



Executive Summary

Business Name: Happy Paws Boarding Farm

Location: 7 Rodger Road Wandin North VIC 3139

Business Type: Pet Boarding Facility

Operating Hours: Monday to Saturday, 9 AM - 5 PM

Capacity: Up to 22 dogs

Staffing: 4 staff members when full

Happy Paws aims to provide dogs with a safe, comfortable, and enjoyable boarding experience. With a focus on close-to-nature lifestyle and a range of personalized services, we cater to dog owners who are unable to look after their dogs while they are away from home.

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Business Objectives

- Maintain a high standard of care and safety, with a target of zero accidents or incidents.

Services Offered

Boarding: Existing thermal and sound controlled sheds. Individual kennels for each dog, ensuring comfort and security.

Separation for Unneutered Dogs: Dedicated shed for unneutered dogs to prevent aggression and stress.

Outdoor Activity: Twice-daily outdoor sessions (One hour each) with groups of 5 dogs supervised by staff.

Grooming Services: Bathing, grooming, and dental cleaning available.

Transportation: Pick-up and drop-off service for clients.

Operations Plan

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Daily Schedule

- 8:00 AM: Dogs are divided into groups and leave the kennel for outdoor bathroom breaks.
- Following bathroom breaks, dogs return to the kennel for breakfast.
- Post-breakfast, Groups of 5 dogs (to minimise noise level) for an hour of playtime in a fenced grassy area, followed by a rest period in the kennel.
- Afternoon sessions follow a similar structure with groups enjoying outdoor activity for an hour. Ensuring each dog receives adequate exercise and socialization.
- 6:00 PM: Dogs are fed with dinner.
- After dinner, dogs go outside for another bathroom break before returning to their kennels at 6:30 PM for evening rest.
- Trained staff members accompany and manage dogs at all time, ensuring safety and engagement.

Night Care

- Two staff members stay overnight to handle emergencies and ensure safety.
- The facility is equipped with remote monitoring systems for real-time oversight.

Drop-off and Pick-up Hours

Daily scheduled drop-off and pick-up times from 9 AM to 12 PM and 3 PM to 5 PM, staffed by two employees for efficient reception. All dogs will be introduced to designated kennel by staff only (owners are not allowed to go into kennels in order to minimise disruption to other dogs and noise level)

Onsite parking provided for all staffs and customer

Facility

Accommodating up to 22 dogs, are designed for comfort and safety. Shed has its own dedicated outdoor activity area, allowing for uninterrupted play and rest for each group of dogs.

Noise Control

- Kennels are soundproofed with thick insulation and panels, keeping nighttime noise below 35 dB.
- Staff on duty will promptly address excessive barking and comfort dogs as needed.

Hygiene Maintenance

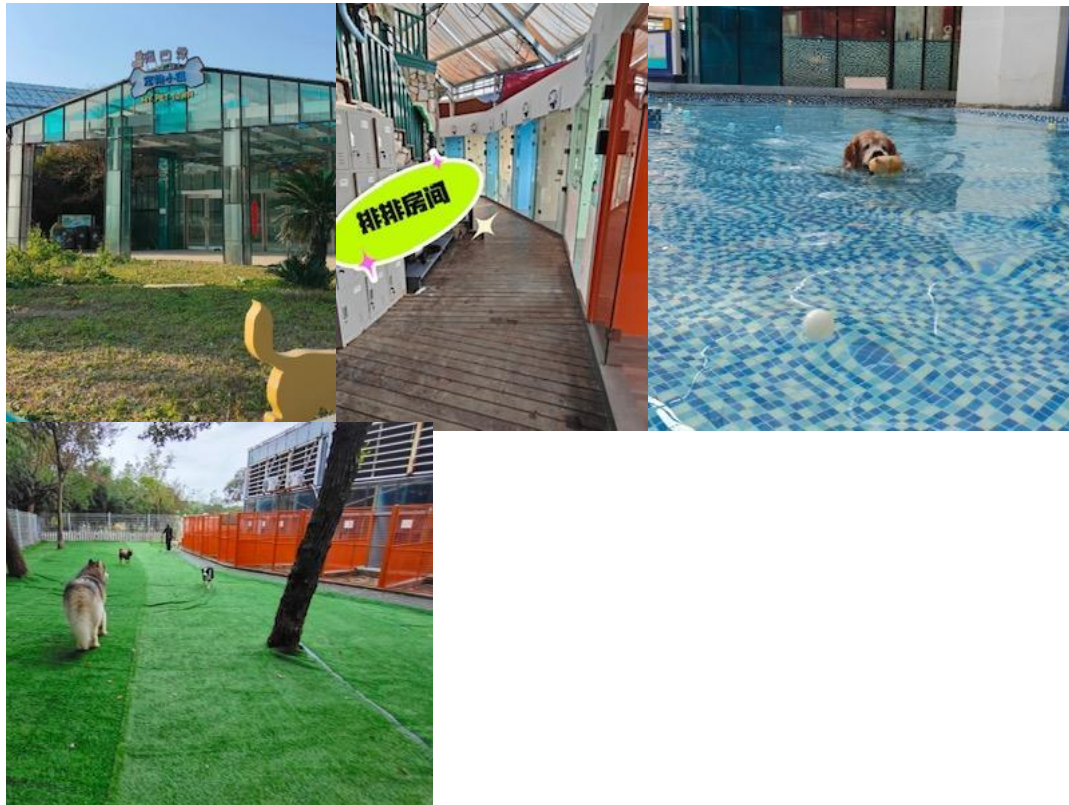
- The facility is cleaned daily
- Deep cleaning and disinfection after each pet's departure.
- Staff promptly collect and dispose of waste, with regular pickups from a waste management service.
- A 24-hour air purification system ensures fresh, odor-free air with a consistent temperature for optimal comfort.

Operators' s past experience

Operators and owners have extensive pet boarding experience. The owners are operating a well known pet boarding business in Shenzhen China for more than 10 years

The Shenzhen boarding facilities is purposely built and licenced to accommodate 120 dogs and marketed for high end clients. With 5 acres of land and 2 separate climate controlled buildings, swimming pool, outdoor and covered play area, we ensure all pets in our care are safe, happy and healthy

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Conclusion

Happy Paws Boarding Farm is committed to providing our clients with a high-quality, full range of dog boarding services with an emphasis on personalized care, safety, and customer satisfaction. The facility and operating plans are designed to minimise or no impact to the neighbourhood.

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