



HIGHSTONE

## Keeping Pets in Supported Housing

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Owner:	Highstone Housing Association
Document Controller:	Supported Housing Director

Changes made	Sections	Date	By	Date approved by board
Document aligned with Tenants Handbook	Throughout	18/7/2017	LB	22 <sup>nd</sup> November 2017

## 1. Introduction

Tenants will need to obtain the permission of Highstone Housing Association to keep any animal, bird, insect or reptile in their home. Usually, if the tenant has their own entrance we will allow the tenant to have up to two domestic pets. If it is a shared entrance or stairway, tenants will not be granted permission to keep any pets unless authorisation from a director of HHA is granted.

## 2. Health and Safety

Tenants are responsible for the health and welfare of their pets. Under the Animal Welfare Act 2006, this is called a duty of care. This requires proper day-to-day management and care of the pet. If tenants have any questions about the care of their pet they should contact their vet.

Routine healthcare must include regular control of parasites (flea and worms), and annual vaccinations. When applying to keep a pet, tenants will be required to provide the name of their vet.

The control of pets is the tenants' responsibility. Tenants must ensure that animals do not cause a nuisance to their neighbours. Visitors will not be allowed to bring their pets

Dogs must always be kept on a lead and under control when in public areas and dog faeces must always be removed immediately.

No pet should be left in a property when the tenant is away.

Tenants must make good any damage caused to the property by their pets.

## 3. Permission and How to Apply

All tenants, new and existing, must apply in writing for permission to keep a pet using '**Conditions of Permission being granted to keep pets in a HHA property.**' form at Appendix 1.

On receipt of this application HHA will decide if permission is to be granted bearing in mind the type of pet for which permission is sought and the adequacy of the management arrangements for the pet.

## 4. Responsibilities and Liabilities

Tenants must be aware of their responsibilities as set out in the 'Conditions of Permission being granted to keep pets in a HHA property' form. This must be signed by the tenants and Housing Officer.

The tenant will be required to complete a **Pet Plan (appendix 2)** and notify HHA of any changes.

A copy will be given to the tenant and the original held on the tenants file.

The behaviour of the pet is the tenant's responsibility and a re-charge invoice will be raised to meet any costs incurred in repairing damages to the building, fixtures, fittings or grounds caused by the pet.

## 5. Non Compliance

If a tenant does not comply with the terms of the agreement, then the matter will initially be discussed with the tenant and a resolution plan agreed

Tenants must be aware that a continued breach of the agreement could mean that permission to keep a pet will be withdrawn.

## 6. Complaints

Complaints relating to this policy will be managed in line with our Customer Charter policy.

## Conditions of Permission being granted to keep pets in a HHA property.

1	You, the tenant, must tell us, Highstone Housing Association, that you have a pet before you sign your tenancy agreement. Permission will only usually be granted if your property has its own entrance. If it is a shared entrance or stairway, you will <b>not</b> be granted permission to keep any pets unless Director authorisation is granted. We will ask you to give us details about the pet and will discuss with you what we consider to be responsible ownership and how we will monitor this. We will ask you to sign an agreement which says you will look after your pet properly and we will also explain what might happen if something should go wrong and the pet becomes a nuisance
2	You must ask for permission, in writing, if you plan to keep a pet after your tenancy has begun.
3	You must take good care of your pet and this means that it should be registered with a local vet, have regular vaccinations (and should have a certificate to show this should there need to be an emergency admission to kennels). We will check with you each year when we go through your support plan that your emergency arrangements for your pet are still the same. You must make sure that your pet has, sufficient exercise, food and water, be well groomed and regularly treated for fleas and worms
4	If you keep a cat this must be a 'house' cat i.e. litter trained.
5	You must not allow your pet to create any nuisance (through noise, behaviour, fouling or smell) to other residents of the scheme, staff and visitors or in the local neighbourhood. Nor should your pet be allowed to roam through the building or grounds.
6	Any fouling by the pet in the gardens, building or neighbourhood, must be cleaned up to a satisfactory standard and the faeces must be hygienically disposed of.
7	Small pets must be transported through the building in a suitable container
8	Your pet must not be allowed to create any mess in communal areas e.g. mud or fur and if it does you must clean the area immediately.
9	You agree to meet any costs incurred in repairing damages to the building, fixtures and fittings or grounds caused by your pet.
10	You must have a nominated person who agrees, in writing, to take full responsibility for the care of your pet, in the event of you being unable to. This will form part of the 'Pet Plan' for emergencies. Please see appendix 2.
11	You should also nominate a local commercial care provider e.g. kennels to care for your pet in the event of the nominated people being unable to.
12	The tenant accepts that scheme staff, whether appointed carers or HHA staff, will have no responsibility for the pet. Full responsibility lies with the tenant. However, scheme staff will work to sign post you to other agencies who can help with pet problems. Please see appendix 3
13	You agree to complete our information form for the 'Pet Plan' and notify Highstone Housing Association of any changes.
14	No pet can be brought to live or stay with a tenant until all the requested information has been supplied, certificates seen, and you have signed the agreement to these conditions.
15	Failure to comply with these conditions will constitute a breach of your tenancy conditions.

I have read the above conditions, fully understood them and I agree to abide by them. I understand that failure to do so will result in permission being withdrawn and that alternative accommodation must be found for my pet.

Signed.....

Name.....

Address.....

Date.....

Permission granted?

Yes

No

Housing Officer Name.....

Signature.....

**Pet Plan**

Pet Information form for .....(Tenant's details)

Pet's name (s)	
Description and age	
Name & Address of Veterinary practice	
Vaccination certificate seen	
Pet Insurance details (If applicable)	
Name, Address & contact details of nominated carer	
Name, Address & contact Details of Commercial Care Provider	

## Appendix 3

### Useful Contacts - Animal Health, assistance and re-homing

Association of Dogs and Cats Homes  
c/o The National Animal Welfare Trust.  
Tylers Way  
Watford, Herts  
WD25 8WT  
e-mail [secretary@adch.org.uk](mailto:secretary@adch.org.uk)  
[www.adch.org.uk](http://www.adch.org.uk)

Blue Cross  
Shilton Road,  
Burford  
Oxfordshire  
OX18 4PF  
Tel. 01993 822651  
e-mail [info@bluecross.org.uk](mailto:info@bluecross.org.uk)  
[www.bluecross.org.uk](http://www.bluecross.org.uk)

British Small Animal Veterinary Association  
Woodrow House, 1 Telford Way.  
Waterwells Business Park  
Quedgeley, Gloucester  
GL2 2AB  
Tel. 01452 726700  
e-mail [administration@bsava.com](mailto:administration@bsava.com)

RSPCA  
Wilberforce Way  
Southwater  
Horsham  
West Sussex  
RH13 9RS  
Tel. 03001234 555  
[www.rspca.org.uk](http://www.rspca.org.uk)

Cats Protection  
National Cat Centre  
Chelwood Gate  
Haywards Heath  
RH17 7BR  
Tel 08702 708649