



## PLYMOUTH COMMUNITY HOMES PETS POLICY

<b>Version:</b>	Version 3 - Full review and update	<b>Effective from:</b> May 2024
<b>Lead Directorate:</b>	Homes and Communities	
<b>EIA completed:</b>	January 2024	
<b>Approved by:</b>	Customer Focus Committee	

### 1. Introduction – Scope and Purpose

This policy sets out our approach to keeping pets in the home. The policy recognises both the positive effect pet ownership can have on the general health and well-being of individuals, but also the challenges pets can present if not managed appropriately.

This policy applies to all residents who live in properties owned or managed by Plymouth Community Homes (PCH).

The aim of the policy is to:

- encourage responsible pet ownership amongst tenants, leaseholders, and shared owners.
- minimise any issues or complaints relating to animals within PCH owned and managed properties.

This policy is in addition to the terms and conditions within the tenancy agreement and is aligned with the PCH's Anti-Social Behaviour Code of Practice, and our Pet Ownership Guidance. This policy should be applied in conjunction with these documents.

### 2. Policy Statement

PCH acknowledges that the majority of pet owners are responsible and will take an approach to pet ownership that recognises this. PCH expects any pet owner to take care of their pet's, their home and the local community.

Where it is evidenced that residents are not taking reasonable care of their pet and/or allowing their pet to cause a nuisance or damage property, we will

consider withdrawing consent for the pet and take tenancy action if the pet is not removed/re-housed.

### 3. Policy Details

Plymouth Community Homes will not unreasonably withhold consent when our residents make a request for pet ownership, although some head leases do not allow pets under any circumstances. Residents will be required to apply for retrospective consent where we become aware of a pet in the household.

The welfare of the pet is of the utmost importance however we also need to manage the impact that irresponsible pet ownership has on neighbours and the property. We will provide guidance and support on what we consider to be reasonable regarding responsible pet ownership.

Applications for consent to keep a pet in Supported Housing and for Assistance Pets will be considered as set out in our 'Pets Guidance'.

PCH will not grant consent for any of the following animals to reside in residents' homes:

- Any breed of dog banned under the 1991 Dangerous Dogs Act
- An animal that would require a licence under the Dangerous Wild Animals Act 1976
- Birds of prey
- Livestock.

PCH will not grant consent to any resident where there is evidence of:

- Historic or current animal neglect or cruelty
- Historic or current nuisance, annoyance, or disturbance because of pet ownership
- The resident being subject to a time limited, or lifetime ban on keeping an animal further to prosecution by the RSPCA.

PCH will not consent to: -

- Animals to be kept or tethered in communal areas
- Animals to be brought into any inside communal lounges unless with the agreement of other users
- The breeding of animals in properties that it owns or manages.

We will provide guidance to accompany this policy, all consent is conditional to following the guidance.

#### **4. Service Standards**

When residents approach PCH about pet ownership we will acknowledge their request within 7 days and follow this up with our Guidance and a request to complete a responsible Pet Owners Agreement.

If we are unable to grant consent, we will explain the reasons for this.

#### **5. Data Protection**

Information regarding our tenants is sensitive and PCH will maintain confidentiality in line with our data protection policies.

In applying this policy, all members of staff must comply with PCH's Data Protection Policy and ensure that the personal information supplied by customers is always protected.

#### **6. Equality, Diversity, and Inclusion**

PCH will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

PCH will make this policy available in other languages and formats on request.

PCH will carry out an equality impact assessment on this policy, in line with our corporate procedure.

#### **7. Monitoring and Review**

We will monitor this policy to ensure it meets good practice and current legislation and will review it in accordance with our review timetable for all policies.

**Version Control**

<b>Version</b>	<b>Date</b>	<b>Responsible SMT Contact</b>	<b>Details</b>
3	May 2024	Interim Head of Neighbourhoods	Full review and update completed. Policy now encourages responsible pet ownership for residents to own pets in line with the proposed Renters Reform Bill.
2	September 2020	Head of Income Management and Housing Operations	Updated to reflect changes to strengthening the provision around fire safety and tenants with disability needs.
1	2012	Head of Income Management and Housing Operations	New Policy.