Pets Policy
(Ref: HM 14)

Purpose of Policy: The purpose of this Policy is to ensure that domestic pets do not cause a nuisance to other residents and visitors to their home and do not cause the physical environment within estates to deteriorate.

Policy Monitoring Details	
Department:	Housing Management
Author:	Alasdair Fraser
Status:	Association
Date Approved:	**29 January 2025**
Updated:	
Planned Review Date:	**January 2028**
Regulatory Outcomes Being Achieved:	Scottish Social Housing Charter **Outcome 1 Equalities** *Social landlords perform all aspects of their housing services so that:* ▪ *Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services* **Outcome 11 Tenancy Sustainment** *Social landlords ensure that:* • *Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.*
Relevance to Association's Values	***Professional*** *– we will be fair, transparent, and respectful.* ***Committed*** *– we will do what we say we will.* ***People-focussed*** *– we will treat you as an individual.* ***Agile*** *– we will constantly evolve in a changing environment.*
Tenant Consultation Required:	*Completed*
Equalities Impact Assessment	*Assessment not required*

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1. Introduction

1.1 Manor Estates Housing Association (the Association) understand that pets can be important family members and make a house a home. Pet ownership can help tenants maintain a healthy and active lifestyle, give a sense of purpose, and offer significant benefits to a person's wellbeing. The purpose of this policy is to ensure that tenants and their pets can live together safely and happily within their homes and neighbourhoods. This is achieved through promotion of responsible pet ownership and fostering trust between the Housing Association staff and tenants.

1.2 Tenants should be aware that failure to keep control of household pets can cause great distress to other residents and could also result in damage to the property.

1.3 Our aim is to make our services easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed for you to access our policies, or any requests to provide responses in other formats.

1.4 The Association's Scottish Secure Tenancy Agreement (SST) sets out the tenants' responsibilities in respect of their pets in Section 2.5 (See Appendix 1).

2. Legislation

2.1 **Legislation**
The following legislation and regulations have been taken into consideration when developing this policy:

- The Animal Health and Welfare (Scotland) Act 2006 - https://www.legislation.gov.uk/asp/2006/11/contents
- The Control of Dogs Order 1992 - https://www.legislation.gov.uk/uksi/1992/901/contents/made
- The Dog Fouling (Scotland) Act 2003 - https://www.legislation.gov.uk/asp/2003/12/contents
- Dangerous Dogs Act 1991 - https://www.legislation.gov.uk/ukpga/1991/65/contents
- Dangerous Wild Animals Act 1976 - https://www.legislation.gov.uk/ukpga/1976/38/contents
- The Microchipping of Dogs (Scotland) Regulations 2016 - https://www.legislation.gov.uk/ssi/2016/58/contents

- The Control of Dogs (Scotland) Act 2010 - https://www.legislation.gov.uk/asp/2010/9/contents
- Antisocial Behaviour etc. (Scotland) Act 2004 - https://www.legislation.gov.uk/asp/2004/8/contents
- Environmental Protection Act 1990 - https://www.legislation.gov.uk/ukpga/1990/43/contents
- The Wildlife and Countryside Act 1981 - https://www.legislation.gov.uk/ukpga/1981/69/contents

3. Permission to Keep Pets

3.1 Pets are permitted in all property types.

3.2 Tenants are permitted to keep one domestic pet without acquiring permission from the Association, however, should notify the Association when a pet is obtained. The tenant should complete this form (Appendix 4/Pet Information and Permission Request Form) and return to their Housing Officer.

3.3 Tenants are responsible for keeping the Association up to date with any changes in pet circumstances such as you longer have a pet at the property.

3.4 Permission for additional pets should be obtained by filling out this form (Appendix 4/Pet Information and Permission Request Form) and returning to the Housing Team. Tenants can also contact the Housing Team in person or over the phone to request permission.

3.5 Permission requests will be dealt with within 28 calendar days. The Association will provide written confirmation of the decision reached.

3.6 If the Association does not reply within 28 days of the request being made, permission is automatically granted.

3.7 The Association will not refuse the request without good reason. If permission is refused, reasons will be given. Reasonable refusal grounds include but are not limited to;

- Previous animal welfare complaints
- Current legal action against tenant
- Condition of the property, and
- Previous pet permission refusal (within the last 6 months).

3.8 If a tenant objects to the Association's decision, they can appeal using the normal complaints procedure.

3.9 This policy will not be implemented retrospectively, and permission does not need to be granted for pets that were obtained before this policy was in place [1 February 2025].

3.10 It is generally expected that tenants shall not have more than two pets in their home, however requests will be considered on a case-by-case basis.

3.11 If the Association discovers that additional pets are being kept at a property without permission, the tenant will be contacted to discuss options. Available options will depend on the circumstances and welfare of the pets and could include the tenant being given 2 months to find alternative homes for the pets.

4. Permitted Pets

4.1 Pets considered to be domestic under the terms of this policy:

- Dog[1]
- Cat
- Domestic bird (excluding pigeons)
- Rabbit
- Small rodent (e.g. hamster, guinea pig, rat, gerbil, mouse)
- Ferret
- Fish in a home aquarium
- Small reptile or amphibian in a vivarium or tank (e.g. snake, lizard, turtle)
- Insects or arachnids (kept in a terrarium or tank)

4.2 This list is not exhaustive, and permission must be sought for any pets not listed. Keeping of any animals listed under the schedule to the Dangerous Wild Animals Act 1976 is not permitted under any circumstances. Permission will not be granted for livestock or captive bred Schedule 4 birds.

5. Breach of Conditions

5.1 The conditions for keeping a pet are outlined in Appendix 1.

5.2 If a pet causes damage in the property or to anything the Association is responsible for, the tenant must let the Association know as soon as possible to discuss options.

5.3 Where there is a breach of conditions as outlined in this policy or if a pet is believed to be causing a nuisance to anyone in the neighbourhood, the Association will first contact the tenant to try and resolve the situation. This may involve signposting to relevant animal charities for support.

5.4 If no satisfactory action is taken, the Association will issue one formal warning to the tenant. This will specify what action is required to remedy the situation. Where the matter is not resolved satisfactorily, the Association can withdraw permission for the tenant to keep the pet. Where necessary, legal action may be initiated to have the pet removed from the home.

5.5 If a tenant objects to the Association's decision, they can appeal using the complaints procedure.

5.6 If the Association believes that a pet kept in the property has been neglected or abandoned, they will report it to an appropriate animal welfare organisation.

5.7 Any breach of the conditions of this Policy may result in further tenancy action which could include.

- Recharge costs for cleaning and re-instating our property;
- Withdrawal of permission to keep pets at the property;
- Legal action to rehome any existing animals; and
- Eviction proceedings.

[1] Permission can be granted for dogs prohibited under the Dangerous Dogs Act 1991, provided they are registered on the Index of Exempted Dogs. Owners must have a Certificate of Exemption and follow rules which can be found on the Scottish Government website. Tenants must notify the Association if they own an exempted dog.

APPENDIX 1

Conditions for Keeping a Pet

- Tenants are responsible for the welfare and behaviour of a pet owned by them or anyone living with or visiting them. Where conditions are not met see section 5.

- Tenants must take all reasonable steps to supervise and keep the pet under control in communal areas. The tenant must ensure the pet is not left unattended in common or open areas. It is advised to keep dogs on a lead and other pets contained in a carrier in communal areas (with the exception of outdoor cats).

- Tenants must take all reasonable steps to prevent a pet causing nuisance, annoyance or danger to their neighbours and visitors to their home. This includes excessive noise. Details on how to deal with unwanted behaviours can be found in the pet information pack.

- Pets must not be allowed to foul inside the property, except for caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately from the garden or outside areas and disposed of safely. If they are not removed and Manor Estates has to arrange clearance recharge costs will be passed back to the pet owner.

- Tenants must take reasonable care to ensure that a pet does not cause damage to their neighbour's property, anything belonging to the Association or anything the Association is responsible for such as common parts.

- Tenants must ensure that their pets will not cause damage to the property if they are left unsupervised. For dogs it is generally recommended that they are not left alone for more than 4 hours, although each dog is individual, and tenants may wish to seek advice from their vet regarding this.

- Tenants must not leave their pets in the property when they are away unless clear arrangements have been made for their care.

- Tenants may not breed animals or offer for sale any animal in the property. The Association understands that unplanned situations can occur and if a tenant's pet gives birth, the tenant must let the Association know to discuss options. These could be recommendations for neutering or finding alternative homes for the animals. In certain circumstances, the tenant will be given 2 months to find alternative homes for the animals.

- Running a business such as breeding animals, or operating boarding kennels from a property is not permitted.

- Pets must not be kept on balconies.

- A tenant with a ban on keeping animals is not allowed to keep pets at Association properties.

- Tenants must not carry out adaptations to their property (such as installation of a cat flap) without seeking permission from the Association.

- Dog owners are responsible for their dog at all times and should be aware that it is a criminal offence to allow their dogs to frighten or injure a person in a public or private space.

- It is a legal requirement to ensure that any pet dog wears a name tag displaying the owner's name and address while outside the home. Inclusion of a telephone number is also recommended.

Responsible Pet Ownership Guidance

This guidance is intended to help owners provide the best care for their pets and meet their welfare needs. Every pet is unique, with individual requirements to ensure they lead healthy lives. By understanding and addressing these needs, owners can not only improve their pets' well-being but also enjoy a stronger, more rewarding bond with them.

Looking after a pet can be expensive, including significant time and financial costs such as vet bills and food. Tenants should consider registering their pet with a local veterinary practice, and either take out pet insurance or have savings in case of any costly veterinary bills. Low-cost veterinary care options may be available, please see information pack for further details.

Keeping pets up to date with vaccinations and tick, flea and worming treatment is recommended.

Tenants should consider neutering pets and speak with a vet about their individual animals. Neutering can stop unwanted pregnancies and may prevent some behavioural issues and certain illnesses. Some tenants may qualify for discounted neutering, please see information pack for further details.

Microchipping is compulsory for dogs and recommended for other pets. It is permanent way to identify your pet and keep them safe. Microchip details must be kept up to date for all animals.

Providing pets with suitable physical and mental stimulation will help to keep them happy and healthy. Please find further details in the pet information pack provided to you.

APPENDIX 3

Extract from Manor Estates' Scottish Secure Tenancy Agreement

Section 2.5

We have a policy on keeping pets and full details are included in your Tenants Information Pack. The main provisions of the pets' policy are:

- You have the right to keep one domestic pet;
- Keeping the pet must not be prohibited by the Dangerous Dogs Act 1991, or by any other law;
- You are responsible for the behaviour of a pet owned by you or anyone living with you or visiting you;
- You must take all reasonable steps to prevent any pet causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell from the domestic pet;
- You must take reasonable care to see that any pet does not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as common parts.

APPENDIX 4

Pet Information and Permission Request Form

How to use this form:

- You do not need to seek permission for the first pet within the home.
- If this is your first pet or for existing pet(s), please fill in the tenant and pet details sections then return the form to your Housing Officer.
- If you are seeking permission for an additional pet, please also fill in the permission section. You must wait for permission to be granted before obtaining a new pet.
- Please read the Pet Policy before returning this form/obtaining a pet.

Tenant details *indicates a required field

Tenant name*	
Address*	
Contact number or email address*	

Permission and existing pets

Are you seeking permission for a pet?* Please note **Permission is not needed for existing pets and tenants are permitted to keep one pet without permission.**	Yes/No
Please state and name any species of pets already in your home	

Pet details

Name of pet(s) (*if known*)	
Type of animal(s)*	
Number of animal(s)*	
Breed(s) (*if dog)**	
Is your pet microchipped?	Yes/No
Is your pet neutered?	Yes/No
Address of veterinarian	
Have you read and understood the Pet Policy? *	Yes/No

Once the Association has received and reviewed this form, tenants/you will be sent an information pack containing information on pet welfare and support / pet related resources and information.

Signed: _____

Date: _____