

Pet Policy

Pet Policy

Responsible Officer	Group Director Housing
This policy is applicable to	Karbon Group
Approved by	KMT
Date approved	30 th October 2025
Frequency of review	Every 5 years
Date of next review	October 2030
Implementation date	3 rd November 2025
Key related documents (policy, procedure, resident literature)	Tenancy and Occupancy Agreements. Communal areas policy Estate Management policy Estate Management procedures Tenancy and occupancy agreements Anti-social behaviour policy
Sources of best practice or guidance used in developing this policy	www.pdsa.org.uk

Version control

Version number	3	Changed Sections	
Equality Impact Assessment	Initial	EIA date 1/10/25	Kath Glen Housing Area Manager
Data Protection Impact Assessment	Initial	DPIA Date 1/10/25	Kath Glen Housing Area Manager

Document change history

Version	Date	Changed sections

Consultation

Consultation Group (if applicable)	Date of Consultation (if applicable)
Staff	8 August 2025
Union(s)	Not applicable
Residents	11 September 2025
Human Resources / Organisation Development	Not applicable
Health and Safety Working Group	Not applicable.
Data Protection	Not applicable
Other stakeholder (please state)	Not applicable

Policy statement

Karbon Group recognises that pet ownership is a rewarding experience, bringing companionship, good health and social benefits to a growing number of people. Properly looked after and well behaved pets are welcomed within most communities. To encourage these positive benefits, we will generally allow responsible pet ownership where it is reasonable to do so.

Risk policy is designed to control

To ensure the responsible management of our housing stock and to minimise anti-social behaviour.

Key performance measures

Not applicable

Definitions

Allotment Gardens An area of land designated by Karbon primarily for the production of vegetables and fruit, but which can also be used for the keeping of pigeons and chickens (subject to permission from Karbon being granted), and the cultivation of other plants.

Communal Garden A garden for shared use by Karbon residents.

Communal entrance an internal entrance which serves 2 or more flats

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.

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.
- 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 and further information regarding this is available for residents.

- 3.2 There are exceptions for example if the property is not suitable for their needs.
- 3.3 Permission to keep pets will be required in Karbon properties. Residents must contact their Housing Officer/Scheme Coordinator to request permission to keep a pet at their home. Permission must be given in writing. Permission is also conditional on the pet being properly controlled and cared for and can be rescinded if this is not the case.
- 3.4 Residents must not keep more than two cats or two reasonably sized dogs (by reasonably sized we mean no larger than a Labrador) in a Karbon property.
- 3.5 Some properties are not suitable for keeping pets. 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 an assistance dog provided the lease allows this.
- 3.6 Residents can keep rabbits and guinea pigs in gardens provided that the garden is a private garden. Residents cannot keep pets in communal gardens.
- 3.7 Residents should keep pets securely where they cannot escape and make sure all animals have enough room for exercise.
- 3.8 Customers must comply with all relevant legal requirements, including but not limited to the Animal Welfare Act and Dangerous Dogs Act. There are breeds of dangerous dogs which are illegal. A full list of dogs covered by this Act is available at www.gov.uk/control-dog-public. Dangerous dogs or any illegal breeds are not permitted under any circumstances in a Karbon property.
- 3.9 Residents must not keep any type of wild animals or wild birds.
- 3.10 Residents must not keep any animal which may be a danger to people or other animals.
- 3.11 Karbon Group will not allow livestock, horses, poultry or pigeons in our properties. Pigeons and chickens may be allowed on allotment gardens owned by Karbon Group provided that written permission has been granted.
- 3.12 Commercial breeding is not permitted in Karbon Group properties.
- 3.13 Residents should be made aware that staff working for Karbon (or their subcontractors) should be shown a 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.
- 3.14 Residents may not bring dogs into any of our offices with the exception of assistance dogs.
- 3.15 Residents must obtain written permission for large structures in allotment gardens, e.g. aviaries. Permission will not be given for hutches in communal areas. Pets may not be kept in garages.

4.0 Permitted pets for supported housing accommodation:

4.1 Those sheltered / extra care schemes with communal access only

- Small caged birds/small mammals
- Fish in an aquarium.
- Caged reptiles (not venomous).
- Caged insects/spiders (not venomous)
- House cats (maximum of one).

4.2 Those sheltered / extra care schemes where a resident has their own front door opening directly onto the street or garden

- As above and
- Small Dogs (maximum of one).
- Cats (maximum of one).

4.3 Permitted pets for all other supported housing: Rooms, bedsits, one & two bed flats

- Small caged birds/small mammals
- 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.

4.4 Within a sheltered or extra care scheme there may be mitigating circumstances where permission for a dog or cat may be granted at the time of allocating a new home to a resident. This would be discussed on an individual basis. If permission is granted under exceptional circumstances, a resident will not be permitted to replace a cat or dog when it passes away. This is to be fair and equitable to all residents.

4.5 Extra care and Sheltered Accommodation benefits from additional communal spaces, cafes/dining rooms, meeting/ activity rooms and gardens for residents to enjoy. Under exceptional circumstances when a resident is granted permission for a dog, or a visiting dog, we ask that it is always kept on a short leash when walking through or past any of the communal spaces listed. A dog that comes to visit a resident should not stay at the property overnight; maximum stay would be a short-day visit.

4.6 If a resident has their own front door opening directly onto the street or garden, then they will need written permission and would have to agree to the terms and conditions in Appendix 1.

5.0 Pet Nuisance

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

5.2 Where there are instances of pet nuisance, Karbon Group will try to resolve the issue informally. If this does not resolve the issue, the following actions may be considered:

- 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.
- Serving a Notice of Seeking Possession.
- Any other legal remedy available to Karbon Group

6.0 Customer Vulnerabilities

6.1 This policy is applied in line with Our Approach to Vulnerability Policy. Everyone matters. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services. We will offer support, reasonable adjustments, and adaptations to remove barriers. We will discuss with our customers what is reasonable and appropriate. In delivering this service we may need to escalate a particular case – if we do then customer vulnerabilities will be considered as part of the decision-making process.

6.2 We will support people with vulnerabilities to deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people with vulnerabilities in the delivery of our services but also to ensure we meet our statutory and regulatory requirements as a social landlord. Details are provided in the appropriate areas in this policy. All our customer policies are available on the website.

7.0 Monitoring and Review

7.1 The Group Director Housing is responsible for delegating the operational implementation of this policy.

7.2 This policy will be reviewed at least every 5 years (or earlier if there are changes to legislation, regulation or good practice).

8.0 Equality and Diversity

8.1 This policy is applied in line with Karbon's Equality and Diversity Policy and the associated legislation including the Public Sector Equality Duty and Equality Act 2010. At Karbon we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

8.2 However, we like to go even further. Beyond these protected characteristics we also take into consideration additional factors such as socio-economic status and language barriers which may also play a part. Our vision is for everyone to be treated fairly, have equality of opportunities, freedom, respect and access to our services.

8.3 To help us achieve this, we will work to improve accessibility for all, offering reasonable adjustments, adaptations and discussing ways that we can work to remove any barriers. A reasonable adjustment involves making a change to the way that we usually do things.

8.4 All of our customer policies and key information are made available on the Karbon Homes website. Reasonable adjustments that can help for example to make our information and services more accessible are sign language and language interpreters. We will work to improve accessibility for everybody that we deal with offering reasonable adjustments, adaptations and discussing ways that we can work to remove barriers that you may experience. A reasonable adjustment involves making a change to the way that we usually do things.

8.5 We work together to look at options and agree what adjustments would be reasonable in your individual circumstances. If you would like to find out more, please get in touch with the team.

9.0 Data Protection and Privacy

9.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which, along with its associated procedures, must be followed throughout the operation of this policy.

Appendix 1

Tenancy Ref No:

Dear **Name**,

I am writing to you following a request received regarding permission to keep a **type of pet** at the above address. I can confirm that permission is granted for you to keep **type of pet** at this address. Permission is granted subject the following conditions:

Address:

Date:

- That you have read and understood the pet policy, (copy attached)
- The **type of pet** must not be allowed into any communal areas
- The **type of pet** must not be allowed to cause any nuisance which will include but is not limited to noise nuisance.
- That you have a nominated friend or family member in place that has signed agreement below to take care of your **type of pet** if you are unwell, spend time in hospital or away from your home for any other reason

Permission to keep (**type of pet**) at (**address**) will be revoked if any of these conditions are not met.

I, (**name of tenant**), agree to the above conditions regarding the granting of permission for **type of pet** to be housed with me in my property within Supported Housing Accommodation.

Signed Date

The family / friend nominated to care for my pet should I be unable is:

Name:

Address:

Contact Number:

Signature of Nominated Person Date

Yours sincerely

Housing Officer