

LOCAL HOUSING COMPANIES SHELTERED SCHEME PET POLICY

Our approach

As a resident of a sheltered scheme all pets need to be approved, even pets such as goldfish or insects, so if you are thinking about getting a pet tell us in advance and we will ask you to complete a Pet Care Request form. There are certain terms and conditions relating to responsible pet ownership which apply to all approved pets and as an owner you are expected to adhere to.

Aims of the Policy

- To provide guidance to staff and customers to allow requests to keep pets, subject to specific obligations and requirements;
- To maintain a register of all pets;
- To ensure pet care arrangements are in place should the pet owner be unable to care for their pet;
- On the rare occasion that Loddon Homes considers that a pet is unsuitable for the residence; it is essential that this is discussed before an offer of accommodation is made.

Applying for consent to keep a pet

All applicants for housing, as well as existing residents including those wishing to replace a pet, will need to apply for consent to keep a pet. You will need to complete a Pet Care Request form and submit it to Loddon Homes.

You may be asked to provide additional information with your application. For example:

- If your pet requires a licence you will need to show proof that this is in place.
- We ask new applicants to advise upon application to live in one of our sheltered schemes whether they own a pet. As part of the assessment and allocation process, Loddon Homes needs to discuss the type of pet that the applicant has and make them aware of the facilities at the scheme and encourage them to consider how their pet will be managed once they move. An offer will be made, only when the pet care assessment and agreement is completed by the applicant and approved by Loddon Homes.
- Completion of the pet owners assessment and agreement form is a condition of the consent and it is Loddon Homes managing agent's responsibility to ensure that it is completed and that any conditions (appendix 2) are discussed with the applicant.
- An existing customer, requesting permission to keep a pet or replace a pet which has died, will also be required to submit a completed pet owners assessment and agreement form to Loddon Homes managing agent, before approval is given.

In all cases, a decision will be made on a case-by-case basis and all requests must be accompanied by a signed Pet Care Request form (Appendix A).

Criteria that we will apply

When managed responsibly pet ownership should not cause any inconvenience to other residents.

Terms of the consent

- Any pet within a Loddon Homes property must be registered with a local vet (with the exception of budgies and fish);
- Animals should be fully vaccinated;
- The owner must comply with the main terms of the Animal Welfare Act 2006 which are:
 - o A proper diet, protection from pain, suffering, injury or disease, the ability to exhibit normal behaviour patterns, a suitable environment to live in with or apart from other animals;
- In the case of a dog, on receipt of the completed pet owners assessment and agreement form, Loddon Homes managing agent would arrange for a home visit or an accompanied viewing to assess the suitability of the pet before making a decision;
- Dogs are to be walked away from the scheme and its communal gardens and kept on a lead at all times within the communal parts of the scheme and communal gardens;
- Owners must not allow the pet to wander corridors or hallways or enter the café/restaurant areas, unless they are considered an assistance animal;
- With the exception of house cats, who never leave the property, cats must have access to the outside. This may be by the resident's patio door and cats must be provided with a litter tray in the resident's home (at least one per cat), which is emptied regularly. Used litter should be securely bagged before being placed within the communal bins;
- The pet is house trained and must not be permitted to foul communal areas at any time. If an incident of fouling occurs the owner must clean the mess immediately. If damage or deep cleaning of the affected area is required, the customer will be re-charged for these services;
- The pet does not create any exceptional noise issues – beyond normal day to day levels;
- In the case of exotic species relevant licences must be held and Loddon Homes must be satisfied with the security of the animal;
- Any dog must be microchipped and details held on the Government approved database updated with your address etc. Cats must also be microchipped and wear a collar with ownership details in case they are lost;
- All owners are asked to consider neutering their pet, further advice on this can be obtained from a vet. Financial assistance from various charities may be available such as the PDSA.
- Owners should have taken out appropriate pet insurance;
- Owners are to provide two named pet carers for use in such cases as the owner becomes unwell, has a hospital omission or go on holiday;
- the owner abides by all tenancy/lease conditions and follows the pet owner conditions set; and
- The owner completes a Pet Care Request form (Appendix A).

Refusing or Withdrawing Consent

If the decision to refuse consent is made during the application/ nominations process this will be addressed at the time and **not** be left until an offer of accommodation is made.

Dealing with unauthorised pets

In the unlikely event that an applicant has not declared that they have a pet or an existing customer does not seek the correct consent; the owner may be asked to rehome their pet.

We may take action against the customer within the terms of their tenancy agreement.

Right of appeal

In the event that a resident or applicant has been refused permission to keep a pet and they wish to appeal against this decision they should write to the our managing agent outlining the details of the case and our Managing Director will review the case.

Visiting pets

Friends or relatives may come to visit you and bring their pets with them. Visiting pets are welcome, but are expected to keep to the same rules and Terms of Consent that are required of residents who have pets.

Assistance Animals

Permission will not be refused for guide and hearing dogs. However, a pet owner's assessment and agreement form will still be required to be completed and all welfare requirements and pet conditions will need to be met.

Dangerous dogs

Although the Dangerous Dogs Act 1991 prohibited some types of dogs, it is possible for a court to place a banned-type dog on the Index of Exempted Dogs (IED) where they are satisfied that the dog is not a danger to the public. In these cases, the court will issue a Certificate of Exemption (valid for the life of that dog) and allow the owner to keep the dog.

Where an application is received for an 'exempted' dog, the owner should be asked to provide evidence (including the Certificate of Exemption) with their application.

The owner must still comply with all exemption conditions including:

- the dog must be neutered, microchipped, kept on a lead and muzzled at all times in public and be kept in a secure place so it can't escape;
- the owner must have insurance against the dog injuring others (further information about pet insurance is available to all customers);
- advise the IED of any change of address or if the dog dies; and

- no dog is exempt from the change to the Dangerous Dogs Act 1991 (from May 2014) that made it a criminal offence for a person in charge of any dog to allow it to be “dangerously out of control” in private as well as public spaces.

Problem Pets

Persistent problems are likely to lead to our withdrawing permission and may take action against the customer within the terms of their tenancy agreement.

Should pets cause damage to property the owner will be responsible for the cost of remedying the damage.

Communal Areas

Pets, particularly dogs must be kept on short leads at all times in corridors and entrance areas and are not allowed in communal kitchen / dining areas (unless they are assistance pets).

Policy review

This policy will be reviewed in line with any regulatory or legislative changes or by the scheduled review date as per the information provided in document control, whichever is sooner.

DOCUMENT CONTROL

Issue date	Approval date	Planned review date	Actual review date
April 2017	March 2018		February 2021
	February 2021	November 2022	

Pet Care Request Form

I have considered the terms detailed below and I agree to the relevant clauses.

The name and type of the pet that I wish to keep is:

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- Any pet must be registered with a local vet (with the exception of budgies and fish).
- The pet will not be the subject of any breeding or business activity from the property.
- The owner must comply with the main terms of the Animal Welfare Act 2006 which are:
 - A proper diet, protection from pain, suffering, injury or disease, the ability to exhibit normal behaviour patterns, a suitable environment to live in with or apart from other animals.
- Dogs are walked away from the estate and kept on a lead at all times within the communal parts of the estate and the estate grounds.
- The resident does not allow the pet to wander corridors or hallways within the estate
- with the exception of house cats who never leave the property cats must have external access to the outside – this may be by the resident carrying their cat to the main door and collecting them upon their return or through a window or patio door and be provided with a litter tray in the resident’s home (at least one per cat) which is emptied regularly. Used litter should be securely bagged before being placed within any communal bins.
- The pet is house trained and must not be permitted to foul communal areas at any time. If an incident of fouling occurs the owner must clean the mess immediately.
- Subject to specific consent, permission may be given for a cat flap to be fitted in a resident’s own door to the exterior (not in a communal door to the exterior). In these circumstances, when a resident vacates the property the cat flap may be left in place as long as it can be securely locked. In certain circumstances, permission may be given for a cat flap to be fitted in a window. In these circumstances, the resident would be required to remove the cat flap and reinstate the window when the property is vacated.
- The pet does not create any exceptional noise issues beyond normal day to day levels.
- In the case of exotic species relevant licences must be held and the landlord must be satisfied with the security of the animal.
- Any dog is microchipped and details on the Government approved database have been updated. Cats can also be microchipped and wear a collar with ownership details in case they are lost.
- All owners are asked to consider neutering for their pet, further advice on this can be obtained from a vet. Financial assistance from various charities may be available such as the PDSA.
- The owner has completed and returned a Pet Care Request form.

On admittance to hospital or otherwise unable to look after my pet, I would like the following person to be contacted to take care of my pet.

Name of temporary pet carer	
Address	
Telephone no	
Pet's name	
Type of pet/breed	
Age of pet	
Preferences e.g. House-trained, food preferences, medication, health problems	
Resident name	
Address	
Signature	
Date	

To be completed and given to your housing officer

APPROVED