SAFE AROUND DOGS?

Dogs are descended from wolves, and have an instinct for aggressive behaviour if:

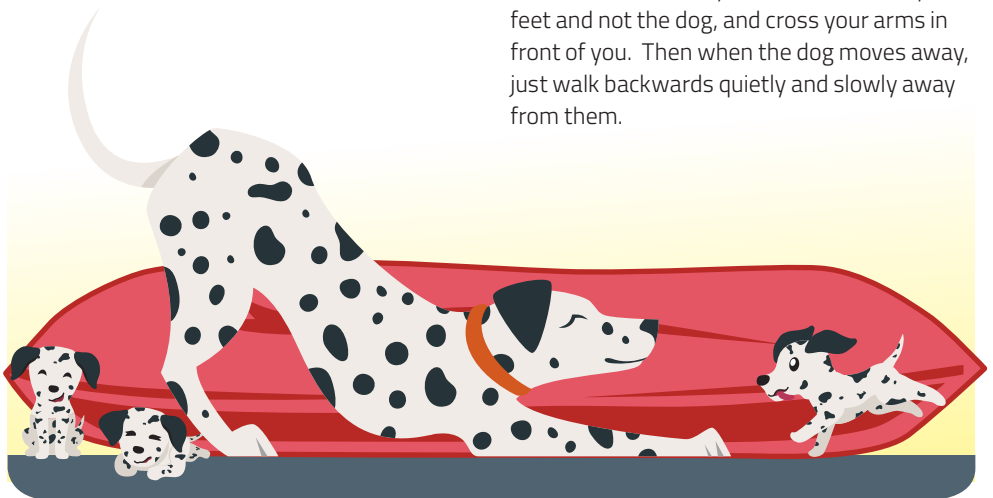
- They are protecting their territory
- They feel threatened (by another dog, or someone putting their face near theirs)
- You approach them when they are eating
- A strange person or dog enters their property
- You go near their puppies
- Someone or another animal runs away from them

Always try to avoid these risky situations.

Here are some simple safety tips when you are around dogs:

- Always ask the dog's owner before approaching or petting the dog
- Pat the dog on its chest, not on its head or its ears
- Supervise children at all times when a dog is nearby
- Stay away from a dog that is tied up, feeding, has puppies, or is asleep
- Never tease or annoy dogs
- Don't make loud noises, act excited around a dog, or run away from them
- Don't make anyone who is frightened of dogs pat them (they can sometimes make the dog uneasy, and more likely to bite).

If you are approached by a dog and you feel threatened or uneasy, stand still, look at your feet and not the dog, and cross your arms in front of you. Then when the dog moves away, just walk backwards quietly and slowly away from them.



I HAVE BEEN BITTEN / ATTACKED BY A DOG

The Council's Animal Services team takes reports of dog attacks very seriously, and will always investigate them.

The person you speak with will take some details, and pass on your complaint to an investigating officer. We will dispatch an officer immediately when we hear from you.

Sometimes, if the attack has already occurred and you are in a safe place, the investigating officer may make a time that suits you and then take a statement from you to find out what happened. It's best to do this as

quickly as possible, as the officer will take photographs of any wounds or damage inflicted on you or your animals. You will also be asked for copies of any medical or vet receipts.

The officer will speak with the owner of the dog, and then discuss the matter with the Council's managers.

We will keep in touch with you throughout our investigation, and you will always get a letter from us, explaining the course of action that we have taken.



Exercise areas

EXERCISING YOUR DOG

WHERE YOUR DOG CAN BE OFF A LEASH

The areas where you can exercise your dog off leash are illustrated below. Remember that in these areas, even when dogs are off a leash you must keep them under your control. It is up to you to decide when it is safe for your dog to be unrestrained, especially when it is near stock.

WHEN YOUR DOG MUST BE ON A LEASH

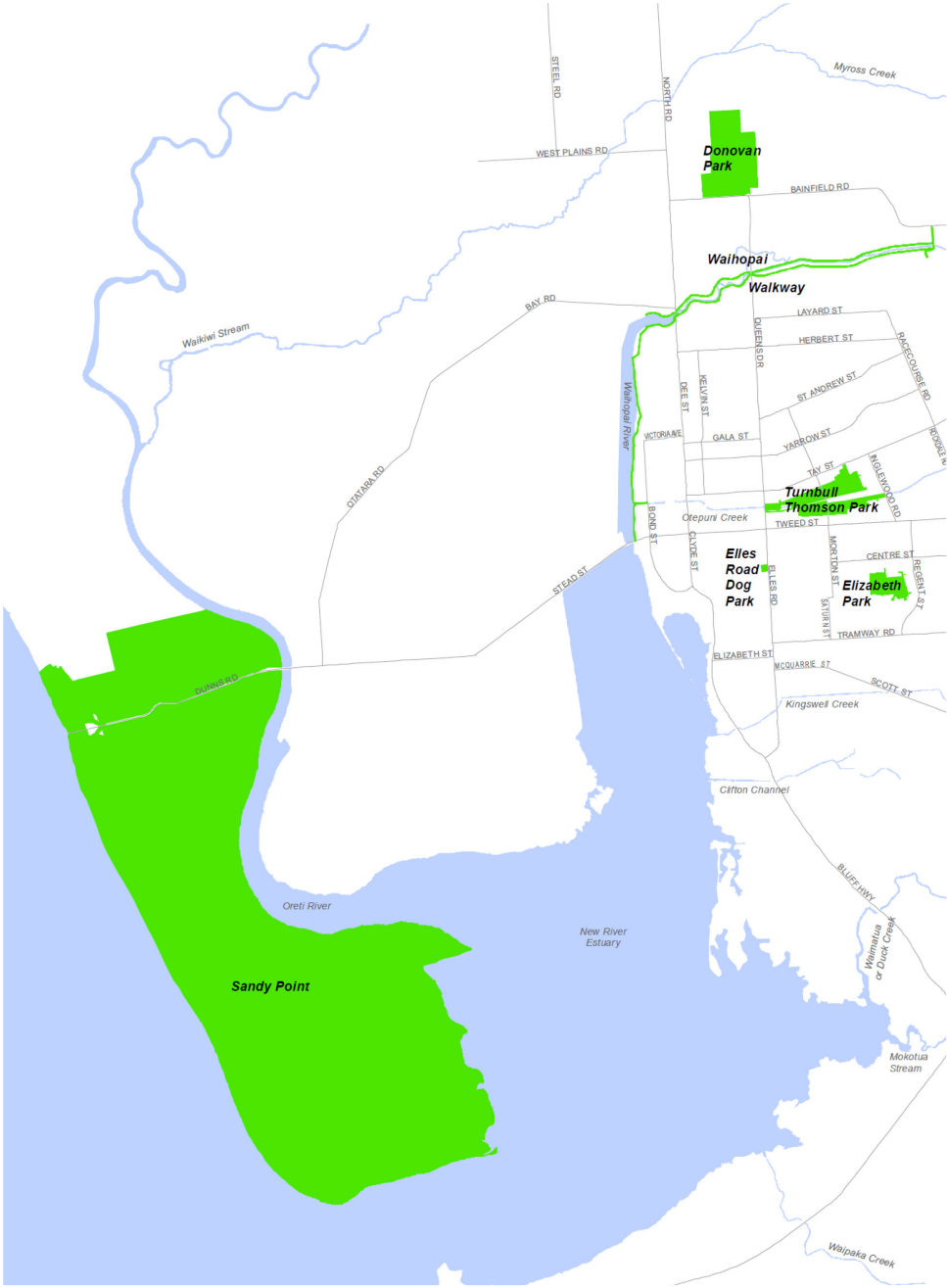
You must make sure that your dog is kept under control at all times in public areas, and so it must be on a leash held by a person who is capable of controlling it. This is to protect people, and also other dogs and animals. Areas where your dog must be on a leash include:

- Streets and roads
- Footpaths and walkways
- Parks and reserves (except for the off leash areas marked above)
- Cemeteries and the crematorium
- Formed walking tracks on reserves (except for the off leash areas).

WHERE DOGS ARE PROHIBITED

There are parts of the Invercargill District where dogs are prohibited. Check the Dog Control Bylaw 2018 to find out more about this.





PARKS WHERE DOGS CAN BE EXERCISED OFF LEAD



Menacing dogs

INFORMATION FOR OWNERS OF MENACING OR DANGEROUS DOGS

WHAT IS A MENACING DOG?

We classify a dog as menacing if it belongs to one of the five breeds or types listed in the Dog Control Act. These are:

- Brazilian Fila
- Dogo Argentino
- Japanese Tosa
- Perro de Presa Canario
- American Pitbull Terrier

We will also classify a dog as menacing if we consider that it poses a threat because someone has observed or reported aggressive behaviour or characteristics.

If you own a menacing dog you must:

- Keep your dog muzzled and on a leash when it is off your property
- Keep your dog confined, even when it is on your property while providing dog free access to at least one door of your dwelling.
- Desex your dog.

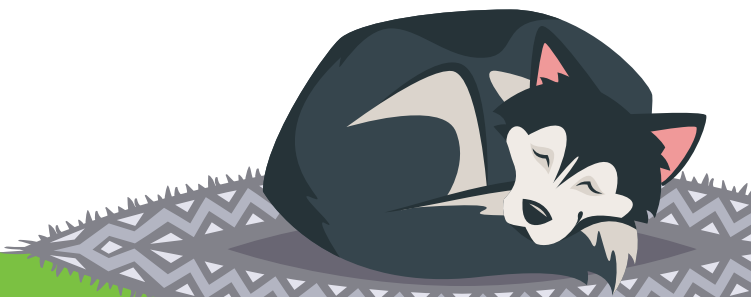
- Not re-home or relocate your dog unless you have our permission first.

WHAT IS A DANGEROUS DOG?

We classify a dog as dangerous if the dog's owner has been convicted by the Court of an offence against the Dog Control Act, if we have sworn evidence about the dog's aggressive behaviour, or if the owner admits in writing that their dog is a threat.

If you own a dangerous dog you must:

- Pay a registration fee that is 150% of the normal registration.
- Keep your dog confined, even when it is on your property while providing dog free access to at least one door of your dwelling.
- Desex your dog
- Not re-home or relocate your dog unless you have our permission first.



Education

EDUCATING YOU ABOUT DOGS

IN SCHOOLS

Our Animal Services team has developed a free programme that they can take into schools, which demonstrates dog safety in a practical way. The presentation takes 30-40 minutes, and parents are most welcome to attend.

Students will learn:

- How to avoid being bitten by a dog
- The right way to approach a dog that they are not familiar with

- The responsibilities of owning a dog
- What it is like to be an Animal Control Officer

Some children may have had little or no interaction with dogs, or may have had a frightening or difficult experience with one. Our officers can bring along their own pet to provide an opportunity for pupils to interact safely and learn the right way of doing things.

IN THE WORKPLACE

Are your staff at risk of being attacked by a dog?

We offer a free workshop of around 30-40 minutes to help prevent dog attacks on people who come across dogs in the course of their work.

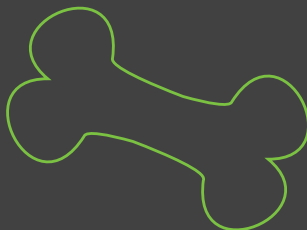
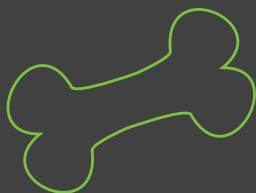
We can help your staff to understand aggressive dog behaviour and recognize the danger signs, and give some good advice on how to avoid potential attacks.

ONE TO ONE

Thinking of getting a dog, or having some concerns about one that you already own? We can come out to your home and offer practical advice about dog behaviour and ownership.

To book a visit, phone **211 1777** or email **service@icc.govt.nz**





**Invercargill City Council
Animal Services**

Phone: 211 1777

