



***"Offering our community more than a home"***

## Pets Policy

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### **CHA Objectives:**

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

### **Regulatory Standards:**

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

***This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages***

The following rules will apply in relation to the keeping of pets within a tenancy:

1. The definition of a pet is – domestic pets which include but are not limited to dog, cat, rabbit, hamster, mouse, gerbil, guinea pig, birds (excluding pigeons) and any other species of animal or insect which is deemed as harmless. In the event of any dispute we will determine whether any animal falls within this definition of pet and whether the animal is deemed as harmless.
2. No animal will be permitted if it is prohibited by the Dangerous Dogs Act 1991, or by any other law. In the case of the Radnor Park Multistorey flats, specific tenancy rules apply to the keeping of dogs. Full details of the policy for Radnor Park can be found at the end of this policy.
3. Permission to keep a dog and/or any animal falling outside the definition above must be applied for in writing to us. We will not withhold permission unreasonably.
4. Tenants will be responsible for the behaviour of any pets owned by them or anyone else living with them
5. Tenants must take all reasonable steps to supervise and keep such pets under control
6. Tenants will exercise their pet in areas outwith Association property (including common areas).
7. Tenants will not allow pets to foul common areas or use common areas to exercise their pets.
8. Tenants will take all reasonable steps to ensure that such pets do not cause damage to the house, neighbours' property or the common parts
9. Tenants will be responsible for cleaning up dog faeces deposited accidentally or otherwise by their dog in any CHA common areas.
10. The number of pets will not be restricted as long as it is deemed as reasonable within the confines of the tenancy. Should guidance or clarification be required on this matter CHA should be contacted. In the event that we determine the number of pets to be excessive tenants will, on request from us, reduce the number of pets to a number determined by us. Failure to do so will result in action being taken against the tenant(s) for breach of their tenancy conditions.
11. We are entitled to ask tenants to remove their pet(s) within twenty eight days if they fail to abide by the conditions set out in this policy. Failure to do so will result in action being taken against the tenant(s) for breach of their tenancy conditions.

## **Keeping a dog at the Radnor Park Multistorey Flats**

As part of the missive of let, no dogs are allowed to be kept within the multistorey flats at Radnor Park with the exception of canine helpers. This remains the stance of Clydebank Housing Association and will continue to be the statement promoted to housing applicants and tenants.

Clydebank Housing Association recognises that dogs can often provide assistance to tenants through companionship through the improvement of physical or mental health and wellbeing. For the purpose of this policy, the term 'canine helper' can also include these reasons.

In view of the above, permission to keep one dog within a multistorey flat will be granted subject to the following conditions:

1. Where there is a demonstrated need for the tenant or a member of their household to keep a dog in the following or similar circumstances:
  - As a canine helper for blindness or another confirmed disability or medical condition
  - To provide health and/or mental or physical health wellbeing
2. Evidence from a reliable independent source will be required to be seen by CHA in all cases. The tenant will be responsible for the payment of any associated costs in providing this. Examples of sources include: Doctor, Social Worker, Advocacy Worker, Support Worker etc.
3. Permission must be applied for in writing to CHA and granted prior to the dog being taken in by the tenant. CHA reserves the right to take action for breach of tenancy agreement where the tenant has not followed this process.
4. Where no permission exists and where a tenant is found to be keeping a dog, so long as retrospective evidence is produced as per point 2 above, a sympathetic approach for approval will be taken as long as no other issues exist, e.g. antisocial behaviour or similar and the tenant applies for permission retrospectively in the correct way.
5. Full details of the dog will be taken by the Association and added to a dog register.
6. In the case of prospective or new tenants, evidence must be produced at or prior to the sign up for the tenancy. Housing applicants will be advised of this in any offer of housing letter they receive.
7. Keeping any dog within the multistorey flats is subject to the terms and conditions of this policy as a whole and any breaches of tenancy will be actioned accordingly and appropriate action taken against the tenant.