

Responsible Pet Ownership Large and Easy to read policy



July 2021

Introduction



We want our customers to enjoy their homes and the immediate surrounding environment.

Many people benefit considerably from the companionship that a pet can bring. We are therefore **happy** for our customers to keep a pet as long as they look after them properly



However, if pets are not looked after or kept under control, they can cause annoyance to other people and damage property.



To help us manage this, we have a policy.

This policy lets everyone know

- How we make decisions about giving customer's permission to keep a pet
- What we expect customers do to look after their pet.

What do we mean by pet?

Dog



Cat



Domesticated Bird



Small domesticated rodent



Small amphibian



If there is another type of animal not noted here, check with your Local Manager or Area Manager.

Permission Conditions for keeping a domestic pet



You need to get permission to keep a pet.

You can do this online or in writing.

We will write to you to let you know if you have been given permission to keep a pet. We will try to do this within 28 days.

You will also be asked to sign a form called a Pet Ownership Code of Conduct. This sets out that you promise to look after your pet and won't let it annoy your neighbours or damage the property.

If you are not granted permission, you can appeal within 14 days.

We will check the following

- ✓ You are not asking to keep a dog that isn't allowed under the Dangerous Dogs Act 1991
- ✓ You promise to be responsible for the care and behaviour of your pet or anyone living with you
- ✓ You promise to do your best to supervise and keep your pet under control and not left alone in common or open areas.
- ✓ Dogs are not allowed out on their own and you must keep them on a short lead in all common areas, grounds and shared gardens.
- ✓ You remove and clean up any poo or other dirt the animal creates
- ✓ You do your best to prevent your pet from causing a nuisance or danger to your neighbours, for example a bad smell, being noisy or leaving poo.
- ✓ You do your best to make sure your pet does not poo or cause damage to your home, neighbour's property or anything belonging to Bield.
- ✓ You don't let your animals have babies. If your pet does have babies, you need to find alternative homes for the new animals within three months
- ✓ If you have a dog, you make sure it wears a collar and tag, and that your dog is microchipped.

Pets that do not require permission

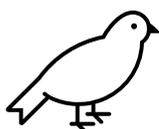
We have taken the view that smaller pets kept in small numbers are less likely to be a source of nuisance therefore there is no need to apply for formal permission:



Fish, reptiles, or amphibians which can be kept in one tank with a capacity of less than 21 litres.



Small domesticated rodents such as rats, gerbils, chinchillas, guinea pigs, rabbits, and hamsters where no more than one pair will be kept.



Small domesticated birds such as parrots, cockatiels, finches, canaries, budgerigars, and macaws as long as no more than one pair is kept.

Animals not allowed at all

To help keep everyone safe, and to safeguard animal safety, there are some animals we will never give you permission to keep in your home.

- ✘ Any mammal, bird, or invertebrate that requires a license under The Dangerous Wild Animals Act 1976, The Dangerous Dogs Act 1991, and subsequent amendments of these acts.
- ✘ Any giant or huge dogs e.g. Irish Wolfhound
- ✘ Any hybrid of a domestic cat and those identified in the Dangerous Wild Animals Act 1976 that requires licensing.
- ✘ Any type of farm animals e.g. chickens, goats, pigs.
- ✘ Any type of bird of prey e.g. Kestrel, buzzard, owls.
- ✘ Primates including all species of Monkeys.
- ✘ Any animal that requires external kennels, runs, and aviaries, with the exception of guide dogs.
- ✘ Horses or ponies.

What we take into account when making a decision about your pet

We will not refuse the request without good reason.

We will consider the following:

- ? Could this pet cause a disturbance, nuisance, or distress to neighbours
- ? The size and type of your accommodation
- ? The number and type of pets already in your property
- ? Any history of pet-related problems within your property or within the relevant locality
- ? Whether you have had pets before and have been unable to look after them properly without causing a nuisance or annoyance to others.
- ? Any title conditions applicable to the property or within the relevant locality
- ? Whether the pet will be kept for breeding purposes

In all cases, we will balance the right to keep a pet against the right of other tenants and occupiers not to be disturbed, distressed, or annoyed by the pet.

Breach of Conditions

You may lose permission to keep your pet if it appears that:

- You have not applied for permission
- The conditions of keeping a pet are not being met
- The pet is causing a nuisance to anyone in the neighbourhood;
- The pet is damaging the property.

Nuisance and annoyance are things like

-  Excessive noise confirmed by the local authority noise team.
-  Roaming and unattended animals
-  Fouling in common areas
-  Fouling in gardens (including tenants own garden, if not removed)
-  Destruction to neighbouring gardens
-  Aggression
-  Neglect
-  Odour

Where we receive complaints regarding the keeping and or supervision of animals, you may be required to rehome your pet if the complaints are consistent and justifiable. We reserve the right to require the removal of pet(s) in other reasonable circumstances.

If we find that a pet has been neglected, mistreated or caused unnecessary suffering, we will notify the appropriate authorities, and you may lose permission to keep a pet.

We hope this information is helpful.

As a learning organisation, we love feedback. If there is anything unclear or we could change in this leaflet, please let us know

feedback@bield.co.uk



Speaking your language - we are happy to translate our policies on request.

يمكن ترجمة سياساتنا عند الطلب
إذا كنت بحاجة إلى مساعدة ، فيمكننا توفير مترجم

**Nasze zasady mogą być przetłumaczone na żądanie.
Jeśli potrzebujesz pomocy, możemy zapewnić tłumacza**

我们的政策可以应要求翻译。
如果您需要帮助，我们可以提供翻译

ہماری پالیسی کا درخواست پر ترجمہ کیا جاسکتا ہے۔
اگر آپ کو مدد کی ضرورت ہو تو ہم ایک ترجمان فراہم
کرسکتے ہیں

Your data.....

We will treat all personal data in line with our obligations under the current data protection regulations and our Privacy Policy.

Information regarding how all data will be used and the basis for processing your data is provided in our Customer Fair Processing Notice.