Pet Policy

Should colleagues require any reasonable adjustment to allow for engagement with this document please contact the policy lead

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You are advised that a printed version may not be the latest available version. The latest version, which supersedes all previous versions, is available on the Brighter Places Policy Index Sheet. Those to whom this policy applies, are responsible for familiarising themselves with the latest version and for always complying with the policy requirements.

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1. Policy Statement / Purpose

Our pet policy aims to promote responsible pet ownership while ensuring the safety, cleanliness, and well-being of all residents within our homes. We recognize the positive benefits of having pets and seek to strike a balance between allowing pets and maintaining a harmonious living environment. This policy applies to General Needs housing but please note there are some schemes where we will not be able to allow pets, for example where we do not own the building and our lease prohibits pets.

This pet policy aims to outline guidelines that promote responsible pet ownership, respect for all community members, and the overall wellbeing of our community. By adhering to these guidelines, we can create a supportive and considerate environment for everyone.

2. Linked Documents

- Anti social behaviour & Hate Crime Policy
- Estate Management Policy
- Communal Areas Policy

3. Legal and Regulatory Compliance

All pets must be well cared for and we refer to the following documents when assessing this.

- Animal Welfare Act 2006
- Code of practice for the welfare of dogs
- Code of practice for the welfare of cats

4. Policy Detail

4.1. Roles and responsibilities

- Customer Service Team, taking enquiries and issuing pet request form.
- Housing Officer, approving pet permissions managing pet ownership and tenancy breaches
- ASB Officer, managing serious breaches requiring legal action.

4.2 Policy detail

4.2.1 Animal Types

At Brighter Places, we recognize the profound positive impact that pets can have on the wellbeing of their owners. Pets provide companionship, reduce stress, and contribute to a happier, healthier lifestyle.

However, we also understand the importance of maintaining a harmonious living space for all residents. It is essential to find a balance that allows pet owners to enjoy the benefits of having pets while ensuring that their presence does not negatively impact the wellbeing of their neighbours.

- Residents are allowed to keep domesticated pets, including dogs, cats, birds, and small caged animals (e.g., hamsters, rabbits).
- Chickens, cockerels and other non-domesticated animals are prohibited
- Exotic or dangerous animals (e.g., venomous snakes, large reptiles) are strictly prohibited
- Dogs banned under Breed Specific Legislation are prohibited, this includes but may not be limited to:

- Pit bull terrier
- Japanese Tosa
- Dogo Argentino
- Fila Braziliero
- XL Bully

4.2.2 Number of Pets

We recognise that there is not always a direct link between the number of pets in a household and their impact on the neighbours, the main factor is how well they are being cared for. As a guidance, providing all the requirements are met we will give permission based on property type:

- Flats - 1 cat or dog
- Houses / Bungalows with their own garden - 2 pets (eg 1 cat and 1 dog or 2 dogs**)**

Additional pets above this number would be considered on a case-by-case basis, ensuring that the wellbeing of both the pets and the neighbours is maintained. It would not be given if there are issues with the exiting pets in the household.

4.2.3 Pet Responsibilities

Pet Owners must:

- Keep their pets under control at all times
- Not to allow their pets to be aggressive or intimidating to any residents visitors or staff
- Prevent excessive noise (e.g. persistent barking, whining or howling) that disturbs neighbours
- Clean up after their pets promptly and dispose of waste in designated areas
- Ensure pets do not damage the property either through biting, scratching or fouling inside
- Ensure pets do not cause any damage to the internal or external communal areas of the building
- Ensure their pets are vaccinated, insured, and free from parasites
- Not allow pets to roam freely in common areas or be left unattended in the communal area

- Use leads or carriers when transporting pets within the building
- When visited by Brighter Places staff to remove the pet from the room if requested
- Ensure the pets wellbeing and care is at all times maintained
- Not to breed and sell any animals from Brighter Places homes.

4.2.4 Pet Registration

- Residents must register their pets with Brighter Places by completing the pet request form.
- Provide proof of vaccinations and insurance on request. Failure to provide proof of insurance and vaccinations will be used in any decision to deny / withdraw permission and any possible legal action being taken to enforce the tenancy agreement.
- This must be done for each pet kept

4.2.5 Permission refusals

Permission will not be given where we are investigating other tenancy breaches in the household such as: property or garden condition, hoarding or noise complaints. If we identify breaches of tenancy where permission has previously been given, we can withdraw permission.

4.2.6 Breach of Agreement

- We accept that pets can make noise and occasional barking is not considered a breach of the tenancy. However, if we receive complaints about excessive noise, threatening or aggressive behaviour of the pet, or damage to property as a result of the pet, we will treat it as Antisocial behaviour and ask the complainant to provide evidence.
- The tenant is responsible for the conduct of the pet, even if the owner is another member of the household. If we find that there have been breaches of this policy (e.g., aggressive behaviour, excessive noise, failure to clean up), Brighter Places reserves the right to take appropriate action, including:
    - Issuing warnings, or Acceptable Behaviour Contracts.

- Requesting removal of the pet.
- Applying to court for an injunction to require you to remove the pet. The tenant could be liable for any legal costs associated with this.
- Serve Notice Seeking Possession to end the tenancy.

4.2.7 Appealing a decision

- If you feel that a decision has been made in breach of this policy, you can log a stage one complaint and request a review of the decision.

5. Training Requirements

- Customer Service Team, Housing officers and Antisocial behaviour officers will receive information about this policy in team meetings and as part of their induction. New residents will be informed of the need to request permission upon move-in.

6. Monitoring and Review

- The ongoing application of this policy is monitored via the Housing Managers to ensure that it remains relevant, up to date and accessible to the relevant audience.
- The policy will be reviewed at least every 3 years

7. Data Protection

Any personal data created or used in the application of this policy must be done so in line with the Brighter Places data protection policy and privacy notices.

8. Equality, Diversity and Inclusion

Where required, reasonable adjustments will be considered to support residents and colleagues to engage with this policy. Please speak to the policy owner for assistance

9. Summary Roles and Responsibilities

Activities	Board	CEO	PGC	ARC	Exec	Managers	All staff	HR	Gov
Owner of the policy						X			
Monitoring & review of the policy						X			
Approval of changes to the policy					X				
Responsible for policy implementation						X	X		
Addressing issues in the implementation of the policy						X	X		
Version control of live policy						X			
Training of colleagues						X			

10 – Appendix

Pet permission form

Pet Permission letter