

Pets Policy

1. Scope

- 1.1 This policy sets out Peabody's approach to pet ownership within our properties.
- 1.2 This policy covers all tenants, leaseholders, market rent, intermediate rent, keyworkers, shared owners and other homeowners that live in Peabody Group properties. Peabody residents should also check their individual tenancy and lease agreements for rules on pets.

2. Aims and Objectives

- 2.1 The aims of this policy are:
 - To ensure that pets are kept in line with the terms of the individual tenancy or lease agreement.
 - To promote responsible pet ownership across Peabody communities.
 - To ensure complaints about nuisance are dealt with efficiently and effectively.
 - To ensure all Peabody residents are treated in a fair and equitable way.

3. Key terms and definitions

Assistance Dogs

- 3.1 Assistance dogs – such as guide dogs for the blind, hearing dogs for the deaf or dogs for the disabled – must always be permitted. The Equality Act 2010 prohibits anyone renting or selling a property from discriminating against a disabled person: this includes discriminating against a person with an assistance dog. An assistance dog is trained to perform specific tasks to help a disabled person.

Animal Hoarders

- 3.2 Animal hoarding involves keeping a higher than usual number of animals as pets without having the ability to properly house or care for them.
- 3.3 Peabody has standards for permitted number of pets per household and requirements for caring for pets. These factors will be taken into consideration when determining whether animal hoarding is taking place.

Nuisance

- 3.4 Nuisance, under the Environmental Protection Act 1990, is defined as: 'An unreasonable and significant emission of noise that causes significant and unreasonable interference with the use and enjoyment of your premises'.
- 3.5 Dangerous or nuisance activities include (but are not limited to):

- Fouling staircase, walkways or communal areas. We expect owners to clear up their mess immediately;
- Excessive noise by pets - the volume, duration and time of day will be considered;
- Dog biting and/or attacks on people or other animals;
- Injuring or frightening anyone into thinking they might be injured;
- Pets being out of control or a danger to other residents;
- Failing to keep a dog on a lead in all communal areas.

4. Policy

Permitted Pets

- 4.1 Tenants who wish to keep a pet must first have written permission from Peabody. Or, if a tenant wishes to bring a pet with them when they move in, they must request permission as soon as they move in.
- 4.2 Permission to keep a dog will be granted depending on whether the property has a private garden and its own separate entrance; whether the tenant is considered suitable based on tenancy history; and any other factor deemed necessary for wellbeing of the animal. Only in exceptional circumstances will permission for more than one dog be granted.
- 4.3 Permission to keep cats will usually be limited to two cats per household. This will be granted only if the cat(s) remains in the owner's premises at all times, unless there is access to a private garden or the house/flat/maisonette has its own separate entrance.
- 4.4 For Market Rent tenants that have been given permission to keep cat(s) and/or dog(s), they must sign an additional agreement stating that they will have any carpets professionally cleaned upon termination of the tenancy.
- 4.5 Permission for a small number of the following pets will usually be granted: small caged animals, caged birds and fish in tanks.
- 4.6 Livestock; dogs listed under the Dangerous Dogs Act 1991; animals listed in the schedule of the Dangerous Wild Animals Act 1976; or any endangered species are not permitted under any circumstances.

Exceptions

- 4.7 We will permit an assistance dog, such as a guide or hearing dog where needed irrespective of access to a garden or private entrance. Residents must notify Peabody if they are keeping an assistance dog. All assistance dogs must be professionally trained.
- 4.8 Residents may ask permission to keep pets for wellbeing reasons, including therapy dogs, where they do not meet the above criteria. This must be supported by written evidence from a qualified professional of the benefits that the animal has for the

resident's wellbeing. Where Peabody grants permission, this may be withdrawn any time if the pet causes a nuisance or the owner is unable to care for it properly.

- 4.9 We will permit a resident who has transferred to Peabody as part of a stock transfer to keep a dog they had on transfer until it dies. If the resident lives on a stock transfer estate written permission from Peabody must also be given. Peabody will not unreasonably withhold permission provided they meet the above criteria.
- 4.10 Where a resident is transferred to another property as part of a decant, they may keep permitted pets they had on transfer until they die. For any additional pets the resident wishes to keep they must have written permission by Peabody.
- 4.11 When arranging a mutual exchange, it is the resident's responsibility to find a property suitable for a dog they have been permitted. Peabody has the right to withhold permission for keeping a dog if a tenant moves into a property that does not fulfil the above criteria.

Applying for permission to keep pets

- 4.12 We will ask any tenant wishing to apply for permission for a pet, to complete and sign a Pet Registration Form outlining their commitment to responsible pet ownership; having their cat(s)/dog(s) neutered; and never breeding or selling animals from their home.
- 4.13 To determine whether permission should be granted Peabody may request additional information, including but not limited to: a reference for their pet(s) from a previous landlord, letting agent or veterinary surgeon; contact details of their veterinary practice; and a nominated person who will care for their pet(s) in case of an emergency.

Withdrawing permission

- 4.14 Peabody has the right to withdraw permission to keep a pet, at our discretion, particularly if the pet causes nuisance or endangers others.

Rules for Pet Owners

- 4.15 Where a resident chooses to have a permitted pet, they must fulfil the following conditions:
- All animals must be kept in proper care, as defined in the Animal Welfare Act 2006. Residents must ensure any pets have a proper diet; protection from pain, suffering, injury or disease; the ability to exhibit normal behaviour patterns and a suitable environment to live with or apart from other animals; and are not left unattended for a significant amount of time.
 - All animals must be kept in proper control and must not cause a nuisance to other residents.
 - That their pets do not emit unpleasant odours from a property

- Animals must not be allowed to foul in public or communal areas. Any fouling must be cleared up immediately by the responsible resident.
- Animals must not damage Peabody property.
- Dogs must be kept on a lead in communal areas and must not enter children's play areas.
- Pet owners are responsible for complying with all legal requirements. All dogs over the age of 8 weeks must be microchipped and wear a collar and tag in public, in line with current regulations.
- Not to keep the pet's offspring on the premises for longer than 8 weeks after birth unless permission has been granted by Peabody.

Prohibited Activities

- 4.16 Residents must not keep any animals for breeding purposes.
- 4.17 We will not allow the sale of pets within Peabody properties.
- 4.18 Residents must seek permission from Peabody if they wish to pet sit or have a pet reside in their property for longer than one day.
- 4.19 Residents are responsible for ensuring any dogs visiting their property are accompanied by their owners and they do not cause a nuisance.
- 4.20 Peabody will not give permission for residents to install cat or dog flaps if the fitting affects the fire integrity of the door.

Other

- 4.21 We will investigate all complaints made about pets in line with our complaints policy and procedure. If the complaint relates to nuisance or anti-social behaviour, we will respond in line with our Anti-Social Behaviour Policy.
- 4.22 Peabody will seek support from Local Authorities on a case-by-case basis, where pets are causing a nuisance or deemed dangerous.
- 4.23 Where a complaint is made about a pet being kept without permission, Peabody will investigate the complaint and decide the most appropriate way forward. If the complaint is upheld then the resident will be asked to re-home the pet within a reasonable timeframe.
- 4.24 Where a complaint has been made, Peabody may consider legal action after all other options have been exhausted.
- 4.25 Where a pet has attacked, or endangered a resident or member of staff, Peabody will immediately report the incident to the police or local authority.
- 4.26 We will report any complaint of animal cruelty immediately to the RSPCA and will report any stray pets to the relevant local authority.

4.27 Peabody employees will support residents and involve the appropriate agencies, where residents are found to be hoarding animals, in line with our Hoarding Policy.

5. Monitoring and continuous improvement

5.1 This policy will be reviewed every three years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

6. Legislation and regulation

Environmental Protection Act 1990; The Equality Act 2010; Animal Welfare Act 2006; Dangerous Wild Animals Act 1976; Dangerous Dogs Act 1991;

Related Documents:

- Anti-Social Behaviour Policy
- Complaints Policy
- Hoarding Policy
- Pet Registration Form

Approval

Version number	V1
Approved by	Steve Thomas, Regional Director West
Approval date	21.03.2018
Effective from	04/18
Date of next review	04/21
Policy owner	Steve Thomas, Regional Director West
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Equality Impact Assessment (EIA)	TBC
Data Protection Assessment (DPIA)	N/A

Version control

Date	Author	Version	Details of review