

INSPECTOR NOTE

Building: SUPERWOOF / OSCARS ARC
Street: 128 RUSSELL STREET
Suburb: FORESHORE
Postal Code: 8001
Date: 2025-07-02
Time: 15:09
Inspector: NAKITA SUTTER

Type: CASE DISCUSSION NOTE
Follow-Up Date: 2025-07-03

Comments: Upon my arrival I went through the foyer of the building, it had a very bad odour of wet/ unclean dog. I took the lift to the floor that had the Dog Hotel. I met with Hannah. Hannah asked the staff to show me around so I could do my inspection. The animals at the hotel are grouped by size. There is usually no more than 15 in each group. I observed 9 dogs and one water bowl. I addressed the issue saying that there needs to be more than one water bowl for that many dogs. I noted enough space and no fighting amongst the dogs. The caretaker explained to me that every day they are taken to the outside area for 1 hour per group. I noted heaters and places with bedding in each pen. Most of the day is spent under shelter (the roof). There was F10 Spray on each enclosure and I observed the handlers/caretakers using the F10. The pens were clear of faeces and urine. It was further explained to me that some dogs who were there for daycare would have food sent with them and the dogs were kept separate in a cubicle while eating. I observed the cubicle. When the group whose turn it is for outside time would have two handlers with them. One to watch and one taking videos and photos for owners. I observed bigger and more water bowls in the outside area. The area was also covered with fake grass and had shelter. I then went to the adoption floor and was concerned by the amount of dogs I observed. The handler explained to me that currently there were 48 large dogs in the group for adoptions. The group had a daily outside time of 45 mins and they were all let out at the same time. I noted that some of the dogs jumped up on a little ledge, and while the perimeter is covered with a glass barrier it was extremely high up given they were effectively on the third floor of the building. Outside the one area was closed off as they were currently waterproofing. I observed once all the dogs were let in together a few were aggressive to one another and fought for the handlers attention. I was concerned at all the different breeds and size of large dogs all in one section. To the one side of the adoption floor was 3 older dogs of which one looked blind in a pen on their own with upside down steel frame beds which I asked to be moved as it could be a hazard and cause injury. It was noted that once the dogs were allowed back in from outside they peed and soaked the beds they were meant to lay on. I did an informal spacing measurement with my legs and the space for 48 dogs was 6m x 6m. I then inspected the puppy pen for adoptions. There is currently 16 puppy or small breed dogs. These dogs have no access to an outside section and may be taken for walks only if volunteers are available. The puppies all go to the waterfront pod on a Saturday/weekend. I noted one dog on its own in a pod and asked for a reason for this and I was told that it had a cough so was being isolated. I noted that the pod was roofless. After my inspection I met again with Hannah from the doggy hotel and informed her that she will receive correspondence via email and she asked that it be noted that even though in the same building they are run by different management. Email for hotel is in info@superwoof.co and email for adoption is adopt@oscarsarc.org

Captured By: NAKITA SUTTER 2025-07-02 15:09