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| HOUSING MANAGEMENT |
| PET POLICY |
| April 2021 |
| April 2026 |

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| Policy on : | Pet Policy |
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| Compliant with Charter : | 6. Estate Management, anti social behavior, neighbour nuisance & tenancy disputes |
| Compliant with New Regulatory Framework: | Regulatory Standards of Governance and Financial Management: Standard 2. |
| Compliant with Tenant Participation Strategy: | Yes |
| Compliant with Equal Opportunities : | Yes |
| Compliant with Budget/Business Plan : | 1. Place 2. Customer Service |

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| Date of Approval : | 26th April 2021 |
| Date for review : | April 2026 |

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| Responsible Officer : | Head of Housing |
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1. INTRODUCTION

The Association accepts that, for some tenants, that keeping domestic pets can offer significant health and social benefits to owners.

Irresponsible pet ownership can however cause nuisance to other tenants, visiting staff and contractors as well as suffering to the animal(s). It is therefore essential to have a policy in place which outlines the conditions relating to the keeping of pets in PHA property.

Our tenancy Agreement Section 2 Use of the Property & Common Parts: 2.5 Keeping of Pets details tenants responsibilities regarding the keeping of pets.

2. CHARTER

The section within the Scottish Housing Charter which relates to this policy is:

Neighbourhood & Community

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.

3. AIMS

Our aims are to encourage responsible pet ownership and to make sure that the keeping of pets by our tenants does not have a negative impact on our property, our delivery of services and on neighbour relations.

4. LEGISLATIVE FRAMEWORK

There are a number of pieces of legislation which inform the Association's Pets Policy.

4.1 The Housing (Scotland) Act 2001 – specifies a tenant's right to be informed about the terms of their tenancy. There is nothing specific in the statute regarding the keeping of pets; however the Association will ensure it complies with a tenant's right to information by including a contractual term in the Tenancy Agreement clarifying its position on this matter. The 2001 Act also specifies a tenant's right to consultation. The Association consulted with tenants in the development of the Pets Policy and will consult on any significant proposed changes when it is being reviewed.

4.2 The Equality Act 2010 – it is a legal requirement of this act that the Association cannot discriminate against a disabled person, and this includes discrimination against a person with an 'assistance dog'. Examples of assistance dogs can be: guide dogs and hearing dogs for people with sensory loss; dogs to support people with disabilities; and they

must be allowed under the terms of his act.

4.3 The Animal Health and Welfare (Scotland) Act 2006 – came into force in 2006 and introduced the concept of a 'duty of care', which means that people are legally obliged to ensure the welfare of the animals in their care. Although any pet would not be in the direct care of the Association itself, this act will inform the conditions it lays down for tenants owning a pet, and the circumstances under which permission may be withdrawn, or further action taken.

4.4 The Dangerous Dogs Act 1991 – makes it an offence to keep specific breeds of dogs, and these will be taken into account when granting permission to a tenant to keep a dog.

4.5 The Control of Dogs (Scotland) Act 2010, Section 10 amends the Dangerous Dogs Act 1991 so it is a criminal offence to allow any dog to be dangerously out of control in any place.

4.6 The Dangerous Wild Animals Act 1976 - aims to ensure that where private individuals keep dangerous wild animals they do so in circumstances which create no risk to the public and safeguard the welfare of the animals. Licences are required from the local authority for any animal which appears on a schedule to the Act.

4.6 Dog Fouling (Scotland) Act 2003 – states it is an offence for any person who is in charge of a dog not to immediately remove any excrement and dispose of it appropriately.

4.8 Microchipping of Dogs (Scotland) Regulations 2016 – requiring dogs to be microchipped and registered on a compliant database.

5. 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.

6. WORKING IN PARTNERSHIP

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

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

We will promote responsible dog ownership through providing information on our website www.paisleyha.org.uk

7. PERMISSIONS

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

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.
- Keeping of a dog in our multi storey, Oliphant Court. Where an existing tenant has a change in circumstance and requires an assistance pet to meet their needs the Association will record this and offer assistance to the tenant to seek more suitable accommodation.
- 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.

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.

Tenants will be required to complete a Pet Let (See Appendix 1) to request permission to keep a pet and this, along with the outcome will be retained in the tenant's tenancy record. A Pet Let is non transferrable from one pet to another.

Where a tenant intends to take care of a pet, on a temporary basis, on someone's behalf they are required to write to the Association to request permission stating the length of time they will be looking after the pet.

Where a tenant is required to look after a pet on a temporary basis due to an emergency situation permission should be sought by phoning or emailing the Housing Officer.

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

Owners of assistance pets are responsible for their pets welfare and 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.

8. ACTION

8.1 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 and public spaces.

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.

8.2 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 to the Police any dog which is dangerously out of control. Where we are made aware of a dog being out of control we will report this to the Police.

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

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 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 1 month of the permission being withdrawn.

Legal action, in the form of an interdict requiring a tenant to cease keeping the animal, would however only be taken as a last resort where a tenant refused to co operate to address concerns in relation to a pet; or where a problem could not be managed and no other course of action was available.

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

8.3 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, the Police or the Council's Animal Welfare Warden.

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.

9. MONITORING

The Housing Officer will register all Pet Lets by noting any requests and permissions/refusals on the tenant's tenancy record. Permission or refusals will be given in writing to the tenant via letter or email.

All staff while undertaking visits and having any concerns about either animals in the property that breach this policy or have any serious concerns about the welfare of an animal, will report this to the Housing Officer for the area in the first instance. The Housing Officer will report to any external agencies as required i.e. SSPCA, Police or Council Animal Welfare Warden.

The Association will encourage any other person reporting any concerns i.e. contractors, neighbours etc. will be encouraged to report these directly to the appropriate authorities

10. PUBLICITY AND 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

11. 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.

12. 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.

13. COMPLAINTS

The Association aims to ensure that the service provided to tenants is of the highest quality. If this is not the case, a Complaints Policy and Procedure is in place to allow all residents or affected parties to state their grievance. The Scottish Public Services Ombudsman is the final stage of this process.

14. 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.



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.

| Address | Breed & type of Pet | If request is for a dog is it microchipped and registered? (you must submit evidence with this form) |
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As tenant of the above property, I am writing to request permission to keep a pet as noted above 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 your neighbours. This includes fouling, which you are responsible for cleaning up, or noise or smell from your pet.
- See that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts.

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

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| Tenant Signature | | Print Name | | Date | |
| Joint Tenant Signature | | Print Name | | Date | |

The completed form should be returned to Paisley Housing Association, Assurance House, Lawn Street, Paisley PA1 1HA. Alternatively you can email the completed form to us at admin@paisleyha.org.uk