



Animal and Pet Screening

- Adds an additional layer of liability protection by having a standardized process when dealing with household pets and assistance animals.
- Provides service and companion animal application verification and validation through our third-party screening service's comprehensive legal and FHAct/HUD guideline review process.
- Generates a Pet Profile with FIDO Score™ based on pet specific information such as breed, pictures, weight, vaccination records, and behaviors and determines pet rent, fees and deposits.

What is a Pet Profile?

A Pet Profile is a digital file that consolidates a variety of pet records all in one place. Pet Profiles make it easy to share pet information with housing providers. The information on a Pet Profile includes pet photos, vet history and vaccination records, microchip information and behavioral traits.

What is a FIDO Score™?

During the pet screening process, several factors are collected from the pet owner and compiled into a detailed Pet Profile. These factors help determine the FIDO Score™. Our patent-pending and proprietary FIDO Score™ system helps to understand the possible risk factors for each pet and pet owner. Please note we do not provide a score for any Assistance Animals.

What happens after an applicant submits a Pet Profile application?

Pet Profile applications for household pets are assessed with risk-based algorithms to calculate the FIDO Score™. Assistance Animal accommodation requests are individually reviewed by our Legal Review Team who helps validate the documentation provided by the applicant. The applicant's housing provider will receive a complete Pet Profile for each animal that includes name, breed, age, pictures, vaccines, behavioral information and Assistance Animal documentation (when applicable). Each household Pet Profile will also include the FIDO Score™. FIDO Scores are not provided on Assistance Animal Accommodation requests.

How long does the screening process take after the application is submitted?

A household pet profile has an instantaneous turnaround time. The review time for Assistance Animal accommodation requests is usually 24-business hours. If the review time takes longer, this likely means our team is waiting for validation from the third-party verifier or more information is needed from the animal owner.

How do you validate Assistance Animal Accommodation Requests?

When the animal owner submits a housing-related accommodation request, they must include documentation from a third-party verifier (this includes, but is not limited to, mental health professionals, social workers, or medical doctors). The documentation must affirm the animal owner has a disability and a disability-related need for the animal. Our legal team contacts the third-party verifier to validate this documentation, and we always strive to review profiles in 24-business hours. If the review time takes longer, this likely means our team is waiting for validation from the third-party verifier or more information is needed from the animal owner.