



simply
affordable
homes

Pet Policy

Company No: 11567414

Registered Provider No: 5094

Version 2.1 – February 2025

Simply Affordable Homes RP (SAH) Limited

PET POLICY

1. Introduction

- 1.1. This policy outlines our approach to dealing with pets in customers' homes and applies to customers living in affordable and shared ownership properties.
- 1.2. We encourage responsible pet ownership in accordance with the Animal Welfare Act 2006; balancing the positive impact pets can have, while ensuring they do not negatively affect others or cause a nuisance.
- 1.3. Your tenancy agreement and/or lease should set out if we allow pets and, if so, if you need permission. In some blocks, where we do not own the freehold, we will be bound by the rules of the freeholder and what is in our agreement with them. If you live in such a block or if you are unsure what is in your agreement, you should ask for further information.
- 1.4. We will involve the RSPCA immediately where we suspect animal cruelty or neglect and encourage anyone who reports concerns about a pet to us, to do the same.

2. Our Approach

Customer responsibilities

- 2.1. Customers must keep animals in a reasonable manner and not allow them to cause a nuisance to anyone or cause damage to their home. Customers must not keep, or allow visitors to bring to their home, any livestock or animal classed as wild or dangerous in law. Visitors can bring animals to a customers' home for temporary periods of time, as long as they do not cause nuisance to their neighbours.
- 2.2. We may ask our customers to keep animals in a separate room when we visit their home e.g. contractors visiting to carry out a repair. Customers and their visitors must keep dogs on a lead at all times in communal areas of our buildings and grounds.
- 2.3. Failure to meet these expectations may be a breach of a tenancy agreement and/or lease.

When Customers need our permission

- 2.4. Customers must obtain our permission before they get a pet, if they:
 - Live in any home owned by SAH and would like to have a pet (except small pets, such as hamsters and goldfish.)

- Want to run a pet related business from home e.g. grooming, dog walking, and/or pet sitting.
 - Want to install dog or cat flaps - we need to check the flaps will not affect the door's fire safety.
- 2.5. We will judge ease case on the details but typically give consent for up to one cat and/or one dog where the property is a house or bungalow with its own garden.
- 2.6. When a customer requests permission, we will consider:
- The terms and conditions of their tenancy agreement or lease.
 - The suitability of the accommodation.
 - The customers' ability to care for the pet, including any previous issues if applicable.
 - Local issues relating to pets and anti-social behaviour.
 - Any breaches of tenancy relating to noise.
 - Whether this is a temporary arrangement e.g. a family member is in hospital.
- 2.7. We will grant permission for an assistance dog.
- 2.8. We may ask customers to sign a pet agreement for granting permission.
- 2.9. We will not grant permission for:
- Any animal listed in the Dangerous Wild Animals Act 1976 including large or venomous snakes and certain types of spiders
 - Dogs listed in the Dangerous Dog Act 1991 Section 1
 - Farm animals e.g. sheep, goats, pigs, cattle, horses, cockerels
 - Bees.
- 2.10. If we do not give permission, we will contact the customer to explain why.
- 2.11. Where we discover a pet is being kept without our knowledge, we may give permission retrospectively if other conditions for keeping a pet can be met.
- 2.12. If a customer feels we have refused a request for a pet unfairly, they can appeal by following our complaints policy.

What if there is a problem

- 2.13. If there are problems with a pet in your home e.g. noise complaints, we will work with you to solve any problems in line with our anti-social behaviour policy.
- 2.14. If pets cause damage to your homes, we will charge you in line with our repairs and maintenance policy.
- 2.15. We may ask you rehome your pet(s) if:
- You are keeping pet(s) where we wouldn't give permission or refused your request
 - Your pet is causing a nuisance, and you are not working with us to resolve this.
 - Your pet is causing a nuisance and there are no further options to solve this.
 - Your pet attacks or injures other animals or people.
 - Your pet is causing damage to the property, or the condition of your property is unhygienic because of your pets.
 - You have too many pets in your home.
- 2.16. If we ask you to rehome any pet, we will tell you why and discuss with you a timescale for you to remove the pet from your home. We will confirm our agreement in writing.
- 2.17. We expect you to engage with us and help resolve problems. We may take possession proceedings for breach of tenancy if you fail to put right any problems or fail to rehome your pet within a reasonable time.

3. Review

Quality monitoring, feedback and reporting

- 3.1. We will undertake an annual program of customer satisfaction surveys, in line with the Tenant Satisfaction Measures (TSM) and review all relevant customer complaints to identify any potential trends.
- 3.2. We will regularly seek and review feedback and engage/consult with our customers about the services we offer via various other methods and forums – which will also be used to help us to improve our standards, services and general offering.

4. Key legislation (but not limited to):

- Animal Welfare Act 2006
- Dangerous Dogs Act 2014
- Control of Dogs Act 1992

- Equality Act 2010
- Landlord and Tenant Act 1985
- Consumer Standards

5. Policy review

- 5.1. We will review this policy within 12 months (by the end of July 2025) to reflect any learning during our first year; and then every two years to address customer feedback, legislative, regulatory, best practice or operational issues, unless otherwise needed.

Appendix 1 – Revision History

Date	Version	Comments / Changes
20/05/2024	1.0	Initial version
July 2024	2.0	CT Review
February 2025	2.1	New Template and review
July 2025		Year one review
July 2027		Review