

From: NSPCA Liaison Unit Administrator
Sent: Monday, 06 October 2025 13:34
To: 'triserratops@gmail.com' <triserratops@gmail.com>
Subject: RE: Pet Storey- Formally Pet Masters Boksburg

Good day

Thank you for your e-mail sent to the National Council of SPCAs.

Your complaint was forwarded to the Boksburg SPCA for further investigation. Feedback will be provided within 7 days by the responsible SPCA, copied to us.

If you do not receive a response or if the problem is not resolved please contact the society directly on Tel: 011 916 5906/7.

Kind regards,

Lisa de Bastos
Senior Administrator
Society Liaison Unit

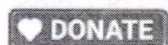


**National Council
of SPCAs**

NATIONAL COUNCIL OF SPCAs - NSPCA

T: 011 907 3590/1/2/3

W: nspca.co.za



Remember the NSPCA in your Will to protect what matters to you.



Snap here to pay

SnapScan



This email is subject to the following [disclaimer](#).

From: serra vansteenbergen <triserratops@gmail.com>
Sent: Monday, 06 October 2025 11:39
To: NSPCA <nspca@nspca.co.za>
Subject: Pet Storey- Formally Pet Masters Boksburg

Dear NSPCA,

I am writing to express my concern after visiting the recently taken-over pet store by SPAR, known as **Pet Storey** (formerly Pet Masters).

The conditions in the fish section were deeply distressing — the water in many tanks was extremely dirty and appeared not to have been cleaned for some time. The **Betta fish section** was especially alarming, with stagnant water, no form of air circulation, and several dead or dying fish.

I understand that the popular belief is that Betta fish do not require air flow and prefer still water. However, this is a misconception — in captivity, their natural environment cannot be replicated by keeping them in small, unfiltered containers. Betta fish need clean, oxygenated

FW: Pet Storey- Formally Pet Masters Boksburg

From NSPCA Liaison Unit Administrator <liaison@nspca.co.za>

Date Mon 10/6/2025 1:34 PM

To Vicky Finnemore <manager@boksburgspca.co.za>; Ralph <inspector3@boksburgspca.co.za>

Cc Willie du Plessis <chairman@boksburgspca.co.za>; John Penrose <vicechair@boksburgspca.co.za>; Erin Beadon <treasurer@boksburgspca.co.za>; Susan Beadon <secretary@boksburgspca.co.za>; Society Liaison Unit 4 <liaison4@nspca.co.za>; NSPCA Wildlife Protection Unit <wild7@nspca.co.za>; NSPCA Wildlife Protection Unit Manager <wild3@nspca.co.za>; NSPCA COO <coo@nspca.co.za>

 1 attachment (201 KB)

6-5A PET SHOP CHECK LIST.pdf;

Dear Colleagues

We trust this email finds you well.

Please refer to the below complaint for your investigation.

We kindly request that the aforementioned be conducted in terms of Rule 5.4.

Kindly forward the following documentation to us within a period of 7 days:

- A copy of your Cruelty Complaint Sheet
- Inspector's Report/Findings
- Any written Warnings/Notices
- Photographs of the animal/s and their welfare.

Please acknowledge receipt of this email.

Should you require any further advice and/or assistance in this regard you are invited to contact your Society Liaison Officer.

Kind regards,

Lisa de Bastos
Senior Administrator
Society Liaison Unit



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water to remain healthy, and the current conditions fall far below acceptable welfare standards.

It also appeared that untrained school-aged staff were responsible for the care of the animals, which raises further concern about the welfare and management of the store's animals.

Furthermore, I believe they recently got a lot of media attention with regards to the puppies and subsequently surrendered these animals over to the local SPCA but seems the welfare of the other not so cute and fluffy animals has clearly been overlooked.

Address:

[Google Maps link](#)

Behind Leroy Merlin, Trichardts Road, off N Rand Rd

I hope this matter can be investigated promptly to ensure the wellbeing of the animals housed there.

Kind regards,
Anonymous

Amanda Vorster

From: Tshepo Sithole
Sent: 15/10/2025 14:47
To: Amanda Vorster
Subject: FW: Feedback

May you kindly print out this document for me.

From: Tshepo Sithole
Sent: Monday, 13 October 2025 09:34
To: 'triserrtops@gmail.com' <triserrtops@gmail.com>
Subject: Feedback

Good morning. Serra

I am responding to you regarding a cruelty complain from Pet Masters. It was attended to on 8th October 2025, and I found 15 Betta fish. All of them were in small tanks. Spoke to the owner / manager regarding the matter and he said he will get them bigger tanks.

All the other tanks and bird cages were clean. and no dead fish were found at this time. We will be keeping an eye on the pet shop, following the media reports.

Thank you for reporting this matter to us.

Best regards
Officer T Sithole