



Frequently Asked Questions (Sales Tools) for New & Existing Residents in Pet-Friendly Communities

1. What is the PooPrints Dog DNA Registration Program?

PooPrints is a pet waste management program that uses DNA technology to keep communities clean and hold pet owners accountable for picking up after their dogs. This program helps ensure a healthier, more enjoyable living environment for all residents, whether they own pets or not.

2. How does PooPrints benefit residents?

PooPrints communities experience a **96% reduction in uncollected pet waste** because pet owners know they will be held accountable. This means a cleaner, odor-free environment, reduced maintenance costs, and a healthier community for everyone.

3. How does PooPrints benefit residents without pets?

Even if you don't own a pet, PooPrints benefits you by ensuring a cleaner, more hygienic community with fewer odors, fewer pests, and a more pleasant outdoor space.

4. What happens if I don't pick up after my dog?

If uncollected dog waste is found, it is sent to the PooPrints lab for DNA testing. If it matches your pet, **you may receive a fine, penalty or chargeback** in accordance with your community's pet policy.

5. Will this program increase my rent or fees?

- **Dog owners:** Communities charge a **one-time pet DNA registration fee** to cover costs. This registration is valid for the lifetime of your dog.
- **Non-pet owners:** There are **no additional costs**, and the program helps reduce maintenance expenses for the entire community.

6. What are the environmental benefits of PooPrints?

Dog waste is not a fertilizer, it contains **harmful bacteria, parasites, and pollutants** that can:

- Contaminate **local watersheds** and drinking water.
- Spread **diseases** such as E. coli, salmonella, and parasites like hookworms.
- Pollute green spaces, making them unsafe for children and other pets.
By ensuring pet waste is properly disposed of, **PooPrints helps protect the environment and public health.**

7. What should I do if I see someone not picking up after their dog?

PooPrints is designed to hold pet owners accountable. If you see uncollected waste, **property management will handle enforcement** using the DNA database.

8. Does PooPrints track my pet or my movements?

No. **PooPrints does not track pets or residents.** The program only identifies waste left behind and links it to a registered dog.

9. Why do I need to register my dog?

Registering your pet ensures a **fair and responsible pet-friendly community**. By participating, you help keep the property clean and prevent disputes over pet waste.

10. How does the DNA registration process work?

Dog owners complete a **quick, painless cheek swab** on their pet. The DNA profile is then stored in a secure database and is **only used to identify uncollected waste**.

11. Is the DNA swab safe for my dog?

Yes, the swab is **completely safe, painless, and non-invasive**. It takes just a few seconds and does not harm your pet in any way. (We're collecting saliva from your dogs mouth.)

12. Do I have to register my pet even if they never go outside?

If your community requires **all dogs** to be registered, participation is mandatory. This ensures accurate pet records and a **safer, more accountable community**.

13. How does PooPrints benefit responsible pet owners?

PooPrints rewards responsible pet owners by ensuring fairness and preventing **false accusations** about pet waste. It also helps resolve disputes between neighbors regarding pet-related concerns.

Additionally, PooPrints **offers exclusive partnership benefits** to pet owners, including discounts and services from **Rover, Chewy, Basic BioPet LifePlan, Orivet, and more**.

14. As a pet owner who registers their dogs DNA, will I be bothered if I already pick up my dog's waste and clean-up urine?

No, responsible pet owners who clean up after their pets will not be affected by the PooPrints program. The program is designed to hold only **irresponsible pet owners accountable** for not picking up after their dogs. If you already clean up after your pet, you won't have to worry about any issues.

15. If my pet has an accident in the building, what should I do?

If your pet has an accident indoors, **clean it up immediately** to maintain a clean and sanitary environment. Some communities provide pet waste stations or cleaning supplies

in designated areas. If additional cleaning is needed, notify your property management team so they can ensure the area is properly sanitized.

By quickly addressing accidents, pet owners help maintain a **pet-friendly and respectful community** for all residents.

16. Can I refuse to participate?

Pet-friendly communities that use PooPrints **require all dog owners to register their pets**. Non-compliance may result in **finances, chargebacks or lease violations**, depending on community policy and rules.

17. Does PooPrints help if my pet goes missing?

Yes! While PooPrints is not a GPS tracker, the program helps reunite lost pets with their owners by offering:

- **PooPrints Dog Tags:** Registered pets receive a PooPrints dog tag with a unique DN number which helps identify lost pets.
- **Pet Photo & Description:** Each registered pet has a **photo and description** stored in the database, which can assist in identifying and returning lost pets.
- **Secure Community Pet Records:** PooPrints communities maintain records of all pets, including pet photo and description, helping neighbors and property managers identify and return missing pets more efficiently.

18. What are the benefits of online pet registration?

The PooPrints online registration system is a simple profile creation to determine the “Pet Status” of your unit, and benefits all residents, even those without pets.

- **For Pet Owners:** Ensures pet records, including photos and description are securely stored, simplifies registration, and provides accountability for responsible ownership.
- **For Non-Pet Owners:** Helps identify non-pet units in the community for on-demand pet audits. Secure pet policies ensure a cleaner, more sanitary community.
- **For the Community:** Provides an official record of all pets, including **dogs, cats, birds, and reptiles**, which is useful in emergencies or disputes.

19. What if I move to another PooPrints community?

Your pet’s DNA registration is **valid for life** and can be transferred to any other PooPrints-managed property, making finding a new community more valuable and moving easier for pet owners.

20. How do I register my pet?

Your property management team will provide the unique online registration link with instructions for completing your units “pet status”. The process is **quick and easy**.

21. Is PooPrints a breed ID test?

No, **PooPrints is not a breed identification test**. The program does not determine a dog's breed or ancestry. Instead, PooPrints captures and identifies **DNA specific to your dog**, creating a unique profile used only for pet waste accountability.

Your dog's DNA profile remains **secure and private** and is never used for any purpose other than maintaining a cleaner, healthier community. For more details on security and privacy, visit [PooPrints Security & Privacy](#).


22. Where can I learn more about PooPrints' security and privacy policies?


PooPrints is committed to data security and privacy. You can learn more at:

 [PooPrints Security & Privacy Policy](#)

23: Where can I learn more about PooPrints and the science behind it?

PooPrints is the leader in pet waste management using cutting-edge DNA technology to promote cleaner, healthier communities. To learn more about how PooPrints works and the science behind pet DNA identification, visit the following links:

 [About PooPrints](#) – Learn about our mission, history, and how we help communities maintain cleaner environments.

 [The Science Behind PooPrints](#) – Discover the technology and scientific process used to match pet waste to registered dogs, ensuring accountability and cleaner spaces for everyone.

Join Our Pet-Friendly Community!

By working together, we can create a community that welcomes responsible pet owners while maintaining a clean and comfortable living space for all.

Have questions? Contact our management office to learn more about our pet policies and PooPrints program. [Hello@PooPrints.ca](mailto>Hello@PooPrints.ca)

Together, we can make pet-friendly living a joy for everyone!

Best,

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