



CARE HOUSING ASSOCIATION PETS POLICY

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| Implementation Date | 15/10/2020 |
| Created/Reviewed by | Rachael Kaminski (Operations Manager) |
| Last Committee Review Date | 10/07/2023 |
| Review Due | July 2026 |

1. Policy statement

Under the terms of their tenancy agreement with Care Housing Association (Care), tenants have a right to enjoy their home. Care aims to ensure tenants are free to make their own lifestyle choices and we accept that, for some tenants, this may include keeping a pet. Care acknowledges that keeping pets can offer significant health and social benefits to their owners, however irresponsible pet ownership can cause nuisance to other tenants and staff, and suffering for the animal(s). It is, therefore, essential to have a policy in place which outlines the conditions relating to keeping pets in properties managed by Care.

2. Aims and objectives

The main objective of the Pets Policy is to ensure that measures and procedures enable tenants to keep pets, whilst ensuring that others are not adversely affected by this. Care aims to encourage responsible pet ownership and ensure that issues of pet nuisance, cruelty or neglect are dealt with appropriately and effectively. The policy will specify the following:

- Conditions under which tenants will be granted permission to keep pets.
- Instances where permission will not be granted.
- Action to be taken where conditions are broken.

3. Granting permission to keep a pet or pets

Tenants, both new and existing, must request permission from Care to keep any animal at their home. Anyone wishing to keep a pet should contact their Housing Officer who will send out the Pets Permission Form (Appendix A) and this must be returned to the Housing Officer.

Permission will normally be granted for one such pet, subject to the following conditions:

- The tenant returns the completed Pets Permission Form to Care.
- Tenants are responsible for the behaviour of any pets owned by themselves or by anyone living with them or visiting them. They must ensure that pets are supervised, kept under control and do not cause nuisance or annoyance to neighbours, visitors, Care staff or contractors. This includes fouling, noise and odours from pets.
- Tenants must ensure their pets do not cause damage or deterioration to their own, their neighbours', or any other Care owned property; any common parts; or any garden or landscaped areas. This includes damage caused by pet fouling and an increase in vermin associated with the

pet. Care will require that any such damage or pest is either made good by the tenant, or be treated as a rechargeable repair.

- Tenants are responsible for cleaning up dog or cat faeces immediately and should ensure that dogs are not permitted to urinate in communal paths, hallways or grassed areas. It is recognised that due to the independent nature of some cats, it may not always be possible to clean up faeces immediately, but every effort should be made by cat owners to ensure their cat does not cause a nuisance to others.
- Care will reserve the right to withdraw any permission and require the removal of a pet which is causing nuisance or damage if the tenant has either been unable to remedy the situation, or has refused to take any remedial action.
- Tenants are legally responsible for the health and welfare of any pet and they must ensure it has a suitable environment; a suitable diet; receives sufficient exercise; is able to exhibit normal behaviour patterns; and is protected from pain, suffering, injury and disease. The animal's need to be housed with or apart from other animals should also be considered.
- No other tenants who share communal areas with the applicant have a fear of, or are allergic to, the type of pet being requested.
- Tenants must make suitable provision for a pet should they become unable to take care of it, either on a temporary or permanent basis. In such circumstances, if this has not been arranged, staff will contact the appropriate authorities to arrange for the care of a pet and the tenant will be liable for any charges arising from this.
- Tenants must not normally leave any pets alone in the property for any prolonged period of time if they are away, and never overnight, unless clear, suitable arrangements have been made to provide adequate care. In general, pets would require to be boarded elsewhere.
- Care will reserve the right to withdraw any permission where a tenant has been negligent in their care of a pet; or where a tenant can no longer meet the basic welfare needs of a pet and is unable to or has refused to make alternative arrangements for its care.
- Care will reserve the right to impose any other condition on a specific case where it is felt to be appropriate in the interests of other tenants, staff, or the animal itself.

Care strongly recommends that tenants take out suitable pet insurance.

Applications to keep more than one uncaged animal will be considered on an individual basis. This will be dependent on a number of factors:

- the size of accommodation;
- the type and size of the animals;
- availability of garden or proximity of other exercise and toileting area;
- history of any previous or current pet ownership;
- ability of the tenant to ensure the welfare of the animals.

4. Pets in shared accommodation

Applications to have pets in any shared accommodation will only be considered if every occupant is in agreement as to the suitability and type of pet being considered. Even where this is the case, applications will only be granted under the same condition as those outlined in clause 3 (above) and each and every occupant of the household will have joint liability in ensuring the conditions outlined are upheld.

5. Staff pets

We understand that some tenants may not be able to keep their own pet but could benefit from spending time with visiting animals, such as support staff members who can bring their dog to work. This will be

subject to the support provider allowing such an arrangement and all tenants in the property being comfortable with this. Tenants are still ultimately responsible for actions of visiting animals.

If the intention is for staff pets to be in a property over 50% of the time or to regularly stay overnight, please seek permission for this from your Housing Officer.

6. Hate Crime, Equality and Diversity

Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination or hate crime.

We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation. Hate crime is ASB which targets someone with a perceived motive being prejudice towards a person's characteristics.

Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

7. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

8. Commitment and review

Care will formally review this policy every three years or as necessary dependant on legislative changes.

APPENDIX A



PERMISSION REQUEST TO KEEP A PET AT MY HOME

MY NAME*.....

MY ADDRESS.....

.....

TYPE OF PET REQUESTED

WHO WILL LOOK AFTER THE PET IF I AM UNWELL OR AWAY?

THEIR NAME.....

THEIR CONTACT DETAILS

.....

I agree to the terms below:

- I discussed this pet with my support team and they give permission for me to get it.
- I will clean up any mess and pay for any damage to my home or goods, such as furniture and carpets, that has been caused by the pet.
- I will look after my pet, including getting any vaccinations recommended by the vet**
- I understand that my pet must not cause a nuisance to others and I will permanently remove the pet from my home if asked to do so by Care Housing Association.

MY SIGNATURE* **DATE**.....

SUPPORT STAFF SIGNATURE.....

*Where the request is to have a pet in a shared property, each tenant must agree and understand that there is a joint liability in keeping the pet. This means each tenant is responsible for the full cost of any recharges or action taken as a result of not meeting their obligations.

**Care strongly advise tenants to take out appropriate pet insurance.

Please return the completed form to your Housing Officer, post to Suite 29 Hardman’s Business Centre, New Hall Hey Road, Rawtenstall, BB4 6HH or email to enquiries@careha.org.uk