

Project Narrative for PLH25-0033 Happy Pets Palace and Playground

Renewal of Use Permit for Happy Pets Palace & Playground Chandler, LLC

Property Address: Pecos Plaza Shopping Center, 1080 E Pecos Rd, Suite 16, Chandler, AZ 85225

Operation:

Happy Pets Palace in Chandler opened for business December 17, 2018. Our services include: doggy daycare, overnight dog boarding, puppy socializing, canine enrichment, and exit baths but no dog hair cuts. There have not been any operational changes since prior approval of previous special use permit. People bring their dogs to daycare for exercise, socializing, interaction during the day while the parents work, and to keep their dogs happy, safe, and entertained rather than being at home alone. People need overnight boarding when they are travelling or have needs which make it more convenient for their dogs to be out of the house temporarily.

We are requesting a renewal of the special use permit for the 1,860 SF outside dog runs. This outside dog run adjoins to our 5,040 SF inside facility. The inside and outside space accommodates dog-dog group play and an opportunity for dogs to potty outside. The outside yard space is sectioned into three (3) yards separated by a non-permanent vinyl fence on the interior. The perimeter of the yard has an 8-foot masonry block fencing which consists of split face block wainscot and single score block above, painted, to match the existing commercial center. The yards have crushed granite and K9 artificial turf with proper drainage. Two of the three yards have a light tan 16' x 20' mesh shade sail which is 10-ft off the ground. The third yard is shaded in the summer by the building, the 8-ft high fence, and a tall tree. Shade sails are in place during summer months or when temperatures exceed 90-degrees.

Hours of operation: Happy Pets Palace is open 365 days a year.

Open to the public 6:00 am – 6:30 pm Monday through Friday, and split shift on weekends and holidays from 8:00 am – 10:30 am and 4:00 pm – 6:30 pm.

Hours of Operation (staff only) 10:00 p.m. – 11:30 p.m. on-site; no staff from 11:30 p.m. – 5:45 a.m.

Employees arrive up to 60-minutes prior to opening to the public and may stay 30-60 minutes after closing to the public. Dogs are out in group play around 6:00 am Monday – Friday, and 7:00 am on weekends and holidays. Every night dogs are in by 6:30 pm and escorted to their private secured overnight boarding kennel. After hours, around 10:00 pm, overnight boarding dogs each receive a night-time potty break, one at a time. The night-time staff is on site between 10:00 pm for 60-90 minutes for night potty. This time varies depending on the number of dogs boarding overnight. The night staff check on dogs as well as do any necessary cleaning required. No staff is present from 11:30

pm until 5:45 am so the dogs will sleep. There are 16 live stream cameras for 24/7 video surveillance. Those same live stream cameras are also available for client viewing. Other monitoring systems are in place for temperature and security to ensure pets safety.

Staffing: The staff consists of fifteen (15) employees, of which there is one manager, one team OPS lead, and one managing member. During regular business hours, approximately 8-9 employees plus a manager or team OPS lead are on site during hours of operation.

Dog counts: A regular day, Monday – Friday, currently has between 33 – 70 clients' dogs for daycare, boarding, and puppy socializing. As we continue to grow and at peak travel seasons, during holidays and summertime, dog counts may increase. There are a total of 48 overnight boarding kennels. Since dogs from same family, same household, can sleep together, we can accommodate more than 48 dogs at night. Overnight boarding dogs sleep in family-private villas indoors. Monday – Friday daycare dogs currently range between 20-45 but we can accommodate up to 50-70 dogs in addition to the boarding dogs who also do group play daycare. Max capacity for total dogs would be no more than 100 dogs for overnight boarding and daycare dogs combined.

Dogs are divided by size and play temperaments. All dogs must pass a 5-step pre-screening evaluation showing they are friendly dogs and good in dog-dog group play to become clients. Distemper and rabies vaccinations from a licensed vet are required. No breeds are banned however each dog must pass the evaluation and also maintain good standing.

Parking: Client parking requirements are brief visits for drop off and pick up, similar to a dry-cleaning operation. The commercial center has a large number of available parking spaces within the shared parking lot.

Noise control:

1. Dogs are continuously monitored by trained staff when in group play. Dogs have scheduled play and scheduled rest time between 6:00 am and 6:30 pm Monday – Friday. Overnight boarding dogs are secured in the kennels at 6:30 pm, with a quick 10pm potty break, but otherwise the dogs are up for sleep.
2. The culture of daycare will reflect our values for safety and cleanliness. There are times of play, rest, group rest, story time in the afternoons. Staff stay calm so the dogs remain calm.
3. We teach the dogs a group cue they can perform quickly. We use, “let’s go” to move dogs from outside to inside. We teach group sit. And dogs learn the cue “Enough” and “Let it be.” We work with dog training and improving manners, how to be polite with other dogs, and not rude.
4. We teach the dogs who are the BEST listeners to respond first. Dogs tend to learn by social facilitation and if other dogs are performing the preferred behavior, others are likely to follow.

5. Employees are trained to get the best response from the dogs and employees are at the locations when triggers may occur, such as during tours or dumpster truck doing trash removal.
6. The late night potty break is at 10:00 pm and is only one dog at a time, quickly in and out just to do potty business.
7. Outside we have a solid construction 8-ft high exterior fence which prohibits the view of the back parking lot.
8. In the past 5-years since our previous use permit approval, there have not been any noise complaints from our business operation.

Outside cleaning and drainage:

The solid waste (dog poop) is picked up from the turf immediately and bagged. That bag is then put inside a trash can with a 13 gallon trash bag, one in each of the three outside play yards. The trash bags are taken to the dumpster each day during lunch break and again at closing time to the dumpster located at the back of the commercial center. The trash dumpsters are picked up daily Monday – Friday.

The play yards are cleaned with WYZI-wash chlorine based solution and odor eliminator 1-2 times a day depending on the number of dogs in house. The chlorine based product used was originally designed for use in children's parks to clean playground equipment.

The 8-foot block wall surrounding the existing play yards has every fourth masonry block rotated in the north and east wall at grade level. This allows for natural designed drainage so, if necessary, the water flows to the existing retention basin, however this has never been the case because there has never been that much water requiring drainage.

FRONT OF BUILDING 8/24/25



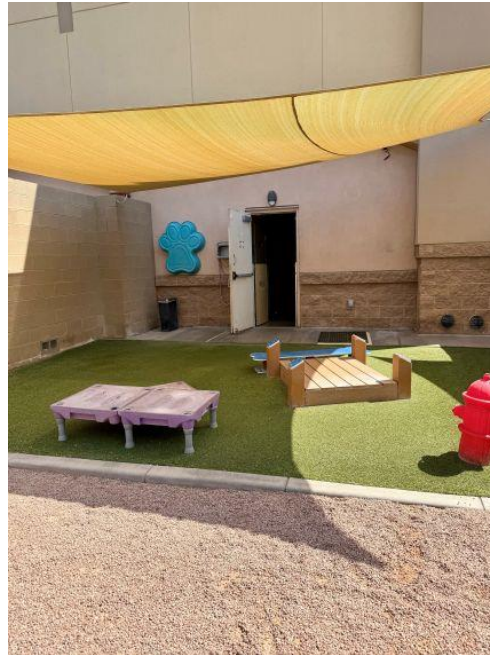
Front of building, looking from south to the north

EXTERIOR WALLS 8/24/25



Interior yards and shade sails 8/24/25

Two views of yard 1



One view of yard 2



Two views of yard 3

