



**THE PET MANNY & TEAM**  
**THINGS YOU SHOULD KNOW**  
**A HANDY GUIDE TO HOW WE WORK WITH YOU**  
**NOV 21**

To all our Pet Parents,

**THE PET MANNY TEAM**

We are a small operation working out of SW16 and GU35 (Headley Down) and cover each location and their surrounding areas.

Some members of the team (our carers) are full time, some are part-time, and you can see a little more info about them all on our website <http://thepetmanny.co.uk/about/>

THE PET MANNY (TPM) and all the team/carers strive to use the correct grammar and spelling throughout our communications with you. Apologies in advance for any autocorrect or other errors whilst we are communicating with you on the go.

Our services are listed on the website, and we are available for care 24/7 365 days a year. The admin office, dealing with scheduling and finance, is open Mon-Fri 9am-6pm.

We operate on a first come, first served basis so it's a good idea to book well in advance.

**TIME TO PET**

We utilise a system called TIME TO PET (TTP) for communication, information, scheduling and invoicing. We ask that you, the Pet Parents, use this system only, and the accompanying Smartphone App. We ask that you supply us information through TTP only and we consider this a 'bible of care' for your home and your pets. Carers will only follow instructions within TTP and TTP information will always supersede data from any other source regardless of the date supplied.

Similarly, all carers are asked to send information of note through TTP and no other channel so that TPM have all the information on the one system for easy reference.

It's a good idea to review and update your information in TTP on a regular basis and check the schedule for any changes in timings or carers, as these may alter at any time between the date of the booking and the date of the service.

We ask that your COVID-19 HEALTH DECLARATION be updated and dated every month. Alongside this, please alert us immediately of any Covid-19 issues or concerns at your earliest opportunity through the CONVERSATION section of TTP. The management will then assess your situation, and decide what action is to be taken, if any, regarding any upcoming services.

All carers will read your TTP information on a regular basis and specifically before any service that they are undertaking and if they feel anything is out of date, misleading, unclear, or missing, will



contact you through the CONVERSATION section of TTP, or in the VISIT REPORT, outlining these issues and asking you to update any details at your earliest convenience.

When adding pets to TTP it is advantageous to add pictures to the animals' profiles, especially if you have pets that look similar (i.e., 2 black and white cats). This will enable the carer to differentiate between them and give you the correct information when report anything of note to you.

Within the PETS section there is a field labelled DOG ONLY - HOW LONG CAN YOUR DOG BE LEFT UNATTENDED? This field is used to ascertain which level of care is required for any live-in or other dog sitting services. We would appreciate it if you could complete this field if it is currently empty and/or review it if necessary.

### **TODAY'S SPECIFICS**

We appreciate that things change daily, and you may have some specific instructions for a certain date. Within the MY INFO section you will find TODAY'S SPECIFICS fields. Here is where you can date certain instructions for a day or date-range. This could be to do with special feeding, or a delivery you are expecting or something that, just for that date range, contradicts the general instructions.

You do not need to use these fields if you have nothing 'specific' to tell us as we will obtain all the regular information from the usual sections of TTP.

Historically Pet Parents had been sending us messages through the CONVERSATION section for daily changes, such as "I think I left the iron on. Could you check for me? Thanks". But as we get numerous messages a day, these have sometimes been missed or overlooked.

A good tip would be to remove any specifics after the date or date-range they referred to, making them, once again, empty fields.

Using TTP and the TODAY'S SPECIFICS fields in this way ensures that we are given those vital additional pieces of information clearly and prominently and they can no longer go unnoticed.

### **CARERS, SCHEDULING, TIMINGS and PRICING**

The details that appear in your email confirmations and the SCHEDULING section of TTP are subject to change. We state within our T&Cs that times are estimates, but with dogs, we do our best to meet these timings as closely as we can, because we know that these services can be more time critical when a dog is home alone. Carers will notify you, or ask you, about any major changes to timings on, or before, the day of the service.

To help us establish which pets are more time critical than others there is a section within MY INFO labelled CURRENT HOME SITUATION. These fields can be altered at any point and are handy in letting us know whether your services are time sensitive.



All services can be booked through the SCHEDULING section of TTP. If you require a rolling schedule of services (i.e., dog walks every Monday and Friday at 1:30pm) then you can message TPM through the PRIVATE CONVERSATION and we will look at this for you.

When requesting services, you may want to tell us a little bit more about that specific booking. You can use the ADDITIONAL DETAILS FOR US field to add any comments about timings, pets, house visitors etc. Adding any notes in this way attaches them directly to the service for that date and time.

You can also use the PRIVATE CONVERSATION to discuss with us anything to do with finance/invoicing as well as scheduling.

The cut off time for service requests is 1am of the previous day. You will not be able to book anything in through TTP after this point.

Should you see that certain days are displaying NO TIMES AVAILABLE when you try to book, it means that those days/times are full and have been removed from the booking system. If you cannot book the services you need, feel free to contact us through PRIVATE CONVERSATION letting us know what care you need, and we will do our best to come up with a solution for you.

We are currently recommending to those owners that book their services in on an ad hoc basis, that they should book 3-4 weeks in advance to be on the safe side.

Services are not confirmed until you have received an email saying they have been approved and the services appear in TTP as SCHEDULED and not PENDING. Always read your email confirmations thoroughly as these will also contain information of bookings that we were unable to approve.

Prices are all as advertised on the website, and please note that for Sundays and after 8pm on any other day there is an additional £6 surcharge added, and that all bank and public holidays are double the normal rate.

TPM ask that you pay once a month when invoices are due to make things simpler for us this end. Invoices are available firstly in draft form, in the INVOICES section of TTP, and will be emailed out just before the end of every month with our bank details for payment by bank transfer.

In the event you must cancel any booked, invoiced or otherwise agreed recurring service, there is a fee of 100% if the cancellation occurs less than 24 hours before the service, 50% if between 24 hours and 7 days, or no fee if more than 7 days. These fees will still apply if you are changing or moving dates and times of existing bookings.

TPM may have to alter your assigned carer right up to the last minute, which means that sometimes you may not get the carer that was first confirmed in your schedule. Please do let us know if you have any concerns about carer assignment.

Times and carers are updated on your schedule in real-time so you can check at any point to see the current details of your services.



Carers will make their own judgment calls on the length of services. If, for example, we are walking dogs in extreme heat it would not be safe to keep them out for an hour. Similarly, if they are falling behind schedule on a day's services due to traffic issues or the like, they may need to make time up to get to a pet with medical needs or that is home alone. Usually this would only be a matter of minutes, any more than 5 minutes and we ask them to let you know.

With those pussycats or small animals that are uncomfortable or stressed with any carer in the house, we never outstay our welcome or force them from their hiding places for photos or petting as this can cause them further anxiety. On the flip side those animals that cannot get enough attention may enjoy longer visits, as carers may wish to spend extra time with them and TPM encourages this.

Ultimately the management controls the schedule, and everything comes through the main office, but we ask the carers for their input on a regular basis to ensure that they feel they can fulfil all the visits/walks they have been assigned, safely and to the best of their ability, without compromising their quality of care. TPM also ask the carers to comment on the compatibility of dogs that are grouped together for walks and update our information on TTP daily.

Carers are allowed to take as much time off from TPM as they wish but respectfully book this with as much notice as they possibly can. This enables the management to find alternative arrangements for services already assigned, or on the rare occasion TPM must cancel, we will give you as much notice as we can so you can find alternative care.

There are odd occasions, where cars break down, roads floods, or we must carry out emergency vet visits etc, which may have an impact on your services. We will always inform you as soon as we can if any issues arise.

### **SW16 CHANGES TO TRAFFIC FLOW, LTNS, SCHOOL STREET SCHEMES and ROAD CLOSURES**

We have seen some changes to the traffic in the SW16 area over recent months and further changes are due. All our carers have been asked to report back to us any traffic issues or problems they encounter (especially when they have dogs in their vehicles).

SCHOOL STREETS and LTNs are already in place around many of our owners' homes and these have more than doubled some of our journey times. Additional SCHOOL STREETS and LTNs are due to be implemented soon to the Streatham Wells area and we will be monitoring their impact on travel logistics as well as animal welfare. These schemes cause us accessibility and parking issues and unreasonable travel times for pick-ups and drop-offs. All animals' safety and security are our priority, should any of these traffic schemes compromise this we will address them on a case-by-case basis.

### **TTP VISIT REPORTS**

TPM carers will use best endeavours to start your service on TTP at arrival at your home and stop the service at, or near, the end of service. This may not always be possible due to time restraints or poor phone signals etc. but it will give you a rough indication, within your VISIT REPORT, of what times we were with your pet.



Your VISIT REPORTS will include photos where possible. Sometimes there will be exceptions, such as poor weather, low phone battery, evasive cats or dog walks requiring specific attention.

All carers will report back to you any issues of note within the wording of the VISIT REPORT, such as, stomach upsets, aggression or resource guarding or failures in dogs recall on walks etc. They will also outline what steps they took to improve and/or avoid such issues at the time. Any tips, responses, or advice to those issues from you should be added in the main PETS section of TTP for future reference. The carers may also specifically ask for advice to be added to your details in the VISIT REPORTS.

If your VISIT REPORT displays the buttons...

- PLEASE HELP US AND REVIEW YOUR TIME TO PET INFO
- USE TODAY'S SPECIFICS INSTEAD
- PLEASE UPDATE YOUR COVID HEALTH DECLARATION

...then please check the comments from the carer. These mean that there is something incorrect, out of date or missing from either the MY INFO or the PETS sections of TTP that the carer noticed during the service visit that caused issue or was of concern. Please review your info as soon as you can in readiness for the next service visit.

Additionally, if the carer must contact you during a visit to ask a specific question, this indicates that your details are not complete or sufficiently clear, so should be reviewed to prevent any further unnecessary contact or confusion in the future.

You should never receive a VISIT REPORT that is blank (i.e., just buttons). VISIT REPORTS for additional consultations or regular services should contain some information, even if the carers are letting you know they need longer to organise their photos before sending them to you. You can contact the carer should you receive a blank VISIT REPORT, as these may have been sent in error, and ask for additional information if it has not been stated that this will follow shortly.

### **LIVE-INS/HOUSESITTING**

If a carer is going to be staying at your home when you are away to look after your pet(s), they may call or message you through TTP ahead of time to discuss the arrangements for bedroom and/or bathroom facilities. TPM ask, as the minimum, that the carer has a clean and moderately equipped sleeping area and clean towels and that every item of information required to care for your home and pet(s) is clearly stated within TTP only.

You can request an additional consultation for the carer to come over and see you and your home if you wish (£12.50) but as every detail required will be within TTP we do not feel it is always necessary.

Please also state whether the carer should be expecting any additional visitors to your home during their stay, such as cleaners, workmen etc. There is a specific field for this under MY INFO labelled DETAILS OF VISITORS DURING SITTER'S STAY.



As the carer will be using your home as their home for the duration of this stay, they may ask not to be disturbed at certain times and we ask that you work with them to ensure this is possible when asked.

### **KEYS**

TPM will more than likely hold keys for your property, unless you have your own external keysafe or are always home to answer the door, when we are carrying out your services.

We ask for 2 sets for any dog services and (usually) 1 set for cats and other small animals. Keys are labelled, recorded, and held at either the SW16 or HEADLEY DOWN office. They are kept secure within lockable key-safes. Each carer will sign the keys in and out daily to enable management to keep a close monitor on where your keys are at any given time.

Carers will notify management of any key issues and any member of the team may ask for additional sets, either by using the ADDITIONAL SET OF KEYS REQUIRED button in the VISIT REPORTS or, if they are not updating you on a service at that time, within the CONVERSATION.

It may be the case that keys are not returned until all outstanding invoices have been settled. This is at the discretion of the management, and you will find a viewable field called TPM APPROVE KEY RETURN within your MY INFO section of TTP. A blank or YES value is approval that the carers can return the keys if you so wish. They will immediately reassign the keys within TTP to WITH CLIENT.

If TPM hold keys for your property we ask all carers to collect them from the office ready for your service regardless of whether they are aware that you are home or not as we appreciate your circumstances can change at a moment's notice.

On the rare occasion that the carer does not have your key they will double check with you before attending that you will be home.

### **DOG WALKING**

All carers main priority is to exercise and engage with all dogs and ensure they are safe, happy, and well looked after. Carers will sometimes meet up with each other and their dogs but only when they feel it is beneficial for the dogs in their care to do so. These meetings will never exceed more than 8 dogs in one group.

All carers have been asked not to spend more than a few minutes (unless in extreme heat) standing or sitting in any green areas (unless for purposes of play with the dogs) and to ensure that dogs on leads have just as much exercise as those that are off lead.

All carers are to avoid other large packs of dogs and other dog walkers, where they can, and are not to call over any dogs or spend any significant amount of time with dogs (or owners) that are not under TPM's care at that time.



Should a carer need to shift focus from a dog within their care to deal with another issue in the park they will first ensure that dogs that require it are put back on lead or another carer is able to watch their dogs for those brief moments.

Carers are asked to use their phones only for the purpose of photos for your VISIT REPORTS or to deal with work-related issues when on walks so that their focus can be solely on their dogs.

Carers have been asked not to wait for each other or congregate at park gates or keep any dogs in the same pack that cause each other stress or anxiety and always keep a close eye on any of our dogs with behavioural issues.

No carer will walk more than 4 dogs (our standard is 2 or 3) at any one time, and no dogs from different household will have access to each other within any vehicle.

Our policy is not to leave dogs unattended in a locked vehicle for more than 2 minutes during pick up and drop off. All carers will use best endeavours to ensure dogs are towelled down and as dry as possible when returning them home, but you may wish to update your PETS' details with where wet and/or muddy dogs should be left at home so that any mess can be contained to a specific area or room.

Dogs will only be off lead (or dropped lead) if you have completed the DOGS OFF LEAD field to be YES in the PETS section, and even then, each carer will make their own judgement on whether they feel that the dog in their care is ready to be off lead with them specifically.

There may be instances where the carer may feel it necessary to drop any lead for safety reasons due to entanglements or similar. This will only be for the purpose of resolving the issue and they will go directly back to on-lead walking when everything has been rectified.

Carers are asked to wear suitable clothing for dog walks that enable them to run and play with dogs safely and protect themselves from the elements and other hazards in the green spaces we walk.

We take out treats, water and waste bags on every walk and soon get to know which dog responds to which treat and/or command. We treat little and often to gain control and a bond with all the dogs in our care.

We will take younger dogs/puppies on group walks but we recommend only 5 minutes exercise for each month of their age and will take puppy breaks where needed but not at the detriment to the adult dogs' exercise. If we feel that younger (or older slower dogs for that matter) are having an affect on the exercise of others we will bring it to your attention and try to work out a solution with you.

We will walk male dogs that are intact on a trial basis but reserve the right to cancel with immediate effect should this cause any issue. Any dog in season can be walked by TPM but these must be SOLO street walks outside the times of the standard group walks and only if we have the capacity to do so.



We are not trainers or behaviourists, but we will read the information you add to TTP under BEHAVIOUR AND COMMANDS and use best endeavours to reinforce anything you have added in this section, and we will try to do this away from large packs. We will also make you aware of any issues we observe during our walks or visits with any dogs.

There are 2 fields under the PETS section labelled FRIENDS and FOES. These are viewable by you but are controlled by TPM. This is where we can add dogs that we know get on together (FRIENDS) and those that we should avoid putting together on group walks (FOES). Carers are asked to update these fields whenever they find out new information about dog relationships and these fields are referred to when scheduling the group walks.

### **CAT and SMALL ANIMAL VISITS**

TPM policy is that the same carer will do all visits for the full run of any cat/small animal care.

There are some very few occasions when we must split care visits between carers to enable us to fulfil all the services you need, but this is not our normal practice. Keeping the same carer from start to finish gives the pets time to adjust to the carer and gain confidence where needed.

### **WEEKLY DEBRIEF**

Every Friday TPM have a no obligation Zoom meeting which all carers are invited to. This enables us to catch-up and discuss the week's services and those coming up or requested, along with any issues on dog walks or pets within our care. Anything of note will be acted on by the management and passed on to you should it be relevant.

### **ESCALATION PROCESS**

TPM operate 24/7 365 days a year and so we require a clear escalation process for any issues. These are as follows...

#### **House/Key/Scheduling Issues**

1. MY INFO Primary Contact
2. MY INFO Secondary Contact
3. TPM Ricky Dyer or Steven Gower
4. MY INFO Emergency Contact
5. Any relevant third party to assist in a resolution

#### **Pet/Pet Health Issues**

1. MY INFO Primary Contact
2. MY INFO Secondary Contact
3. TPM Ricky Dyer or Steven Gower
4. MY INFO Emergency Contact
5. Your Vet or Their Out of Hours Service
6. TPM 24/7 VetPhone Number

Any question please do not hesitate to get in touch with us

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Thank you for taking the time to read all this information and we hope it helped.

Best wishes,

Ricky  
The Pet Manny