

## City of Mauldin Animal Control – Frequently Asked Questions

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### General Questions

**Question:**

There is a pet locked inside a vehicle. What can I do?

**Answer:**

First, check to see if the vehicle is running and if the pet appears to be in distress. Then write down the license plate number and a description of the vehicle and call Animal Control at (864) 404-3284. If there is no answer, or if it's after hours, call (864) 289-8900 ext. 2.

**Question:**

There's a deceased animal on the road or near my home. Can Animal Control remove it?

**Answer:**

Animal Control does not pick up deceased animals. If the animal is on your property, you will need to remove it. If the animal is on the roadway and obstructing traffic, you can contact the Public Works department at (864) 289-8904.

## Lost/Stray Dogs

### Question:

I lost my dog. What do I do?

### Answer:

Text LOST to (864) 467-3950 or visit Greenville County Animal Care's [I lost my dog](#) webpage for everything you need to know to find your lost dog.

### Question:

I found a dog. What do I do?

### Answer:

Text FOUND to (864) 467-3950 or visit Greenville County Animal Care's [I found a dog](#) webpage for everything you need to know to find a lost owner.

### Question:

Are people allowed to let their dogs run loose?

### Answer:

Pet owners should not allow their dogs to run at large off of their property. Sometimes a dog will get loose from its owner. Give the owner time to catch their dog before calling Animal Control, unless it's in immediate danger. If the pet owner routinely allows their dog to run loose off of their property and it is creating a nuisance or public safety threat, call Animal Control at (864) 404-3284 and an Animal Control Officer can respond to make the pet owner aware of his/her responsibilities.

### Question:

There is a stray dog running around, but no one can catch it. Can Animal Control come catch it?

### Answer:

If the dog is not in danger and is not a public safety threat, we recommend leaving the dog alone. Most roaming dogs live within 1,000 yards (a few

blocks) of where they are found. If the dog is in danger or poses a public safety threat, we can send an officer out.

## Lost/Stray Cats

### Question:

I lost my cat. What do I do?

### Answer:

Text LOST to (864) 467-3950 or visit Greenville County Animal Care's [I lost my cat](#) webpage for everything you need to know to find your lost cat.

### Question:

I found a cat. What do I do?

### Answer:

Text FOUND to (864) 467-3950 or visit Greenville County Animal Care's [I found a cat](#) webpage for everything you need to know to find a lost owner.

### Question:

I found an injured cat. What should I do?

### Answer:

Call Animal Control at (864) 404-3284 or you can take the cat to Greenville County Animal Care during their normal business hours (Monday-Saturday 8 am-6 pm).

### Question:

I was told Animal Control does not pick up stray cats anymore. Why not?

### Answer:

Many people want a quick fix to the cat overpopulation problem in Mauldin and ask for animal control to remove cats from their community. However, removing cats is not a long-term solution and has proven to be both ineffective and inhumane. Instead, Greenville County passed a resolution in 2015 to begin a community cat trap-neuter-return (TNR) program as a more effective and

economical way to reduce outdoor cat and kitten populations and reduce mating behaviors like roaming, yowling, spraying, and other nuisances.

**Question:**

What is Trap-Neuter-Return (TNR)?

**Answer:**

In a Trap-Neuter-Return (TNR) program, outdoor cats are humanely trapped (with humane box traps), brought to a veterinarian to be spayed or neutered, vaccinated, ear tipped (the universal sign that an outdoor cat has been neutered and vaccinated), and then returned to their outdoor home territory.

**Question:**

These aren't even my cats! Do I have to pay for them to get spayed/neutered and vaccinated?

**Answer:**

If you live in Greenville County, it is FREE to get an outdoor cat spayed/neutered, vaccinated, and ear tipped as long as you bring it to Greenville County Animal Care Clinic. See the link for Greenville County Community Cats Program for more information.

**Question:**

Will animal control TNR the cats in my neighborhood or do I have to do it?

**Answer:**

We estimate that there are hundreds, if not thousands, of outdoor, free-roaming cats living in Mauldin. There is no possible way that the Animal Control Officer can trap enough of these cats to effectively solve cat overpopulation in our city. Cat overpopulation is a community-wide issue and the only way we can fix it is if we have community-wide support. For these reasons, we do ask all community members to humanely TNR outdoor cats.

**Question:**

I don't own a humane box trap. Do I have to buy one to participate in the community cat TNR?

### Answer:

If you do not have access to a humane box trap, you can call (864) 467-3950 to make an appointment to pick up a humane, live trap from Animal Care.

### Question:

Why is returning cats a better solution to my cat problems than removing them?

### Answer:

When outdoor cats are removed from an area, the remaining cats breed even more and neighboring cats move into the newly available territory. Removing a cat or two from your yard or neighborhood will almost certainly result in MORE cat population growth, not less. TNR is a better solution because it doesn't remove cats, but it will make them infertile so they will not create more cats. TNR also helps to eliminate the unwelcomed mating behaviors (spraying, yowling, roaming, etc.) that make outdoor cats such a nuisance to have around.

### Question:

Stray cats carry lots of diseases. Aren't you concerned more people will get rabies if we don't remove stray cats?

### Answer:

No. Outdoor "stray" cats are not a health threat to communities in which they live and pose no greater risk to human beings or other cats than "pet cats". The last confirmed cat-to-human transmission of rabies occurred in 1975 and the risk of catching rabies from an outdoor cat is almost non-existent. Every cat that we TNR in Greenville County also receives a rabies vaccine, further reducing the incidence of rabies transmission.

### Question:

What if an outdoor cat is just someone's missing cat? How will someone find their missing cat if you don't take it to the shelter?

### Answer:

Cats who enter the shelter are the least likely to ever find their way back home. In fact, less than 2% of all of the cats brought to Greenville County

Animal Care are ever found by their owner. Cats are much more likely to find their way back home if we leave them where they are or put them back where they were found.

### Question:

Isn't it cruel for cats to live outdoors? Wouldn't it be better to find them a safe place to live indoors?

### Answer:

For thousands of years, cats have lived outdoors alongside people and can live healthy, fulfilling lives in the outdoors. Most outdoor cats are unsocialized ("feral") and so they would not be able to live safely and happily indoors. Before TNR, 7 out of 10 cats brought to the local shelter had to be euthanized because they were not able to be safely adopted into indoor homes.

### Question:

Why would Animal Control want to put homeless cats outdoors to fend for themselves?

### Answer:

Just because they don't live in our homes doesn't mean they are homeless. Outdoor cats have "home areas" where they are often cared for very much by people who enjoy having them around and feed them. Cats have coexisted with predator species like dogs, coyotes, foxes, etc. for thousands of years. Regardless of our concerns for the well-being of outdoor cats, TNR is still the only effective approach to reduce the number of cats and kittens living in our neighborhoods.

### Question:

What about the birds? Cats kill millions of birds every year!

### Answer:

Cats are scavengers. Decades of studies prove that when cats do hunt — which is not nearly as often as they scavenge — they prefer a diet of rodents rather than birds. Still, many bird and wildlife advocates support TNR because it's the only effective way to reduce populations of outdoor cats.

## Wildlife

### Question:

What can be done about wildlife in my yard?

### Answer:

If you believe the wildlife in your yard poses a public health and safety threat to you or your family, contact the Department of Natural Resources (DNR) at (864) 654-8266 or 1 (800) 922-5431. DNR will only respond to emergencies. If you are simply looking for ways to deter wildlife from coming into your yard, check out the [SC Department of Natural Resources website](#) for tips and tricks.

## Animal Cruelty

### Question:

I want to report animal abuse, cruelty, and/or neglect of animals. Who can I call?

### Answer:

Contact Animal Control at (864) 404-3284.

### Question:

Are people allowed to leave their dogs outside 24 hours a day?

### Answer:

Yes, but the dog must be on a running line, pulley or trolley system, in an adequately sized kennel or fenced yard, have wholesome food, water, and a weatherproof dog house.

### Question:

My neighbor is abusing or neglecting their pet. Can I make an anonymous complaint to Animal Control about them?

### Answer:

The reporting person's information must be provided at the time of the call. Your information remains confidential and will not be shared with the pet owner, but is needed to complete the report. We ask that the reporting person provide the complete address, description of animal(s), and violations. The reporting person must be a witness to the violation. If your neighbor is charged with animal cruelty/neglect, you may be subpoenaed to testify in court.

### Question:

I have called several times to report an abuse/neglect situation with my neighbor's pet and nothing is happening. What else can I do?

### Answer:

Animal Control responds to all calls of animal abuse, neglect, and cruelty. If the animal is not in immediate danger and the owner is willing to rectify the situation, we start by educating the pet owner on his/her responsibilities and help the pet owner connect with human animal support services for assistance. If an owner does not come into compliance within the time frame given, or if the animal is being intentionally abused or neglected and is in danger, we will intervene. In some situations, an animal may be seized and held in the animal shelter pending the outcome of the case. In other situations, the animal may remain with the owner until the case is heard in court. If you feel like the animal is in immediate danger, call Animal Control at (864) 404-3284.

## Continuous Barking, Crying, etc.

### Question:

There is a dog nearby that is barking excessively. Is this against the law?

### Answer:

[Per Sec. 6-13 - Nuisance animals; acts deemed a public nuisance](#) in Mauldin's Code of Ordinances: "Allowing or permitting an animal to bark, bay, whine, howl, crow or cackle in an excessive, continuous, or unreasonable fashion, or to make other noise in a manner so as to result in a serious interference with the reasonable use and enjoyment of neighboring premises" constitutes a public nuisance and is unlawful.

## Question:

What is the procedure to report a dog that is barking excessively?

## Answer:

You will need to submit a written and signed affidavit detailing the complaint to the Mauldin Police Department. Someone residing in a separate household or employed by a separate business in proximity to the offender will also need to submit a written and signed affidavit detailing the complaint to the Mauldin Police Department.

Written and signed affidavits can be dropped off at the Mauldin Police Department at 5 E. Butler Rd in Mauldin, or mailed to:

Mauldin Police Department  
ATTN: Animal Control  
P.O. Box 249  
Mauldin, SC 29662

[Per Sec. 6-13 - Nuisance animals; acts deemed a public nuisance](#) in Mauldin's Code of Ordinances: "Upon the receipt of two written and signed affidavits from individuals either residing in separate households or employed by separate businesses in proximity to the offender that a person is violating the provisions of this section, the animal control officer or other appropriate law or codes enforcement officer shall investigate the complaint. If the investigating officer determines that the complaint is justified, the animal control officer or other appropriate law or codes enforcement officer shall notify the owner or keeper of the animal, in writing, to correct the violation within ten days. In addition to this procedure, the animal control officer shall have the discretion to investigate other types of complaints that an owner or keeper is violating this section and take action consistent with this section."

If you need assistance with this process, please contact Animal Control at (864) 404-3284 or [sduncan@mauldinpolice.com](mailto:sduncan@mauldinpolice.com).

*For additional information about Animal Control in the City of Mauldin, visit <https://cityofmauldin.org/police/#codes>.*