

# Pets and Animals Policy

Cornwall Housing  
Treven Kernow

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Version 5.0



PART OF THE  
CORSERV GROUP  
A CORNWALL  
COUNCIL COMPANY

## Policy control sheet

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### Notes

Cornwall Housing Ltd., Pets and Animals Policy  
Version 5.0, December 2021  
Author/s: M. Clemens

This policy was achieved through consultation with tenants and officers from East and West service areas.

### **Legal influences on this policy**

Tenancy Agreement  
Conditions of Tenancy  
Pitch Agreement  
Equality Act 2010  
Animal Welfare Act 2006

### **Non-legal influences on this policy**

This policy has been developed following feedback from animal welfare agencies, and incorporates good practice outlined in the Pets Advisory Committee guidance and Royal Society for The Prevention of Cruelty to Animals (RSPCA).

### **Other documents linked to this policy**

Cornish Housing Standard

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## 1 Introduction

At Cornwall Housing, we recognise the importance owners of animals place on keeping a pet or pets. However, we need to balance this with the potential nuisance caused to other members of the community if pets or animals are inappropriate for the size of the property or are irresponsibly managed.

This policy sets out groups of pets or animals that tenants in different types of properties are allowed to keep without permission.

The Conditions of Tenancy enables Cornwall Housing to define any animal or pet as being unsuitable for any property owned or managed by Cornwall Housing. The policy explains when Conditions of Tenancy will be enforced if pets or animals cause a nuisance or annoyance.

Paragraph 4.11 of the Secure tenancy condition reads:

“You or any other person living in or visiting your home must not keep any animal that we consider unsuitable for your home. Your pet or pets must not annoy or frighten other people. In cases of cruelty to animals, permission to keep animals will be withdrawn and cases may be reported to the RSPCA or the police”

Paragraph 4.3 of the Secure tenancy condition reads:

“You or any other person living in or visiting your home must not cause nuisance, annoyance or disturbance to any other person. Examples of nuisance, annoyance or disturbance include (but are not exclusive): loud music; arguing; door slamming; dog barking and fouling; rowdy or offensive behaviour; rubbish dumping; making false or malicious complaints about others, and or extremely untidy gardens”

Some properties have been identified as being inappropriate for pets and are advertised accordingly. This will also be clarified with applicants during the verification process, ahead of the tenancy sign up.

The number and type of pet will be asked & noted during the verification process, and if they are in conflict with the property type, and the incoming applicant is not willing to re-home their pet elsewhere, then it will be considered as a ground for refusing the applicant the offer of the home.

## 2 Policy statement

We will ensure no individual is discriminated against on grounds of sex, marital status, race, disability, age, sexual orientation, language, social origin or other personal attributes including beliefs or opinions (e.g. religious beliefs, political opinions). Cornwall Housing will promote equality of opportunity by publishing information in different languages and other formats such as large print, audio and Braille, on request.

## 3 Customer care exceptions to the policy

- There are no restrictions for guide dogs for the blind, hearing dogs for the deaf or other assistance dogs. An "Assistance Dog" is a trained and accredited dog which is registered for a specific purpose, and the owner can present an AD(UK) ID Booklet and registration details.
- <https://www.assisteddogs.org.uk/faq/>
- **Please note that** a GP letter or similar representation by a medical professional is not acceptable evidence of an assistance animal for a medical condition.
- We recognise that many tenants moving into "older persons housing schemes" might already have a pet and that they are an important companion for many older people, so in this instance, will adopt the following:
  - *That persons moving into a property with a pet restriction will only be allowed to keep their existing pet at the discretion of the Housing Officer. In such cases they will not be able to replace that pet in the future.*

## 4 Animal Welfare Act 2006

This policy is written with knowledge that the Animal Welfare Act 2006, Section 4 advises animal owners that they are committing an offence to allow unnecessary suffering, and Section 9 which advises animal owners that an animals needs include: its need for a suitable environment, its need for a suitable diet, its need to be able to exhibit normal behaviour patterns, any need it has to be housed with, or apart from, other animals, and its need to be protected from pain, suffering, injury and disease. If any officer or agent of Cornwall Housing has any questions about your pet they will ask you, or if appropriate they make a referral to the RSPCA.

## **5 Breeding of animals**

The breeding of any animals for financial gain or as a business is not permitted. Such activity will be considered a tenancy breach. Cornwall Housing will work in partnership with the RSPCA and other agencies to ensure animals are protected as appropriate when breeding is discovered.

## **6 Responsible pet ownership**

If you keep pets or animals that do cause a nuisance and you fail to resolve the problem caused, even if they fall within this policy as being allowed within your property type, permission to keep those pets or animals will be withdrawn, and you will be required to re-home them. If you fail to do so any alternative action to remove the animal will be taken or considered, and it will be considered a tenancy breach.

All cats are to be neutered or "spayed". There is currently a subsidised service provided by the Cats Protection League, contactable on 01872 870 575 or [cornwall@cats.org.uk](mailto:cornwall@cats.org.uk). They charge £5, depending on the income within the household.

All cats and dogs are required to be chipped (dogs by law). Pet owners will be asked if they have had their animals chipped and failure to do so may result in a request to remove or rehome their cat or dog.

## **7 Snakes and Exotic Pets**

Applications for snakes, reptiles and other exotic pets will be considered but ownership must be in compliance with the Animal Welfare Act 2006 Section 4 & 9, as stated above in paragraph 4. If any officer or agent of Cornwall Housing sees an animal that fits within this category and has any doubts or concerns about the welfare of the animal then a referral will be made to the RSPCA, and this referral may be made with your knowledge.

## **8 Bees and Beehives**

Permission will not be given for keeping bees or hives on Cornwall Housing properties or land.

## **9 Chickens and Poultry**

Any requests for chicken and poultry to be kept in our gardens or land will be turned down and permission will not be granted. Exceptions may exist in more remote or rural areas where nuisance or social issues caused by keeping poultry can be guaranteed to be minimised. In these instances, permission for the keeping of poultry will be granted on the basis of the tenant evidencing and demonstrating why their home and property location should be an exclusion to the "no poultry" rule.

Instances where chickens or fowl are seen in gardens on estates in built up areas, the tenant will be asked to remove the animals.

If permission has previously been given according to an older version of this policy (and can be demonstrated) the Housing Officer can use their discretion to negotiate a timescale for animals to leave ie the lifespan of the animals.

## 10 Cruelty to animals

Where you keep pets or animals that are not causing a nuisance but, in our belief are being maltreated, permission to keep **any** animal will be withdrawn and cases may be reported to:

- the RSPCA (0300 1234 999)
- <https://www.rspca.org.uk/utilities/contactus/reportcruelty>
- or the police (111)
- <https://www.police.uk/pu/contact-the-police/report-a-crime-incident/>

If a tenant or another household member has any convictions for, or past history of abandonment, cruelty, neglect or mistreatment of animals, or convictions for any offences under the Dangerous Dogs Act 1991, or the Animal Welfare Act or has been disqualified from keeping animals or a particular type of animal due to a conviction, Cornwall Housing will refuse or rescind permission for any pet.

## 11 Repossessed Properties

Any animal left in a property which has been repossessed is no longer in the ownership of the former tenant, and legal responsibility for the animal becomes Cornwall Housing's. We will act in the immediate best interest of the animal. Reuniting animals with their former owners cannot be assured and we will work in partnership with the RSPCA and local animal charities and shelters if a pet is identified as being abandoned.

## 12 Appeal

If you have been refused a pet, or permission has been withdrawn, or if you feel the pet policy hasn't been followed you can appeal in writing to the Senior Housing Management Officer to review the decision. Email [Complaints@CornwallHousing.org.uk](mailto:Complaints@CornwallHousing.org.uk) or write to: The Senior Housing Management Officer, Landlord Services, Cornwall Housing Ltd, Chy Trevail, Bodmin, Cornwall, PL31 2FR.

## 13 Review

This policy will be reviewed every five years.





**Pet Agreement Form**

Name of resident	
Address	
Type of Pet: Breed: Age:	
Description of pet if cat or dog	
Vet and healthcare details	
If a dog, is it microchipped?	

I am applying to Cornwall Housing to keep the above pet(s) and by signing this form I am agreeing to the following:

- To be responsible for and supervise the pet(s) at all times
- To care for the pet(s) and their health, safety and overall welfare
- To ensure the pet(s) do not cause a nuisance to neighbours
- To ensure that any mess/fouling is cleared up immediately
- To ensure that the pet(s) do not cause any damage in the property or communal areas

I am aware that Cornwall Housing may take action against me if my pet(s) cause a nuisance which could include the removal of the pet or my eviction.

If I vacate the property I understand that I must take my pet(s) with me and ensure that all items relating to the pet are removed and the property is thoroughly cleaned.

Signed..... Date.....

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Cornwall Housing has granted permission to keep the above pet

Signed.....Position.....

Date.....

## Furvasow Erel

**If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:-**

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteveugh mar pleg:-

### Address

Cornwall Housing Ltd  
Chy Trevail  
Bodmin  
Cornwall  
PL31 2FR

### Telephone

General enquiries and repairs: **0300 1234 161**

Text: **07941 712 712**

### Email

General enquiries: [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)

Repairs: [Housingrepairs@cornwallhousing.org.uk](mailto:Housingrepairs@cornwallhousing.org.uk)

### Website

[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)