Pets Policy

Policy Author: [REDACTED]	Policy Valid From: 11/11/2017
Policy Approved Date: 11 November 2017	Policy Review Date: 31/10/2026

Policy/Strategy Control Statement

1	Document Title	Pets Policy
2	Date of Document (Created Date)	03/02/2022
3	Service Lead	[REDACTED]
4	Author	[REDACTED]
5	Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc.	03/02/2022
6	Date last reviewed	03/02/2022
7	Amendment record	
8	Next review date (Planned review Date)	31/10/2026
9	Staff Consultation	Neighbourhood Management Team peer review December 2021
10	Other Services Consultation	N/A
11	Customer Consultation	N/A
12	Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team.	Approved
13	Confirm that document meets current legislative requirements	Confirmed
14	Further Information/Comments	Review of multiple landlords' policies to bring consistent policy across Homes Plus

15	Sign off of statement by Author and Service Lead (name and date):	[REDACTED] 3 February 2022

Policy Applicable To

Business Area: Affordable Housing Applicable to: Homes

Amendment Sheet Record

Revision Date	Description of Changes	Approved By	Date Approved
03.02.2022	Review of multiple Group landlords' policies to bring consistent policy across Homes Plus	[REDACTED]	February 2022

Please summarise the current policy requirements and how this is changed in the new policy.

The Policy sets out our approach to permitting pets in homes.

Please explain the reason for changes/improvements/new policy.

Review of businesses within Homes Plus to settle upon one consistent policy.

Please explain any new actions required to put the policy changes into practice.

None

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Aim of the Policy

The organisation recognises that customers may want to keep pets in their home for comfort and protection. These needs must be balanced against those of other customers and in the interest of our properties.

It is the organisation's policy to have general rules relating to pets, these are then tailored to meet the specific requirements of each scheme, having regard to the type of accommodation, the client group and the facilities on the scheme.

The organisation has a duty of care to all residents, and therefore in certain types of accommodation pets are not allowed. Even in accommodation where pets are generally allowed, certain types of pets may be excluded.

This policy does not apply to assistance dogs. Under equality legislation, service providers have to make reasonable adjustments to enable a disabled person to make use of a service provided and make reasonable adjustments for guide dog and assistance dog owners. It is against the law for a service provider to treat people with disabilities less favourably because they have a guide or assistance dog with them.

Clause in the Tenancy Agreement

Tenancy agreements will have specific clauses relating to the keeping of pets and this should be a starting point for customers and colleagues when deciding whether pets can be kept.

Where Can Pets be Kept?

Pets can be kept in the following types of properties.

- In houses with private gardens most types of domestic pets are allowed.
- Where it is appropriate for the animal and our discretion.

Where Pets Cannot Be Kept

- In flats where living accommodation is shared with other tenants, e.g. cluster flats pets are not allowed.
- In some Over 55 Living schemes depending on local arrangements.
- Where a property would be too small for the animal.

This list is for guidance. It is acknowledged, that there may be local conditions where it is not appropriate to give permission to keep a pet in one of the above types of property where they are usually permitted, or there may be other types where pets can be permitted with communal areas.

Permission should be requested each time the customer obtains a new animal. The number of animals permitted to be kept will depend on the size of the property and the type.

What Pets Can Be Kept

It is not appropriate to allow certain pets to be kept in Places for People properties. This may be due to the unsuitability of the property or the pet.

Customers should seek written permission to keep pets in all circumstances.

Permission can be withdrawn at any time if it is reasonable and proportionate to do so.

Permission will normally be granted for small domestic animals and birds. Permission will not be granted for the following:

- Farm animals – for example sheep, goats, pigs, cattle, horses, chickens, ducks
- Aviaries and pigeon lofts
- Birds of Prey
- Endangered species
- Animals registered under the Dangerous Wild Animals Act 1976 – for example venomous snake, certain types of monkey
- Pets for breeding for sale or the running of boarding kennels

DANGEROUS DOGS as per the Dangerous Dog Act 1991 –

- Permission will not be granted for Dangerous Dogs; unless the dog has been accepted on the Index of Exempt Dogs (evidence must be supplied).
- Where it is found a dangerous dog is being kept this will be dealt with in line with the breach of tenancy and/or asb policy
- When permission is sought to obtain and keep a dog that is classed as a prohibited breed under the dangerous dogs act, checks will be made with the local Police's Dog Liaison Officer (DLO), as approved by DEFRA as to whether the dog is on the Index of Exempt dogs.
- Management of a dog registered on the Index of Exempt dogs is the responsibility of DEFRA and the local police. If there are concerns that the requirements of DEFRA are not being met then the case will be referred immediately to the DLO from the local police.

Nuisance Animals

A range of behaviours can cause nuisance to neighbours this will be dealt with in line with the breach of tenancy/asb policy and permission to keep a pet may be withdrawn.

When a customer complains of personal injury or injury to their pet by another customer's pet, they should be advised to report the matter to the Police. If the Police think a dog is dangerous and not kept under proper control, then they may prosecute the owner.

Noise

When a customer complains about being disturbed by a neighbours pet, then this should be reported to the appropriate statutory agency, eg Noise Pollution team at the Local Authority.

Dogs Fouling Footpaths

Since May 1991, Local Authorities have a duty to keep public land and roads free of dog faeces. If the Local Authority fails in its duty, a complaint can be made to the Magistrates Court. Where there is concern of a health hazard, the matter should be reported to the Environmental Health Department.

In practice, there is little that can be done about dogs fouling unless the owner of the dog is known. Where the owner is known and refuses to stop their dog from fouling, the matter should be reported to the Police or the Local Authority.

NB. It is not an offence for a dog to foul private gardens. It is recommended that customers attempt to resolve this problem without the involvement of the organisation.

Keeping Pets Without Permission

A visit will be conducted to assess permission, and if permission cannot be given we will request the pet is rehomed. This will be dealt with as a breach of tenancy if it is not complied with.

Dealing With Neglect and Cruelty

Where a member of staff witnesses cruelty or neglect they will report this to the RSPCA. There is a 24 hour cruelty line 0300 1234 999. Where cruelty or neglect is reported to the organisation they will encourage the customer to report this to the RSPCA directly.