



## **Pet Friendly Policy**

Version 1.3

Date of Last Update: 30/08/19

## Version Control

*Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.*

<b>Version Number</b>	<b>Sections Amended</b>	<b>Date of update</b>	<b>Approved by</b>
1.0	First issue in new template	11/03/19	CG
1.1	Minor updates to wording	18/04/19	CG
1.2	Updated to include Assistance Dogs	09/08/19	KC
1.3	Updated to clarify approach on dogs being secured in a room during visits.	30/08/19	CL

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## 1. Introduction

This policy outlines the Yarlington Housing Group (“Yarlington”) approach to customers keeping pets in their homes. We encourage our customers to be responsible pet owners and ensure they take adequate care of their pets. Under the Animal Welfare Act 2006, customers are legally obliged to care for pets by providing five basic needs:

- Somewhere to live,
- A suitable diet, including fresh water and appropriate food,
- The ability to express normal behaviour,
- Any need to be housed with, or apart from, other animals,
- Protection from and treatment of pain, suffering, injury and disease.

## 2. Type of Pets

We will allow customers to keep the following types of pets dependent on meeting the criteria.

Category	Type of Pets
Large Domestic Pets	<ul style="list-style-type: none"><li>• Cats</li><li>• Dogs</li></ul>
Small Domestic Pets	Kept within the garden: <ul style="list-style-type: none"><li>• Rabbits</li><li>• Guinea Pigs</li></ul> Kept within the property: <ul style="list-style-type: none"><li>• House rabbit x 2</li><li>• Hamsters</li><li>• Mice</li><li>• Large birds e.g. Parrots and Cockatiels</li><li>• Small Birds e.g. Budgies and Canaries</li><li>• Fish*</li><li>• Non-Poisonous Insects and Spiders*</li><li>• Non-Poisonous Snakes and Reptiles under two feet in length (fully grown)*</li></ul>
Other	<ul style="list-style-type: none"><li>• 6 chickens in suitable gardens (Cockerels are not permitted)</li></ul>

\*Tanks must not exceed 90cm in length, 45cm in depth and 45cm in height and be no more than 120ltrs in capacity. Tanks are not to be bottom drilled.

### 3. Type of Properties

We will allow customers to keep certain pets dependent on what type of property they live in.

Property Type	Type of Pets
House	<ul style="list-style-type: none"><li>• Large Domestic x 2</li><li>• Small Domestic x 2</li><li>• Other (Chickens) x 6</li></ul>
Bungalow/Flats with direct access to private garden.	<ul style="list-style-type: none"><li>• Large Domestic x 2</li><li>• Small Domestic kept within the property.</li></ul>
Bungalow/Flats with direct access to a communal area.	Small domestic pets which are kept within the property: <ul style="list-style-type: none"><li>• Hamsters</li><li>• Mice</li><li>• Large birds x 1</li><li>• Small Birds x 2</li><li>• Fish</li><li>• Non-Poisonous Insects and Spiders</li><li>• Non-Poisonous Snakes and Reptiles under two feet in length (fully grown)</li></ul>

Customers that live within a flat and must cross a communal area or patch to gain access to outside are not permitted to keep large domestic pets.

### 4. Assistance Dogs

Permission for Assistance Dogs will be granted independently from the criteria outlined in this Policy. In circumstances where the Assistance Dog has presented a Health and Safety concern or risk for you or other people we will work with you and the relevant agencies to resolve the matter.

### 5. Criteria

We promote responsible pet ownership which means we have a set of criteria in addition to the type of property a customer lives in on whether keeping a pet is allowed. We will not grant permission in circumstances where the customer has;

- Arrears on their rent or other accounts,
- Outstanding ASB against them,
- Previous ASB relating to animal nuisance.

## 6. Pet Conditions

Customers that have approval to keep pets in their home must follow these conditions:

- You will not be allowed to breed from your pets as a business.
- You will be responsible for the behaviour of your pets and should they cause any nuisance, annoyance, danger or distress to anyone in the community this will be a breach of your tenancy agreement and appropriate action may be taken which could affect the security of your home.
- You will move your dog(s) or other pets to a separate room or safe outside space whilst a Yarlington employee or representative is working or carrying out any type of visit in or around your home, including outside spaces and outbuildings.

If you fail to comply with these conditions, Yarlington may withdraw permission for you to keep a pet.

These conditions are in addition to adhering to the Animal Welfare Act 2006.

## 7. Requesting Permission

Customers may request permission to keep a pet via My Yarlington or through contacting our Customer Experience Team. My Yarlington offers the ability for customers to request permission and be notified of the outcome. Requests that require further consideration will be dealt with by our Customer Experience Team.

## 8. Pet Nuisance and Neglect

### Dealing with cruelty and neglect

Where a member of staff witnesses cruelty or neglect they will report this to the RSPCA or Police. Where cruelty or neglect is reported to Yarlington by a third party we will advise the customer to report this to the RSPCA directly.

### Nuisance Animals

A range of behaviours can cause a nuisance to neighbours for example;

- Pets fouling in the communal area or in neighbours gardens and not being cleared immediately.
- Pet fouling not being cleared within the pet owner's garden or boundaries.
- Over population of animals within the household.
- Excessive noise.

We will encourage customers to discuss any nuisance with their neighbours in the first instance with the aim to resolve the matter informally and without

Yarlington involvement. There may be cases where Yarlington need to be involved and the following actions may be considered:

- Restricting the number of animals,
- Involving organisations such as the RSPCA or Local Authority,
- Withdrawing permission to keep the animal/s,
- Encourage the customer to rehome the animal/s.

## **9. Advice and Support**

Where appropriate we will signpost our customers to external agencies such as RSPCA and PDSA for advice and support on pet welfare.

## **10. Complaints Process**

We are committed to ensuring all customers have a brilliant experience; however we recognise that sometimes this does not happen. If we have failed in our delivery of service, we will:

- Be Fair
- Put it right
- Learn from the outcome

If you are dissatisfied with the service, behaviour, standards, action or lack of action provided by Yarlington or those acting on our behalf you can make a complaint through MyYarlington, by Email, In Writing, and Telephone or via the Yarlington Housing Group Website. You can also obtain a copy of our Customer Engagement Policy which outlines how to make a complaint.

## **11. Equality and Diversity**

Yarlington Housing Group is committed to fairness and equality for all regardless of any disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race – this includes ethnic or national origins, colour and nationality, religion or belief, sex/gender, family circumstances, age or offending history. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

## **12. Review**

This policy will be reviewed every 24 months.