

# Pet Management Policy



Directorate: Communities

Issue Date: July 2019

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Version: V2

## Document Information

### Scope:

The purpose of this policy is to set out Salix Homes' approach to managing customers who wish to, or do, keep pets and the managed phasing out of any pets kept in accommodation with a communal entrance.

The policy will define how pets should be managed, and what steps Salix Homes will take to ensure appropriate pet keeping takes place. The policy will also provide a commitment to supporting customers who are:

- Required to re-home a pet
- Not granted permission to keep a pet
- Looking for advice in relation to compulsory micro-chipping.

### Service Standards / Performance Measures / Corporate Strategy:

Operational Performance Indicators / Information:

- Number of pets registered in accommodation with a communal entrance
- % of ASB related to nuisance from pets

### Risks:

**Risk** - Not following policy and procedure could result in Salix Homes decisions being challenged in the courts.

**Mitigation** – Ensuring the full policy and procedure is embedded with all officers investigating mismanagement of pets will provide fair and structured cases to present to court.

**Risk** - An increase in pets being kept in high and low rise properties with shared communal areas.

**Mitigation** – Annual reviews of the number of pets being kept in properties using a shared communal entrance will identify trends on an increase or decrease in the number of registered pets. Where increases are identified, bespoke action plans will be put in place to tackle pet nuisance and begin investigations into unregistered pets.

**Risk** – Not following the policy and procedure could lead to an increase in ASB relating to pet nuisance.

**Mitigation** – Ensuring clear sign up processes take place for new customers, giving them transparent advice on not keeping pets in any property with a shared communal entrance, and what action will be taken if they choose to do this without permission will outline expectation from the start of their tenancy.

Document Information
<p><b>Related Policy/Procedure &amp; Documents:</b></p> <ul style="list-style-type: none"> <li>• Tenancy Management Policy &amp; Procedure</li> <li>• Anti-Social Behaviour, Hate Crime and Domestic Abuse Policy &amp; Procedure</li> <li>• Pet Management Procedure</li> <li>• Tenancy Agreement</li> </ul>
<p><b>Related Legislation / Relevant Regulation:</b></p> <ul style="list-style-type: none"> <li>• Protection of animals Animal Welfare Act 2006</li> <li>• Control of Dogs Order 1992</li> <li>• Guard Dogs Act 1975</li> <li>• Dogs Act 1871</li> <li>• Dangerous Dogs Act 1991 (Section 1 and 3)</li> <li>• Environmental Protection Act 1990.</li> <li>• Dogs and other animals / control Animals Act 1971.</li> <li>• The Micro chipping of Dogs (England) Regulations 2015</li> </ul>
<p><b>Retention &amp; Legal Basis for Storage:</b></p> <p>No personal data is shared / captured during this process. The full process and all documents served are stored within Salix Homes customer relationship management system (CRM) and held indefinitely.</p>
<p><b>Stakeholders:</b></p> <p>No significant changes have been made for this policy, therefore, customer and/or employee consultation was not necessary.</p>
<p><b>Data Protection Impact Assessment (DPIA)</b></p> <p>A DPIA was not required.</p>
<p><b>Equality Impact Assessment (EIA)</b></p> <p>An EIA was not required.</p>

## Introduction

1. This policy shapes Salix Homes approach to the management of pets across all its properties, specifically outlining its approach to the management of pets for properties with a shared communal entrance.

## Pet Management

2. Salix Homes, through its approach to managing pets, will ensure that:
  - Pets are kept in line with the terms of the tenancy agreement
  - Complaints about nuisance from pets are dealt with efficiently and effectively
  - Advice and support is offered to customers where re-homing the pet is the most appropriate course of action
  - Animal welfare issues are identified
  - Customers are treated in a fair and equitable way
  - The keeping of pets is phased out in any property with a communal access through not granting any further permission to keep a pet.
  - Advice and support is provided to the tenants within Salix Homes neighbourhoods in regards to the government legislation on compulsory micro chipping dogs.