



<b>HOUSING MANAGEMENT</b>
<b>PET POLICY</b>
<b>Date of Board Approval: November 2024</b>
<b>Date of Next Review: November 2029</b>

<b>Policy on:</b>	<b>Pet Policy</b>
<b>Compliant with Charter :</b>	<b>1. Equalities</b> <b>2. 2. Communication</b> <b>6. Estate Management, anti social behavior, neighbour nuisance &amp; tenancy disputes</b>
<b>Compliant with New Regulatory Framework:</b>	<b>Regulatory Standards of Governance and Financial Management: Standard 2 and 6.</b>
<b>Compliant Community Engagement Strategy:</b>	<b>Yes</b>
<b>Compliant with Equal Opportunities:</b>	<b>Yes</b>
<b>Equality Impact Assessment</b>	<b>Yes</b>
<b>Compliant with Business Plan:</b>	<b>Objective 2: <i>Refine our Customer Service &amp; Support Model</i></b>
<b>Date of approval:</b>	<b>November 2024</b>
<b>Date for review:</b>	<b>November 2029</b>
<b>Responsible Officer:</b>	<b>Head of Housing</b>

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## **1.0 Introduction**

The Association recognises the importance some tenants place on the keeping of pets. However, irresponsible pet ownership can cause nuisance to other tenants, visiting staff and contractors, as well as suffering to the animals. It is therefore essential to have a policy in place which outlines the conditions relating to the keeping of pets within PHA property.

This policy supports, and is in line with, the Associations Scottish Secure Tenancy Agreement and details the grounds under which tenants will be permitted to keep pets within a PHA Property.

Reference to domestic pets is made in the Housing (Scotland) Act 2001 and our Scottish Secure Tenancy Agreement Sections –

- Section 2.5 – Keeping of Pets
- Section 3.1 – Respect for others

Tenants are required to abide by the terms of the Scottish Secure Tenancy Agreement.

The Pet Policy has clear links to the Neighbourhood Relations Policy and Estate Management Policy.

## **2.0 Principles**

The following principles govern the operation of this policy:

- To provide a transparent service which meets the needs of the community

## **3.0 Aims & Objectives**

- To enable all tenants of the Association to enjoy a clean, peaceful and safe environment.
- To encourage responsible pet ownership, ensuring all tenants and prospective tenants are aware of their responsibilities under the terms of their tenancy agreement in relation to pet ownership.
- To ensure that tenants who are granted permission to keep pets do so in such a way as to avoid adverse impact on other residents' enjoyment in their homes.
- To ensure that the keeping of pets within PHA Properties has no detrimental impact on a particular tenancy, common area or neighbourhood.
- To ensure that tenants are treated fairly, and no groups are discriminated against in relation to the operation of this policy.

## **4.0 Legislative Framework**

The following legislation has been taken into consideration in the development of this policy.

- The Dangerous Wild Animals Act 1976
- The Dangerous Dogs Act 1991
- The Litter (Animal Droppings) Order 1991
- The Control of Dogs Order 1992
- The Dangerous Dogs (Amendment) Act 1997
- Housing (Scotland) Act 2001
- The Dog Fouling (Scotland) Act 2003
- Clean Neighbourhoods and Environment Act 2005
- Disability Discrimination Act 2005
- The Animal Health and Welfare (Scotland) Act 2006
- The Control of Dogs (Scotland) Act 2010
- Equalities Act 2010
- The Microchipping of Dogs (Scotland) Regulations 2016

## **5.0 Scottish Housing Charter**

This policy meets the Scottish Housing Charter Outcomes:

### **Neighbourhood & Community**

Outcome 6: Estate management, anti-social behaviour, neighbour nuisance & tenancy disputes. Social landlords working in partnership with other agencies, help to ensure that:

“Tenants and other customers live in well-maintained neighbourhoods where they feel safe”.

## **6.0 Equality & Diversity**

The Association promotes equal opportunities and will not discriminate between persons on grounds of gender or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions. See our Equalities and Diversity Policy.

An EIA was considered by Alan Graham in August 2024. We were satisfied that this policy does not have any obvious negative impact on protected groups but this will be reviewed in November 2029.

## **7.0 Wider Framework**

We recognise that the management of pets relates to other Association policies, namely:

- Estate Management Policy – delivering services for landscape maintenance & close cleaning requires common areas to be clear of animal fouling
- Neighbour Relations Policy – ensuring that nuisance is not caused through the keeping of pets e.g. animal fouling in common areas, noise nuisance and attack
- Maintenance Policy – where damage caused to a property caused by a pet will be recharged to the tenant
- Allocations Policy – where dogs are not permitted in certain types of property due to their design i.e. our multi storey property.

## **8.0 Multi Agency Working**

We will work in partnership with other agencies to implement this policy, namely:

- Renfrewshire Council – Animal Warden Service
- Police Scotland – Dangerous Dogs
- SSPCA – Animal Welfare
- Dogs Trust

We will promote responsible dog ownership through providing information on our website [www.paisleyha.org.uk](http://www.paisleyha.org.uk)

## **9.0 Permissions**

9.1 Under the terms of the Association's Scottish Secure Tenancy Agreement and this policy, all tenants require written permission from the Association to keep a pet. Tenants must obtain this permission by written permission by completion of the Pet Registration Form.

Once a completed application form has been received, a written response will be given to the tenant with 28 days. Any tenants found to be keeping their pet within their homes without permission will be given 28 days to rehome their pet. Failure to remove these animals within the timescale can result in the Association seeking legal action which could place your tenancy at risk.

Our Policy requirements have been developed taking account of current good practice and law.

9.2 We will not give permission for:

- Keeping a pet which is prohibited by the Dangerous Dogs Act 1991, any animal listed in the Schedule of Dangerous Wild Animals Act 1976

and any other animal prohibited by any other law to be permitted in an Association property.

- Keeping a dog which has not been chipped and registered.
- Keeping of livestock or chickens
- Keeping of pigeons
- Keeping any animals (including cats, dogs, reptiles, insects or birds) that in our opinion may cause nuisance or disturbance to anyone in the vicinity, our employees or contractors. For the purposes of this policy “the vicinity” is defined for flats within the close, for own door flats within the block and for houses the immediate neighbouring properties.
- Where we receive advice from an animal welfare agency that the environment is unsuitable for the pet.
- Where we have been advised of, or have records, which show the tenant has a previous history of neglect or cruelty; or instances of irresponsible pet ownership, such as failure to control an animal.
- Keeping of a dog in our multi storey block, Oliphant Court.

### 9.3 We will give permission for:

- Keeping 2 domestic pets at any one time. Any requests by tenants to keep more than two pets will be judged on its own merits and we will consider such things as the type of house, the size of the garden as well as the breed, size and number of pets requested. The Association in determining suitability may seek guidance from animal professionals.
- Keeping manageable numbers of small mammals (i.e. hamsters) where they ensure suitable living conditions.
- Keeping small caged birds, provided their cage is large enough to allow them to spread their wings fully.

Where a tenant intends to take care of a pet on a temporary basis, on someone’s behalf, they must still complete a Pet Registration Form.

## **10.0 Policy Guidelines**

### **10.1 Dog Fouling**

Tenants who have dogs should pick up excrement and dispose of it in a responsible manner by either depositing it in the nearest dog waste bin, litterbin, or in their own domestic waste bin. This applies to common areas, public spaces and to individual gardens.

Where staff find or our contractors report that they cannot carry out their work due to dog fouling we will seek to identify the dog owner and take the appropriate action to resolve the issue.

In cases where a tenant fails to act responsibly in respect to the removal & disposal of excrement, we will retract any permission previously given for the dog.

### **10.2 Dog Behaviour**

Legislation provides that any owner who does not have their dog under control, regardless of breed or place, may face prosecution and a criminal record. Tenants should report any dog which is dangerously out of control to Police Scotland. Where we are made aware of a dog being out of control, we will report this to Police Scotland and Renfrewshire Council.

In cases where a prosecution is made, we will immediately retract any permission previously given for the dog.

### **10.3 Breach of Policy**

Where the keeping of pets is causing a nuisance e.g. excessive & continuous dog barking, we will apply our Neighbour Relations Policy to resolve the issue.

Where a complaint is upheld following investigation, the tenant will be given the opportunity to rectify the situation and undertake remedial action, as agreed with the Association.

The Association reserves the right to withdraw its permission and require the removal of a pet. This is normally usually only where remedial action fails to resolve an issue, and no other solution is available. In such cases, the tenant must make arrangements for the pet's permanent rehoming from the property within 28 days of the permission being withdrawn.

Failure to remove animals within the timescale can result in the Association seeking legal action which could place your tenancy at risk.

If pets are found to have been left behind in a property when a tenancy has ended, the Association will contact the appropriate authorities to arrange their safe removal and care and any associated costs recharged to the former tenant.

### **10.4 Animal Welfare**

If we are made aware of anyone mistreating or neglecting an animal kept in any of our properties, we will report it to the appropriate authorities who include the SSPCA, Police Scotland or Renfrewshire Council.

In cases where animals have been mistreated or neglected, we will immediately retract any permission previously given.

The Association prohibits tenants from breeding or selling animals on a commercial basis from its property.



Where a tenant is seeking to provide outdoor accommodation for their pet, they are required to seek written permission from the Association under the Alterations and Improvements Policy.

### **10.5 Assistance/Emotional Support Pets**

Written permission is not required for assistance pets. Tenants should, however, notify the Association so we are aware of this in the event of an emergency e.g. fire / flood.

For the purposes of this policy, an assistance dog is defined as a pet which has received specialist training to assist the owner in the management of a health condition. Examples of this include but are not limited to guide dogs, hearing dogs, pets trained to assist with Diabetes or Epilepsy or Psychiatric Assistance Dogs.

Some, owners may have pets who provide emotional support or therapy, but have received no specialist training. These will not be classed as an Assistance Pet under this policy. While every effort will be made to accommodate an emotional support pet, this will be subject to the considerations outlined in this policy.

Owners of assistance pets and emotional support pets are responsible for their pet's welfare. If there are any concerns raised regarding behaviour, these will be dealt with in the same way as if permission had been sought and granted.

Where an existing tenant in Oliphant Court has a change in circumstance, and requires an assistance pet to meet their needs, the Association will record this and permission will not be required. The Association will assist the tenant to seek more suitable accommodation, should the tenant require this.

## **11.0 Breaches of Policy**

### **11.1 Pet owners who have no permission to keep a pet**

If it is found that a tenant has been keeping a pet without permission, the housing management team should contact the tenant to confirm the situation.

The tenant will be given 14 days to seek permission to keep the pet.

If permission is refused, or the tenant fails to apply for permission to keep the pet, then the tenant will be given 28 days to remove it.

If the tenant fails to remove the pet within the specified timescale, the Association will inform the tenant that legal proceedings may be instigated against their tenancy.

## **11.2 Pet owners whose pet is causing a nuisance**

Complaints against pet owners will be accepted both verbally and in writing.

The housing management team will carry out investigations, and take action, in line with the Neighbour Relations Policy, Estate Management Policy and Maintenance Policy.

Where appropriate, the Association will inform other agencies of the problem which could include the SSPCA, Renfrewshire Council and Police Scotland.

## **12.0 Publicity & Communication**

This policy will be available to anyone requesting a copy. The Policy will also be available on the Association's website [www.paisleyha.org.uk](http://www.paisleyha.org.uk)

## **13.0 Data Protection/GDPR**

When implementing the policies and procedures of Paisley Housing Association all staff and Board members must adhere to and be aware of the requirements of the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 ("the GDPR").

In situations where there may be any doubt about the requirements of the above, the Association may seek the views of its legal advisors.

## **14.0 Complaints**

The Association aims to ensure that the service provided to tenants is of the highest quality. The Association has a published complaints policy and procedure, which can be used where there is dissatisfaction with this policy or the operation of this policy.

Any tenant who feels aggrieved by their treatment can ask for a copy of the complaints policy, which is available on request and on our website [www.paisleyha.org.uk](http://www.paisleyha.org.uk). Tenants also have a right to complain to the Scottish Public Services Ombudsman as the final stage of this process.

## **15.0 Review**

This Policy will be reviewed in full by the Association every 5 years. Amendments to the policy will be made in the interim to respond to any changes in legislation and to reflect any changes in any of the Association's related strategies, policies and procedures.

## Appendix 1 Pet Registration Form



### REQUEST TO KEEP A PET

If you would like to keep a pet at your tenancy, you need to complete this application form to obtain permission from the Association. Please note;

- The Association does not allow dogs to be kept within our high rise property at Oliphant Court, and as such, permission would not be granted if a request is made.
- The Association will only consider permission requests to keep a dog if the dog has been microchipped and registered and evidence of this is provided with this application form.
- The Association will not grant permission for any dog banned under the Dangerous Dog Act 1991, or any subsequent law relating to dangerous dogs. Legal action will be taken against any tenant not following these laws.
- The Association will not normally allow more than 2 pets in any household.

<b>Tenants Name</b>	
<b>Tenants Address</b>	

<b>Pet 1</b>	
<b>Type</b> (Dog, Cat, etc)	
<b>Breed</b>	
<b>Colour</b>	
<b>Name of Pet</b>	
<b>Age of Pet</b>	
<b>Microchipped</b> (if pet is a dog)	<i>Proof required</i>

<b>Pet 2</b>	
<b>Type</b> (Dog, Cat, etc)	
<b>Breed</b>	

<b>Colour</b>	
<b>Name of Pet</b>	
<b>Age of Pet</b>	
<b>Microchipped</b> (if pet is a dog)	<i>Proof required</i>

As tenant of the noted property, I am writing to request permission to keep the described pet(s) at my tenancy. I understand and agree to abide by the terms of my tenancy agreement in respect to the keeping of pets, as detailed below as:

**Section 2 – Use of the property and common Parts. 2.5 Keeping of Pets.**

*You must obtain written permission from us, in advance, by writing to the Association, for any pet that you or anyone living with you wish to keep.*

*Permission will be refused if keeping your pet is prohibited by the Dangerous Dogs Act 1991, or by any other law. If permission is granted, you are responsible for the behaviour of any pets owned by you or anyone living with you. This means that you must take all reasonable steps to;*

- *Supervise and keep such pets under control.*
- *Prevent such pets causing nuisance and annoyance or danger to others. This includes; fouling, which you are responsible for clearing up, or noise, or smell from your pet.*
- *See that such pets do not cause damage to your home, homes of neighbouring properties or any common parts.*

If you are applying for permission to keep a dog, evidence that the dog is microchipped and registered **MUST BE** submitted along with this form or permission will be refused.

I understand that any failure to adhere to the above may result in the Association withdrawing permission and requesting the re-homing of my pet.

<b>Tenant Signature</b>		<b>Print Name</b>		<b>Date</b>	
<b>Joint Tenant Signature</b>		<b>Print Name</b>		<b>Date</b>	

The completed form, and any supporting information, should be returned to Paisley Housing Association, Assurance House, 2 Lawn Street, Paisley PA1 1HA. Alternatively, you can email the completed form to us at [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

Once a completed application form has been received, a written response will be given to the tenant with 28 days. Any tenants found to be keeping their pet within their homes without permission will be given 28 days to rehome their pet. Failure to remove these animals within the timescale can result in the Association seeking legal action which could place your tenancy at risk.