



PETS POLICY

POLICY NO. 44

Date Reviewed:	August 2024
Date of Next Review:	August 2029
Regulatory Standards of Governance and Financial Management	Regulatory Standard 2 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 priorities. Guidance: 2.1, 2.4 Regulatory Standard 5 The RSL conducts its affairs with honesty and integrity. Guidance: 5.1

1. INTRODUCTION

The Association recognises that tenants have the right to keep pets within their home, provided that they are looked after, do not cause nuisance/disturbance to neighbours and do not cause a health/hygiene risk.

All animals should be kept in a manner that complies with the Animal Health and Welfare (Scotland) Act as amended and all relevant statutory codes and guidance.

This policy details the additional grounds under which tenants will be allowed to keep pets and the action that will be taken if tenants fail to meet their obligations.

2. TENANTS' RIGHTS/OBLIGATIONS

2.1 Glen Housing tenants have the right, subject to the conditions below, to keep a maximum of two pets as stipulated in Section 2.5 of the Tenancy Agreement. Should a tenant wish to keep any more than this they will be required to get further permission for each additional pet. [See Section 4].

2.2 Tenants are not allowed to keep any dog prohibited under the Dangerous Dogs Act 1991 as amended or by any other law.

2.3 Tenants will be held responsible for the behaviour of any pets owned by, or living with them, as well as any pets visiting their property with permission.

They will be expected to take all reasonable steps to supervise and keep such pets under control and ensure that they do not cause nuisance to neighbours or deterioration in the condition of the property, common parts or the vicinity of the house. This includes fouling, noise or smell from the animal. The Association will recharge to the tenant any costs incurred by them as a result of damage caused or the cost of cleaning up mess left by the animal.

2.4 Reasonable care must be taken to see that pets do not foul in a neighbour's property or within the vicinity of the house.

2.5 Whilst on the Association's estates, dogs must be kept on a lead at all times and dog faeces must be cleaned up immediately.

2.6 Animals that are not naturally domesticated, e.g. snakes, spiders, rats/mice etc must be contained within a safe environment so that they do not pose a risk to anyone within the vicinity of the property.

3. COMPLAINTS

3.1 If the Association receives complaints or witnesses a failure to comply with the terms of this policy it will raise its concerns in person with the tenant and make them aware of their responsibilities.

3.2 Should the tenant fail to take the appropriate action; the Association will write out to the tenant to inform them that they are in breach of their tenancy.

- 3.3 In the event of continued failure to comply with the conditions contained in this policy a further final written warning will be issued advising the tenant that we intend to withdraw permission to keep pets should there be any more breaches.
- 3.4 The Association will only withdraw the tenants' right to keep pets as a last resort and will do everything possible to allow tenants to continue to keep pets.
- 3.5 If, after the final warning has been issued the Association continues to receive complaints or to witness further failures to comply with the above conditions, the Association will withdraw the tenants' right to keep pets and require the tenant to have the animal(s) removed.
- 3.6 The tenant will be required to remove the animal(s) from the property within 14 days of permission being withdrawn.
- 3.7 This withdrawal of permission will remain in place until such times as the Association is satisfied that the tenant has taken all reasonable steps to tackle the issues raised and to ensure that no further problems are likely to arise.

4. PERMISSION TO KEEP MORE THAN TWO PETS

- 4.1 Any tenant who wishes to keep more than two pets will require to put a request in writing.
- 4.2 Permission will only be refused if the Association is not satisfied that all of the tenant's obligations listed in the policy will be kept or that it is likely to cause a problem with neighbours as a result of having too many pets.

5. LEGAL ACTION

The Association *may* take legal action if a tenant fails to remove a pet from their property when permission to keep the animal has been withdrawn. This is likely to either take the form of a Notice of Proceedings for a breach of tenancy conditions or a Specific Implement action to force the owner to remove the animal.

6. APPEALS

Where a decision is disputed, a written appeal should be made within 28 days of receiving the decision.

The Housing Manager will review the decision and if it is upheld, written reasons will be given. If there has been a procedural failure or factual error that justifies reversing the decision, the appeal will be upheld.

If, following an appeal, the tenant is still dissatisfied, recourse can be sought through the Association's Complaints Handling Procedure.

7. LIAISON

The Association will liaise with agencies such as Fife Council's Dog Warden or Environmental Services who can play an important role in tackling ongoing problems with pets. The Association will work with them when necessary to resolve problems that arise.

The Association will also liaise with the SSPCA or other animal welfare charities where it has concerns over the welfare of any pets within its properties.

8. OUR COMMITMENT TO EQUALITY & DIVERSITY

Glen Housing Association is committed to promoting fair and equal treatment for all and is opposed to any form of unlawful discrimination. We operate an Equality & Diversity Policy which informs all aspects of our business and ensures we adhere to the Equality Act 2010.

In line with our commitment and upon request, the Association can make this Policy available, free of charge, in a variety of alternative formats including large print, audio, Braille and community languages.

9. GENERAL DATA PROTECTION REGULATIONS

The Association will treat all personal data in line with its obligations under the current data protection regulations and its own Privacy Policy. Information regarding how personal data will be used and the basis for processing it is provided in the Association's Fair Processing Notice

10. POLICY REVIEW

This policy will be reviewed on a five yearly basis to ensure the aims of the policy are being achieved.