

New



Revision



Housing Management

Pets and Animals

Scope:	This policy applies to: Circle 33 Housing Trust, Old Ford Housing Association, South Anglia Housing and Wherry Housing Association
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Regulatory Code:	3.5.3, 3.5.4
Consultation:	Staff, SMPRG, OFHA TML, OFHA HS, GPF

Pets and Animals Policy

1 Scope

1.1 This policy applies to:

- Circle 33 Housing Trust
- Old Ford Housing Association
- South Anglia Housing and
- Wherry Housing Association.

2 Policy Statement

- 2.1 Circle Anglia acknowledges that pet ownership can bring a great deal of pleasure and enjoyment to residents. We recognise that in the case of vulnerable residents, owning a pet can enhance well-being and improve the ability to live independently.
- 2.2 Circle Anglia supports the view that in most cases, there should be no restrictions to residents keeping an animal(s) at their property.
- 2.3 However, we also recognise that if animals are not accommodated, cared for and controlled in a responsible manner, they may cause nuisance and disturbance, or pose a risk to neighbours.
- 2.4 As we are committed to maintaining a quality environment for all residents, Circle Anglia takes seriously all complaints of pet or animal nuisance and will aim to achieve a speedy resolution to nuisance through the use of statute, or by taking action through the tenancy agreement.
- 2.5 Residents who own a breed of dog as specified in the **Dangerous Dogs Act 1991** and the **Dangerous Dogs Amendment Act 1997** must adhere to the requirements of that legislation.
- 2.6 Circle Anglia is sensitive of the special requirements of some residents who are registered blind, registered deaf, or have other disabilities, and may need to house a trained assistance animal at their property. This may include seeing eye dogs, hearing ear dogs, seizure alert dogs and mobility assistance dogs.

3 Policy

Permission

- 3.1 Residents in general needs properties or self-contained Supported Housing units are not required to ask for permission to keep a pet or animal at their property.
- 3.2 Owing to the temporary nature of the accommodation, Supported Housing residents in shared accommodation are required to request permission before housing a pet or animal at the property. Permission may be withheld, as occupants only have exclusive occupation of a bedroom, and share kitchen and bathroom facilities. If a resident requests permission to keep a pet, Supported Housing management staff will consult with other residents at the property to seek their views.
- 3.3 All residents must adhere to the terms of their tenancy or occupancy agreement in relation to the keeping of pets or animals at their property.

Nuisance and anti-social behaviour

- 3.4 Circle Anglia will take appropriate action whenever complaints are received that a pet or animal is causing nuisance and disturbance. Nuisance procedures will be activated by us and may result in legal action. The case may be also be referred to the local authority, the police or the Royal Society for the Protection of Animals (RSPCA).
- 3.5 Circle Anglia takes the view that all and any of the following constitute pet or animal nuisance:
- Fouling of residents' gardens and internal and external communal areas, where dog or other animal faeces is not cleaned up
Environmental Protection Act 1990 s.79-82
Clean Neighbourhoods and Environment Act 2005 s.55-67
 - Loud or persistent barking or noise that disturbs other residents
Environmental Protection Act 1990 s. 79-82
 - Dogs not being kept under proper control
Dangerous Dogs Act 1991
Dangerous Dogs Amendment Act 1997

- Dogs not being kept on a lead or being allowed out to roam unaccompanied

Local Government Act 1972 s.235

- Animals being kept in unhygienic conditions, where this may pose a health risk to themselves and other residents
- Residents keeping communal entrance doors open so that an animal may be allowed in and out.

3.6 Residents who are registered blind and make use of trained [assistance dogs](#) are exempt by legislation from the obligation to remove their dog's faeces from communal areas and gardens. This also applies to residents whose disability prevents them from being aware of, or removing dog mess. In practice, however, this situation will rarely occur, as assistance dogs are trained to an extremely high standard of behaviour and assistance dog handlers tend to make responsible dog owners. Residents who are registered deaf remain responsible for removing dog faeces from communal areas or gardens.

Clean Neighbourhoods and Environment Act 2005 s.55-56

3.7 Registered blind, deaf and disabled residents who make use of trained [assistance dogs](#) are not subject to any estate regulations or [dog control orders](#) excluding dogs from specific land on the estate.

Clean Neighbourhoods and Environment Act 2005 s.55-67

3.8 Registered blind, deaf and disabled residents who use [assistance dogs](#) are required to keep their dogs on a lead in communal areas.

Clean Neighbourhoods and Environment Act 2005 s.55-67

3.9 As an organisation, we are committed to providing a welcoming environment at all group premises and offices for assistance dogs accompanying their handlers. Special requirements of residents with disabilities will be met in accordance with Circle Anglia's [Equality and Diversity](#) policy.

Disability Discrimination Act 1995

Disability Discrimination Act 2005

3.10 Circle Anglia takes the view that menacing, intimidating or attacking people or animals belonging to other residents constitutes anti-social behaviour and will be dealt with in accordance to procedures in the Anti-Social Behaviour policy.

3.11 Cases where nuisance is persistent and entrenched and where nuisance remedies have failed, may also be dealt with in accordance to the [Anti-Social Behaviour](#) policy.

4 Dangerous dogs

- 4.1 Residents who own a Japanese Tosa, Fila Brasileiro, Argentine Dogo, Pit Bull terrier or a Pit Bull terrier type must ensure that the dog is formally registered at a local police station. It is a statutory requirement that the dog remain muzzled and kept on a lead in public places.

Dangerous Dogs Act 1991

Dangerous Dogs (Amendment Act) 1997

- 4.2 Officers of Circle Anglia should not enter a property where they feel they may be at risk of intimidation or injury by an animal.

5 Service Standards

- 5.1 We are committed to tackling neighbour nuisance in all forms and to finding speedy solutions to issues that deny residents quiet enjoyment of their homes.
- 5.2 We will reply to letters and emails from residents within 10 working days.
- 5.3 We will tailor our response to animal nuisance to meet the individual needs and circumstances of each resident, whether they be general needs residents, Supported Housing residents in shared or self-contained accommodation, or residents who use assistance animals.
- 5.4 We will investigate all complaints of anti-social behaviour and will work with the resident in trying to resolve the complaint.
- 5.5 We will offer clear advice and support whenever an incident of animal nuisance is reported.

6 Monitoring

- 6.1 All complaints of pet or animal nuisance will be recorded in the Estate Management module of Orchard in such a way that the number and outcome of reported incidents can be evaluated.
- 6.2 Where anti-social behaviour is a factor, incidents, actions and outcomes will be recorded and monitored in line with procedures in the [Anti-Social Behaviour](#) policy.
- 6.3 In self-contained and shared Supported Housing accommodation, incidents will be also be monitored by staff on-site, who may provide a more personal approach to problem resolution.

7 Equality and Diversity

- 7.1 We recognise that customers of all races, ages, religions, gender, sexual orientation and disability should be treated equally and fairly and we will not discriminate in implementing these policies and procedures.
- 7.2 We will be sensitive to tenants' individual needs and will tailor our services and approach accordingly.
- 7.3 We will take steps to identify any language or communication requirements and ensure that we provide information in the appropriate format.
- 7.4 All customers will have access to this document upon request or from our website www.circleanglia.org/residents, where appropriate.
- 7.5 This document can be translated or provided upon request in alternative formats, such as, Braille, large print and audio.
- 7.6 Equality and diversity training is mandatory for all staff.

8 Publicising the Policy

- 8.1 Circle Anglia publicises its policies and procedures on Pets and Animals to residents and staff in a number of ways:
 - Residents' Handbooks
 - Leaflets
 - Resident's Newsletter
 - Resident's Website
 - CIRANO
 - Policy Briefings
 - Training.

Glossary

Assistance Animal	An animal specifically trained to carry out tasks that a person with disabilities cannot perform for themselves.
Assistance Dog	
Dog Control Order	A dog control order can be made by local authorities in respect of any land which has public access. Prescribed offences may include failing to remove faeces, not keeping a dog on its lead or permitting a dog to enter land from which dogs are excluded.
SMPRG	Senior Managers Policy Review Group
OFHA TML	Old Ford Tredegar, Monteith, Lefevre (residents' group)
GPF	Group Policy Forum

Connected Policies:	Anti-Social Behaviour Customers Who Pose a Risk Equality and Diversity
Forms and Letters:	Pet or Animal Nuisance
Leaflets:	Anti-Social Behaviour