



HOUSING MANAGEMENT
PET POLICY
April 2016
April 2021

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:	Consultation to be done through the TPWG & website
Compliant with Equal Opportunities :	Yes Impact Assessment completed.
Compliant with Budget/Business Plan :	1. Place 2. Customer Service

Date of Approval :	25.04.16
Date for review :	April 2021

Responsible Officer :	Housing Manager
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1. INTRODUCTION

This Policy sets out how Paisley South Housing Association (PSHA) will deal with requests for pets being kept in its properties.

PSHA recognises that tenants want to keep domestic pets at their properties.

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. AIM

Our aim is 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.

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 dog fouling
- Neighbour Relations Policy – ensuring that nuisance is not caused through the keeping of pets e.g. dog 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 our multi storey property.

6. WORKING IN PARTNERSHIP

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

- Renfrewshire Council - Dog Warden
- Police – Dangerous Dogs

- SSPCA – Animal Welfare

We will promote responsible dog ownership through providing published information leaflets in our office.

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.
- keeping a dog which has not been chipped and registered
- keeping of livestock or chickens
- keeping 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

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.
- 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 Appendix1) for any animals they wish to keep and this will be retained in the tenant’s tenancy record. A Pet Let is non transferrable from one pet to another.

The Association will seek confirmation of an owners dog being micro chipped which is compulsory for all dogs by law from April 2016. Permission to have a

dog will be withheld until evidence of the dog being chipped has been provided.

Where a tenant seeks permission to keep a pet for assistance e.g. guide, hearing, dementia dog we will grant permission unless the property is unsuitable e.g. multi storey property. In this circumstance we will consider the needs of the tenant and if appropriate seek to offer alternative accommodation which would be suitable for having a dog. To comply with The Equality Act 2010, for the purposes of this policy we would consider an pet for assistance as any pet who has received accredited training to assist someone with a mental or physical disability or that the tenant has been assessed as requiring another person, an assistance dog or an orientation aid within their PIP Mobility Activities.

Owners must ensure that their dog wear a collar and tag, with their owners name, address and telephone number on it.

8. ACTION

8.1 Dog Fouling

Our 2014 Resident Satisfaction Survey identified dog fouling as an issue for our tenants.

The relevant legislation being the Dog Fouling (Scotland) Act 2003 which 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.

This applies to common areas and public spaces. 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.

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.

8.2 Dog Behaviour

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. The relevant legislation being the Environmental Protection Act 1990 and the Anti Social Behaviour Act 2003.

The Dangerous Dogs Act 1991 Act introduced strict controls on types of dogs that were bred for fighting. Section 10 of the Control of Dogs (Scotland) Act 2010 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. This means 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.

8.3 Animal Welfare

If we are made aware of anyone mistreating or neglecting an animal kept in any of our properties this will be reported to the SSPCA. The relevant legislation being the Animal Health & Welfare Act 2006.

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

8.4 Legal Action

In situations where we find that tenants have pets where permission has been refused, retracted or tenants have not sought our permission we will take appropriate legal action including seeking Interdict in the Sheriff Court.

9. MONITORING

The sustainment 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.

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

Any concerns raised by other persons i.e. contractors, neighbours etc. will be dealt with in the same way as above.

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. We will also include articles relating to pets in our quarterly Newsletter as required.

11. DATA PROTECTION

When implementing the policies and procedures of Paisley South Housing Association all staff and committee members must adhere to and be aware of the requirements of the Association's approved Confidentiality Policy and the Data Protection Act 1998.

In situations where there may be any doubt about the requirements of the Data Protection Act 1998 it is recommended that the Association seeks the views of its legal advisors.

12. EQUAL OPPORTUNITIES

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.

13. COMPLAINTS PROCEDURE

The Association aims to ensure that the service provided to residents 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.

Appendix 1 Pet Let

REQUEST TO KEEP A PET FORM

Please fill in this form and either email it to admin@psha.org.uk or freepost it to us at Paisley South Housing Association Ltd, FREEPOST SCO5954, Paisley, PA2 6BR

I _____, tenant of _____ (please put in full address, including flat position) am writing to request permission to keep a pet at my tenancy.

The pet I wish to keep is a _____ (if a dog please also specify breed)

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.

Permission for a dog will also be refused where an owner has not had their dog chipped and registered as required by law and it does not wear a collar and tag, with their owners name, address and telephone number on it.

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 requesting the rehoming of a pet.

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.

Signature of tenant _____

Date _____

Permission Granted/ Denied _____

Actioned by/ date _____