

Pet Policy

1.0 Purpose of policy

- 1.1 The aim of this policy is to provide clear and reasonable guidelines that allow a flexible approach to managing pet ownership.
- 1.2 Pets provide companionship, friendship and fun, which can help owners overcome feelings of loneliness, isolation and depression. They can give an older person a reason to get up in the morning, and give them a sense of purpose, something to think about and care for, which can be very fulfilling. Pets can provide opportunities to meet and talk to other people. This may be when walking a dog, visiting the vet, having visitors to the accommodation, or joining a specific pet-related club or association that can bring pet owners together.

2.0 Objectives

- 2.1 This policy will seek to fulfil the following objectives:
 - Promote responsible pet ownership.
 - Safeguard animal welfare.
 - Ensure fair and equal treatment.
 - Reflect the views of our customers.
 - Achieve good practice standards.
 - Take proportionate and appropriate enforcement action when required.

3.0 Keeping Pets

- 3.1 Residents will normally be allowed to keep pets in their home, as long as they are well cared for and responsibly kept. There are restrictions on the numbers and types of pets that can be kept – see Appendix 1.
- 3.2 However there are exceptions and the property must be suitable for their needs.
- 3.3 Permission to keep pets will be required in Karbon properties. Permission is also conditional on the pet being properly controlled and cared for.
- 3.4 Some properties are not suitable for keeping certain types of animals. In most circumstances, residents are not allowed to keep cats or dogs in properties with a communal entrance although we will make exceptions e.g. if the dog is a guide dog

or hearing dog or if the resident lives in certain types of supported housing (see below and appendix 1).

- 3.5 Residents should keep rabbits and guinea pigs in gardens so a property without a private garden is not suitable. Communal gardens cannot be used for keeping pets
- 3.6 If the property is suitable, most domestic animals including cats, dogs, rodents, fish, caged birds such as budgies and parrots, and reptiles such as lizards can be kept.
- 3.7 Residents should keep pets securely where they cannot escape and make sure all animals have enough room for exercise.
- 3.8 There are breeds of dangerous dogs which are illegal – Pit Bull Terriers, Japanese Tosas, the Dogo Argentinos and the Fila Brasileiros. Cross breeds of these dogs are also illegal. Dangerous dogs or any illegal breeds are not permitted to be kept under any circumstances in a Karbon property.
- 3.9 Residents must not keep any type of wild animals.
- 3.10 Residents must not keep any other animal which may be a danger to others.
- 3.11 Other animals which must not be kept in Karbon homes include livestock and horses, poultry or pigeons.
- 3.12 Residents must not keep more than two cats or two reasonably sized dogs (by reasonably sized we mean no larger than a Labrador), subject to the size of their property. Residents should seek permission if they want to have more than 2 of these small animals. All animals should have enough room for exercise.
- 3.13 Commercial breeding in Karbon properties is not permitted.
- 3.14 Residents should be made aware that staff working for Karbon (or their subcontractors) should be shown a reasonable duty of care when visiting their property and that residents are responsible for ensuring their pets do not cause a nuisance or are aggressive towards staff members. Staff can request that pets are kept in a separate room whilst a visit is being undertaken.
- 3.15 Visitors with dogs to our offices are permitted provided no nuisance is caused and the visits are occasional.
- 3.16 Subject to Karbon giving permission, pigeons and chickens will be allowed, but only in allotment gardens.
- 3.17 Residents in retirement living accommodation may keep well behaved pets, like any other of Karbon's residents, providing that the pet does not cause a nuisance and written permission is given. See Appendix 1.
- 3.18 Prior written permission will be required for cat/dog flaps, or large structures in allotment gardens, e.g. aviaries. Cat/dog flaps must never be installed where this would cause a fire risk, for example, in a fire door. Permission will not be given for hutches in communal areas. Pets may not be kept in garages.

4.0 Pet Nuisance

4.1 Nuisance behaviour by a pet includes (this list is not exhaustive):

- Roaming and unattended animals.
- Pets fouling in communal areas and in owners' gardens and this not being cleared up immediately.
- Pets fouling in neighbours' gardens.
- Excessive noise.
- Over-population of animals within a household.
- Unpleasant odours from pets.
- Aggressive animals.
- Fleas.
- Public health hazards.

4.2 Pet related nuisance can affect the quality of life for neighbouring residents and can also be a symptom of animal ill treatment.

4.3 In the vast majority of cases Karbon will try to resolve the issue informally after hearing both sides of the story. If this does not work then there are a number of more formal approaches Karbon can take:

- Enforce the conditions within a tenancy agreement.
- Mediation.
- Restricting the number of animals.
- Making responsible pet ownership part of an Acceptable Behaviour Contract.
- Involving statutory organisations such as the Police or the Local Authority.
- Involving voluntary organisations such as the RSPCA.
- Serving an injunction to oblige the owner to start or stop undertaking certain actions or to remove the animal.
- Demoting or terminating the tenancy where tenancy conditions are breached.

5.0 Monitoring and Review

5.1 The Assistant Director of General Housing is responsible for delegating the operational implementation of this policy.

5.2 This policy will be reviewed at least every 3 years (or earlier if there are changes to legislation/regulation/good practice). Review will be coordinated by the Strategic Planning and Insight Team.

6.0 Equality and Diversity

6.1 "This policy is implemented in line with the Group's Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations.

6.2 This policy and associated documents are available in different languages and alternative formats where necessary."

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the General Data Protection Regulation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which in association with the Data Protection Procedures must be followed throughout the operation of this policy.

Appendix 1 – Summary of Pets that Karbon allows

Written permission must be given to allow residents to keep pets. Permission is also conditional on the pet being properly controlled and cared for.

Tenants should keep pets securely where they cannot escape and make sure all animals have enough room for exercise.

There are restrictions on the numbers and types of pets that can be kept:

Permitted pets for supported housing accommodation:

- Small caged birds/small mammals (excluding rabbits and guinea pigs unless the resident is subject to the sole use of a garden).
- Fish in an aquarium.
- Caged reptiles (not venomous).
- Caged insects/spiders (not venomous).
- Dogs (maximum of one).
- Cats (maximum of one).

Permitted pets for bedsits/one bed flats:

- Small caged birds/small mammals (excluding rabbits and guinea pigs unless the resident is subject to the sole use of a garden).
- Fish in an aquarium.
- Caged reptiles (not venomous).
- Caged insects/spiders (not venomous).
- Dogs (maximum of one) subject to having a door onto the street.
- Cats (maximum of one) subject to having a door onto the street.

Permitted pets of two and three bed flats/maisonettes:

- Small caged birds/ small mammals (excluding rabbits and guinea pigs unless the resident is subject to the sole use of a garden).
- Fish in an aquarium.
- Caged reptiles (not venomous).
- Caged insects/spiders (not venomous).
- Dogs (maximum of one large or two small) subject to having a door onto the street.
- Cats (maximum of two subject to sole use of garden or max 1 if no use of a garden).

Permitted pets for houses:

- Small caged birds/ small mammals (excluding rabbits and guinea pigs unless the resident is subject to the sole use of a garden).
- Fish in an aquarium.
- Caged reptiles (not venomous).
- Caged insects/spiders (not venomous).
- Dogs (maximum of one large or two small) subject to sole use of garden.

- Cats (maximum of two subject to sole use of garden or maximum of one if no use of a garden).
- Pigeons and chickens subject to conditions.

Permission to keep the following animals will not be granted under any circumstances:

- Dogs listed on the Dangerous Dogs Act.
- Livestock. (with the exception of pigeons and chickens subject to conditions}
- Endangered species.
- Animals listed on the Dangerous and Wild Animals Act.