

Pets Policy

Approved by the Exec Team:	June 2021
Approved by the Board:	N/A
Implemented on:	June 2021
Review Date:	June 2024
Service Area:	Housing Services



Pets Policy

1. Our Approach:

- 1.1 Mount Green Housing Association recognises that owning pets can be truly life enhancing and bring a great deal of pleasure and enjoyment to residents. We recognise that in the case of vulnerable residents, owning a pet can have a positive impact on their health and well-being and improve the ability to live independently.
- 1.2 We acknowledge the importance of pets in our lives and as such we would wish to support tenants to be responsible pet owners and therefore not impose unnecessary restrictions on pet ownership. Equally, we recognise that pets that are not looked after or controlled properly may cause nuisance and disturbance, or pose a risk to others.
- 1.3 This policy should be read in conjunction with your tenancy agreement as well as the following Mount Green policies:
 - Antisocial Behaviour Policy
 - Recharge Policy

2. Our Objectives:

- 2.1 We aim to:
 - Recognise the value of pet ownership to people lives
 - Support and encourage responsible pet ownership
 - Ensure residents understand their obligations in relation to owning animals
 - Treat all complaints of pet or animal nuisance seriously and
 - Tackle any nuisance or anti-social behaviour arising from pets or animals in a positive and proactive way.

3. Our Decision:

- 3.1 We will consider each request individually, taking into account the tenancy agreement or lease, where you live and your individual circumstances. We will aim to write to you within 10 working days to inform you of our decision.
- 3.2 Generally the following guidelines will apply:
 - If you are on a starter tenancy, an assured shorthold tenancy, or your tenancy is at risk we would NOT normally approve pet permission
 - Small caged animals (mice, gerbils etc.), small caged birds (budgies etc.) and those kept in aquariums (i.e. fish) are usually acceptable
 - Dogs are generally not allowed unless the home has direct access to a self-contained and properly enclosed garden (Mount Green is not responsible for ensuring gardens are secure for dogs or other pets)



- No animal may be kept or allowed to roam in communal gardens/areas or on Mount Green owned land
- All pets must be kept in residents' personal areas and residents are responsible for ensuring animals are kept under proper control, do not make excessive noise or smell, or cause a nuisance to others
- Animals must be kept in clean and sanitary conditions so that there is no health risk to the animal, residents or others
- Mount Green will not give permission for any animal that may be deemed to be dangerous to people or other animals
- Residents who own a breed of dog as specified in the **Dangerous Dogs Act 1991** and the **Dangerous Dogs Amendment Act 1997** must adhere to the requirements of that legislation.

3.3 Mount Green may refuse permission to keep a pet if there are grounds to believe that it would be inappropriate or may cause a nuisance to others; the Association's decision is final in such matters. Similarly Mount Green may withdraw permission to keep a pet at any time if a pet causes a nuisance to others.

4. Being a Responsible Pet Owner:

4.1 You are responsible for looking after your pets and making sure that they do not cause a nuisance to anyone. You must always clean up after your pets and ensure they are properly looked after. Animals must not be allowed to reside or wander in communal hallways or areas. Dogs must always be kept on a lead in any communal area on Mount Green's land.

4.2 Your tenancy may be at risk if your pets cause a nuisance to others. Nuisance from pets may include:

- Noise
- Smell
- Fouling in communal areas
- Damage to property
- Unacceptable behaviour around people and other animals

5. Taking Action

5.1 Mount Green may consult with, and/or involve, the RSPCA in order to seek advice on matters relating to the keeping of pets or if there is a concern over an animal's welfare.

5.2 Residents who do not obtain written permission prior to getting a pet, or irresponsible pet owners who do not keep their animals under proper control, may be asked to re-home their pets.



- 5.3 Mount Green will take enforcement/legal action if necessary against any resident who refuses to re-home their animal when asked or whose animal causes a substantial nuisance to others.
- 5.4 Damage to property caused by a tenant's pet or a visiting pet will be the tenants responsibility. Property includes, but is not limited to, dwellings, communal areas, gardens, fixtures and fitting. Residents will be recharge if damage in not sufficiently repaired.

6. Visiting Pets

- 6.1 If a pet is visiting your home you are responsible for its behaviour and you must follow the guidance in this policy.
- 6.2 If you wish to look after a pet for a limited period of time you must seek the consent of Mount Green.

7. Service Standards

- 7.1 We will make a decision in response to any request within 10 working days.

8. Consultation and Monitoring

- 8.1 This policy will be published on our website and information about hard flooring will be provided at the start of a tenancy.
- 8.2 The Housing Services Manager will monitor reports of ASB relating to this policy to review the correct application and effectiveness of this policy.

9. Equality and Diversity

- 9.1 We will ensure that through both or Equality Diversity Policy and Strategy, we meet our obligations under the Equality Act 2010 and any other legal and regulatory requirements.
- 9.2 Mount Green are committed to playing an active role in promoting equality, valuing diversity and challenging discrimination. As a provider of homes and housing services, we aim to ensure all our residents are dealt with fairly and to promote a culture of tolerance and respect in our workplaces and communities.

