



Dunbritton Housing Association Limited

Name of Policy	Pets Policy
Responsible Officer	Housing Services Manager
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Section	Housing Services
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1. Introduction

- 1.1 If a tenant wishes to keep a pet within a Dunbritton Housing Association (DHA) tenancy they must ask for permission. The Association recognises the benefits of having a pet, however, irresponsible pet owners can impact on the day to day well-being of other tenants and the appearance of our estates.
- 1.2 This Policy should be considered in line with DHA's Tenancy and Estate Management Policy (in respect of tenancy breaches and anti-social behaviour), and our Complaints and Unacceptable Actions Policy. Any appeal relating to a decision on the keeping of pets will be dealt with through our Complaint Handling Procedure (CHP).
- 1.3 Special consideration will be given in respect of the requirement to have an assistance animal, and where this is required for medical reasons, such working animals will not be considered as 'pets' for the purpose of this policy.
- 1.4 All information on pets, their owners, and any associated medical and disability need, will be held in accordance with DHA's Data Management Policy.

2. Policy Objectives

- 2.1 To create and maintain conditions in which tenants can enjoy their home and surroundings.
- 2.2 To specify clearly the number and type of pets that can be kept within a DHA property by type.
- 2.3 To detail the terms under which DHA can take action to address any anti-social behaviour or neighbour complaints that arise out of irresponsible pet ownership.

3. Definition and Restrictions

- 3.1 A domestic pet is defined as a dog, cat, bird (caged), fish, and rodent (such as hamster or gerbil).
- 3.2 The limitations in this policy refer specifically to cats and dogs and not to domestic animals that live in cages or tanks.
- 3.3 Tenants residing in flats can have one domestic pet and tenants living in a house can have two domestic pets.
- 3.4 Tenants may not keep exotic animals within their home, examples of these

include poisonous snakes and animals that have to be imported from abroad and require special incubation.

- 3.5 Tenants may not have an aviary or pigeon coop within their garden.
- 3.6 Tenants may not have a pet prohibited by the Dangerous Dogs Act 1991, or any subsequent legislation.

4. Application and Permission

- 4.1 Any tenant may request permission to keep a domestic pet. This should be made in writing, detailing the species and breed, and providing information to allow DHA to identify the pet.
- 4.2 DHA shall not unreasonably withhold permission.
- 4.3 Tenant's wishing to have a pet shall be provided with DHA's Keeping Pets Leaflet and shall be advised of their responsibilities as a pet owner, namely:
 - They are responsible for the behaviour of their pet
 - They must take reasonable steps to supervise and keep the pet under control
 - They must ensure a pet's behaviour does not cause nuisance or annoyance, this includes fouling, noise, smell and behaviour.
 - They shall ensure that any pet faeces is picked up from their property, garden, and surrounding area.
 - They may not bury the pet in their garden.

5. Withdrawal of Permission

- 5.1 Permission may be withdrawn at any time if DHA have reasonable grounds to believe that the tenant is in breach of this policy or if we have reason to believe that an animal's welfare is at risk.
- 5.2 Where permission is withdrawn, DHA shall inform the tenant of this, in writing, detailing the removal or rehoming of the pet from the property within a specified timescale (normally within 14 days).

6. Enforcement

- 6.1 Where a tenant fails to act within the terms and definitions within this Policy or where there are complaints relating to anti-social behaviour linked to their pet, DHA will respond in line with our Tenancy and Estate Management Policy, as a breach of Section 2.6 of the Scottish Secure Tenancy Agreement, which may result in court action against the tenancy.

7. Appeal Process

- 7.1 Where DHA have refused permission or have withdrawn permission to house a pet, a tenant may appeal through our Complaints Handling Procedure (CHP).

8. Equality and Diversity

- 8.1 As a service provider and employer we recognise the requirements of the Equality Act 2010, oppose any form of discrimination, and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.