Pets Policy

1. Introduction

1.1 A pet is a tame animal, fish, insect or bird kept as a companion. Our tenancy agreements and leases allow residents to keep certain types of pets under certain conditions. Where there are differences, lease terms take precedence over the provisions within this policy. This may include where Peabody holds a head-lease which implies restrictions in under-leases or tenancy agreements.

1.2 This policy sets out our overall approach to residents keeping pets. It covers the types of pets that are permitted, the conditions attached to keeping pets in our homes and how we will deal with unauthorised pets and other issues related to keeping pets.

1.3 In general, residents do not need our permission to keep a reasonable number of pets, and we recognise the mental and physical health benefits that can come with pet ownership. However, we will take action if pet owners fail to uphold the standards set out in this policy, or if pets have an unintended negative impact on other residents and the community.

1.4 This policy has links to some of our other policies, and we have thought about these links when reviewing the policy. This policy should be read in conjunction with our:

- Anti-Social Behaviour Policy
- Complaints Policy
- Hoarding Policy

2. Scope

2.1 This policy covers all households living in properties owned or managed by the Peabody Group, including general needs, market rent, intermediate market rent, keyworker housing, leasehold, and shared ownership. See Section 4.4 for information on sheltered and supported housing.

2.2 This policy applies to all residents: tenants, homeowners (leaseholders and shared owners), lodgers and subletters.

2.3 However, in cases where there are express rules or regulations regarding pet ownership set out in any lease or regulations issued by a third party managing the site, the pet ownership permissions set by the lease and/or third party take precedence.

3. Key terms and definitions

3.1 ‘Animal hoarding’ involves keeping a higher than usual number of animals as pets without having the ability to properly house or care for them.

3.2 ‘Noise nuisance’ is an unreasonable and significant emission of noise that causes significant and unreasonable interference with the use and enjoyment of the premises.

3.3 Some examples of things we consider pet-related nuisance include:

- Fouling in communal areas
- Excessive noise (due to the volume, duration, or time of day)
- Attacks on people or other animals
- Causing a person to believe they might be injured due to an out-of-control pet.
- Failing to keep a dog on a lead in communal areas.

4. Our approach

4.1 Permission to keep a pet

4.1.1 Residents (except those in Sheltered and Supported Housing in 4.4 below, and those with express requirements by a lease/and or third party managing the site in 2.3 above) do not need to seek our permission to keep the following pets:

- Up to two dogs
- Up to two cats
- A reasonable number of small mammals and/or caged animals

4.1.2 Residents should, however, seek written permission from us if they wish to keep any additional pets above those permitted as standard. We will consider the circumstances of the household and nature of the property when reviewing these cases and make a decision within 10 days. If we refuse the request, we will clearly set out the reasons why. This includes residents who are moving into a Peabody home via transfer, decant or mutual exchange.

4.1.3 Trained assistance dogs, including guide dogs and those to assist the deaf, are allowed in all circumstances.

4.1.4
We will not grant permission for households to keep the following as pets:

- Animals listed under the Dangerous Wild Animals Act 1976 (including large mammals, carnivores, larger or venomous reptiles, dangerous spiders, and scorpions)
- Any endangered species
- Any hybrid between a domestic and a wild animal
- Bees
- Dogs listed under the Dangerous Dogs Act 1991 (i.e. XL Bully, Pit Bull Terrier, Japanese Tosa, Dogo Argentino, or Fila Brasiliero)
- Guard dogs
- Livestock (including poultry, horses, and cattle)

4.1.5 We retain the right to withdraw permission to keep a pet where the pet has caused nuisance, damage to the home, or we believe the owner is showing signs of animal cruelty or neglect.

4.2 Responsibilities for pet owners

4.2.1 Residents are responsible for the health and welfare of their pets as detailed under the Animal Health and Welfare Act 2006. We expect all pet owners to:

- Care for their pets responsibly. This includes giving their pets a healthy diet, not subjecting them to abuse, providing a suitable home for the type of pet (with or apart from other animals), and not leaving pets unattended for a significant amount of time.

- Keep pets under control and supervised, and not cause a nuisance to other households. This includes dogs being kept on a lead in communal areas, not entering children's play areas, and being under control when our colleagues or contractors attend a property.
- Clean up any fouling in communal areas immediately.
- Make a conscious effort to stop unpleasant smells being released from their home due to their pet(s).
- Ensure dogs older than eight weeks are microchipped and wear a collar and tag in public.
- Ensure cats are microchipped before they reach 20 weeks of age.
- Have suitable care arrangements in place for their pet if they are going to be absent for long periods.
- If a pet dies, bury or dispose of its body a responsible and safe way.

4.2.2 Residents are responsible for any damage caused to any of our or other residents' property or belongings by their pet. Failure to keep to these conditions may result in us withdrawing our permission and pet owners may be recharged for any repairs which are needed if damage is caused.

4.2.3 Animals must not be kept for the purposes of breeding or sale.

4.2.4 Residents should not attempt to install cat or dog flaps without our prior consent as these can compromise the fire safety of a property.

4.2.5 We expect households to uphold the same standards for any animals visiting their property.

4.3 Handling pet-related issues

4.3.1 We will work with residents to address pet-related issues or any circumstances affecting the owner which have led to these issues. This may include referrals to specialist animal welfare organisations for information, advice, and guidance.

4.3.2 Where a pet owner fails to engage with these efforts, or if the level of nuisance, cruelty or neglect is significant, we will take more serious action. This may include making a referral to the local authority and/or police, requiring the rehoming of the animal, or in some cases seeking possession of the property. Where a decision has been made to rehome an animal, we will allow this to take place within a reasonable timeframe but no later than 30 days from request to rehome pet. We will consider more time if requested.

4.3.3 It is illegal for a pet owner to allow their dog to be dangerously out of control in a public place. This includes any incidents where injury occurs or there is a fear that an injury might occur. We will report all such incidents to the police, and this may result in sanctions or criminal prosecution.

4.3.4 We will report any complaint of animal cruelty to the RSPCA and will report any stray or abandoned animals to the relevant local authority.

4.3.5 We will investigate issues relating to nuisance or anti-social behaviour in line with our Anti-Social Behaviour Policy.

4.4 Pets in Sheltered and Supported Housing (tenants only)

4.4.1 Residents in supported and sheltered housing must seek approval from the Scheme Manager, Housing Officer or an equivalent colleague to keep any pet. We will generally restrict permission to one pet per resident unless there are exceptional circumstances for incoming residents.

4.4.2 We will make decisions on a case-by-case basis according to factors such as:

- The type and nature of the supported housing service
- The resident's ability to care for the pet.
- The nature of arrangements for taking care of the pet in the event of a change of circumstance, such as hospital stay, move to other accommodation or a decline in health or wellbeing.
- Any potential impact the animal may have on others or the environment within the scheme.

4.4.3 If the resident is dissatisfied with the outcome, they should make an appeal to the relevant Team Leader or Service Manager.

4.4.4 We will monitor pet-related issues locally in line with the responsibilities and enforcement criteria set out in this policy.

5. Equality, Diversity, and Inclusion

5.1. An Equality Impact Assessment (EqIA) has been completed for this policy, and ongoing monitoring of residents' protected characteristics will be conducted to identify any adverse impact and future actions.

6. Legislation and Regulation

- Animal Welfare Act 2006
- Anti-social Behaviour, Crime and Policing Act 2014
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Dogs Act 1871
- Environmental Protection Act 1990 Equality Act 2010

7. Responsibilities

7.1. The Managing Director (North Counties) has overall accountability for this policy.

7.2. For Town and Country Housing, the Operations Director has overall responsibility for the delivery of this policy.

Approval

Version number	1.4
Effective from	21 September 2026
Policy owner	Managing Director (North Counties)