

## Keeping Pets in Supported Housing

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Owner:	Citta Housing
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Changes Made	Sections	Date	By	Date Approved in Conjunction with Citta Care MDT
Document aligned with Tenants Welcome Pack	Throughout		AP	
Updated using RSPCA standard Pets Policy guidance for Housing Associations	Throughout		AP	

### 1. Introduction

Citta Housing recognises the benefits to tenants of keeping pets. Generally, Citta Housing will allow its tenants to keep pets where the property type is suitable, the Tenancy Agreement is complied with and the pet’s welfare will be assured. All applications will be processed on a case-by-case basis.

Tenants will need to obtain the permission of Citta Housing to keep any animal considered a pet in their home. Usually, if the tenant has their own entrance, we will allow the tenant to have up to two domestic pets. If it is a shared entrance or stairway, tenants will not be granted permission to keep any pets unless authorisation from a director of Citta Housing is granted.

This policy has been developed with reference to the RSPCA Standard Pets Policy Guidance for Housing Associations 2018.

### 2. Health and Safety

Tenants are responsible for the health and welfare of their pets. Under the Animal Welfare Act 2006, this is called a duty of care. This requires proper day-to-day management and care of the pet. If tenants have any questions about the care of their pet, they should contact their vet.

Routine healthcare must include regular control of parasites (flea and worms), and annual vaccinations. When applying to keep a pet, tenants will be required to provide the name of their vet.

The control of pets is the tenants' responsibility. Tenants must ensure that animals do not cause a nuisance to their neighbours. Tenants must obtain permission from Citta Housing before any pets visit the property.

Dogs must always be kept on a lead and under control when in public areas and dog faeces must always be removed immediately.

No pet should be left in a property when the tenant is away. Tenants must make good any damage caused to the property by their pets.

Smaller animals i.e. rabbits, Guinea pigs or hamsters are to be appropriately contained in an enclosure specific for this purpose.

All bedding is to be cleaned regularly and disposed of in the correct communal bin in line with local authority recycling processes.

### 3. Permission and How to Apply

All tenants, new and existing, must apply in writing for permission to keep a pet using **'Conditions of Permission being granted to keep pets in a Citta Housing property.'** form at Appendix 1.

On receipt of this application Citta Housing will decide if permission is to be granted bearing in mind the type of pet for which permission is sought and the adequacy of the management arrangements for the pet. This decision will be made in conjunction with the care provider who work with you.

Permission will not be unreasonably withheld. Where permission is granted, a letter will be sent informing the tenant of the conditions.

Where permission is refused, a letter will be sent outlining the reasons for this decision within 28 days.

Where permission to keep an assistance dog is received, permission will be approved in line with the Equality Act 2010 on the receipt of the correct proof of registration.

### 4. Responsibilities and Liabilities

Tenants must be aware of their responsibilities as set out in the 'Conditions of Permission being granted to keep pets in a Citta Housing property' form. This must be signed by the tenants and Housing Director.

The tenant will be required to complete a **Pet Plan (appendix 2)** and notify Citta Housing of any changes. A copy will be given to the tenant and the original held on the tenants file.

The behaviour of the pet is the tenant's responsibility and a re-charge invoice will be raised to meet any costs incurred in repairing damages to the building, fixtures, fittings or grounds caused by the pet.

### 5. Non-Compliance

If a tenant does not comply with the terms of the agreement, then the matter will initially be discussed with the tenant and a resolution plan agreed

Tenants must be aware that a continued breach of the agreement could mean that permission to keep a pet will be withdrawn and this can lead to eviction notice being served.

### 6. Complaints

Complaints relating to this policy will be managed in line with our Customer Charter policy.

## Appendix 1

### Conditions of Permission being granted to keep pets in a Citta Housing property.

1	You, the tenant, must tell us, Citta Housing, that you have a pet before you sign your tenancy agreement. Permission will only usually be granted if your property has its own entrance. If it is a shared entrance or stairway, you will not be granted permission to keep any pets unless Director authorisation is granted. We will ask you to give us details about the pet and will discuss with you what we consider to be responsible ownership and how we will monitor this. We will ask you to sign an agreement which says you will look after your pet properly and we will also explain what might happen if something should go wrong and the pet becomes a nuisance.
2	You must ask for permission, in writing, if you plan to keep a pet after your tenancy has begun.
3	You must take good care of your pet and this means that it should be registered with a local vet, have regular vaccinations (and should have a certificate to show this should there need to be an emergency admission to kennels). We will check with you each year when we undertake our yearly inspection, that your emergency arrangements for your pet are still the same. You must make sure that your pet has, sufficient exercise, food and water, be well groomed and regularly treated for fleas and worms.
4	As required by law, all dogs must be microchipped, and details kept up to date on the microchipping database and will be enforced by the Police and the council. Any dog found not to be microchipped will be removed by the Police or the council, microchipped, the cost of the microchipping recovered, and the owner fined up to £500.
5	If you keep a cat this must be a 'house trained' cat.
6	You must not allow your pet to create any nuisance (through noise, behaviour, fouling or smell) to other residents of the scheme, staff and visitors or in the local neighbourhood. Nor should your pet be allowed to roam through the building or grounds.
7	Any fouling by the pet in the gardens, building or neighbourhood, must be cleaned up to a satisfactory standard and the faeces must be hygienically disposed of.
8	Small pets must be transported through the building in a suitable container.
9	Your pet must not be allowed to create any mess in communal areas e.g. mud or fur and if it does you must clean the area immediately.
10	You agree to meet any costs incurred in repairing damages to the building, fixtures and fittings or grounds caused by your pet.
11	You must have a nominated person who agrees, in writing, to take full responsibility for the care of your pet, in the event of you being unable to. This will form part of the 'Pet Plan' for emergencies. Please see appendix 2.
12	You should also nominate a local commercial care provider e.g. kennels to care for your pet in the event of the nominated people being unable to.
13	The tenant accepts that scheme staff, whether appointed carers or Citta Housing staff, will have no responsibility for the pet. Full responsibility lies with the tenant. However, scheme staff will work to sign post you to other agencies who can help with pet problems. Please see appendix 3
14	You agree to complete our information form for the 'Pet Plan' and notify Citta Housing of any changes.



Appendix 2

Pet Welfare Form:

Tenant's name:	
Address:	
Type of pet:	Colour:
Breed/type:	Features:
Name of pet:	Microchipped? Yes/No Microchip number:
Approximate age of pet:	Neutered? Yes/No
Do you consider yourself able to care for this pet currently? Yes/No	
Vet Details:	
Known health conditions of pet:	
Picture of pet to be provided with this agreement:	
<p>If I am taken unwell or I am away from the property for whatever reason or I am unable to look after my pet or in the event that Citta Housing cannot contact me, I request that the following person is contacted to take responsibility:</p> <p>Name:</p> <p>Address:</p> <p>Relationship to me:</p> <p>Telephone number:</p> <p>I also give consent for the above person to assist in allowing access to my property in my absence or agree that in any event, Citta Housing may gain access in my absence if they have concerns for the welfare of any animal(s) in my property whether they are able to contact the above named person or not.</p> <p>In the event that the person given as a contact above are themselves not contactable and/or refuse to take responsibility, I agree that Citta Housing may contact the Police, RSPCA or a local animal welfare organisation to remove my pet for its own welfare and I would be responsible for any costs incurred.</p> <p>I confirm I am not disqualified from keeping an animal due to a conviction. I have no convictions for any offences under the Dangerous Dogs Act 1991</p>	

Tenant's signature:
Date:

## Appendix 3

### Useful Contacts - Animal Health, assistance and re-homing

Association of Dogs and Cats Homes  
c/o The National Animal Welfare Trust.  
Tylers Way  
Watford, Herts  
WD25 8WT  
e-mail [secretary@adch.org.uk](mailto:secretary@adch.org.uk)  
[www.adch.org.uk](http://www.adch.org.uk)

RSPCA  
Canterbury & District Animal Centre  
Haseden Farm  
Island Road  
Hersden  
Canterbury  
CT3 4JD  
01227 719113  
[www.rspca.org.uk](http://www.rspca.org.uk)

Dogs Trust Canterbury  
Radfall Road  
Chestfield  
Kent  
CT5 3ER  
0303 003 0000  
[info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)

Cats Protection National Cat Centre  
Chelwood Gate  
Haywards Heath  
RH17 7BR  
Tel 08702 70864