



Trust



Kindness



Hope

“Together to beat poverty”

CLWYDALYN POLICY

Pets Policy

IMS/CAS-POL-05
Version 3



ClwydAlyn

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
Parc Busnes Llanelwy, Llanelwy,
Sir Ddinbych, LL17 0JD

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
St Asaph Business Park, St Asaph,
Denbighshire, LL17 0JD



About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

How we do things



Trust



Kindness



Hope

Contact us



Customer Services

Monday to Friday 08:00 to 18:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours
emergency repairs

0300 1233091 or text 07786 202533
(please remember to include your name, address and telephone number in your message).



E-mail/online

help@clwydalyn.co.uk or online @ <https://www.myclwydalyn.co.uk/>



Postal address

72 Ffordd William Morgan
St Asaph Business Park
St Asaph
Denbighshire LL17 0JD

#InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link [#influenceus form](#) or contact influenceus@clwydalyn.co.uk

Document Information/Document Control

This document is an agreed statement which contains the set of principles acting as guidelines for achieving the goals of ClwydAlyn. This Policy is agreed and owned by the Assurance Committee and or the Executive Management Team. This document cannot be changed unless authorised to do so using the document change authorisation note QF-F-10.

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V3	Update of table of contents and version number of pages	Andrea Williams	20/05/2024

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1 Introduction

We recognise that residents may wish to keep pets and that, if properly cared for, pets are good companions and can enhance the quality of life for our residents.

However, if they are not cared for properly, pets can cause a nuisance to neighbours and the surrounding neighbourhood as well as causing damage to property or injury to people or other pets.

Where pets are not kept under control, allowed to roam freely, foul communal areas or cause a nuisance or annoyance to other residents, action could be taken for a breach of the conditions set out in the Occupation Contract or lease.

2 Definition

A pet can be defined as an animal that is tamed, kept as a favourite and treated with fondness.

Examples of domestic pets are:

- Dogs
- Cats
- Caged birds
- Fish
- Small, caged rodents, e.g. rabbits, guinea pigs, chinchillas, hamsters
- Small, non-poisonous caged reptiles
- Small, non-poisonous contained insects or amphibians

Animals that are NOT allowed include:

- Any dog that is specified in the Dangerous Dogs Act 1991. (unless legal exemption is in place)
- Any mammal, bird or invertebrate that requires a license under the Dangerous and Wild Animals Act 1976.
- Any farm animals, or livestock, e.g. goats, pigs, chickens.

Please note the above lists are not exhaustive.

3 Scope of Policy

This policy applies to all residents and tenures (other than Care, Nursing Homes and Supported Living)

4 Resources

There are no particular resource implications which have been identified and the implementation of this policy should fall within the day-to-day estate management duties of Officers, or the Specialist Intervention Officer in the case of serious antisocial behaviour caused by pets.

5 Stakeholder Involvement

Extensive engagement has taken with Residents in the drafting of this revised policy, and this has led to a broader policy definition that is more sympathetic to pet ownership whilst still maintaining tight controls on the keeping of pets. It should also be noted that allowing responsible owners to keep a pet, can help sustain a tenancy and help lead to increased customer satisfaction.

6 Implementation

The key objectives of this Policy are:

- To make the keeping of pets as easy as possible for responsible pet owners.

- To respond promptly to requests from residents to keep pets.

- To respond promptly to reports of nuisance caused by pets.

- To work in partnership with outside agencies such as local authority environmental health departments and the RSPCA, to resolve complaints of nuisance and welfare concerns relating to pets.

- To reinforce the responsibilities as detailed in the Association's Occupation Contracts and leases.

7 Policy statement

In recognising the value to families and individual residents, the Association will take a flexible view on the keeping of domestic pets within its homes on the understanding that pet owners behave responsibly.

7.1 Responsibility

Residents are fully responsible for the care and control of their pets and any pets visiting the property.

Residents must ensure their pets do not pose a danger to anyone, do not cause a nuisance to anyone, do not cause damage to property and are always kept under control.

Residents must abide by all laws in relation to their pets, at all times.

No animal is permitted to be used for breeding purposes or for financial gain.

We would also strongly recommend that all pets have appropriate pet insurance and are registered with a local Vet.

7.2 Keeping of pets in Bungalows, Houses and Flats with sole use garden

Where the property is a house, bungalow or flat with a garden, which is for the sole use of the resident, the Association will grant implied permission for residents to keep one domestic pet.

In these circumstances, residents must inform the Association of the pet and provide contact details of the person who will look after the pet in the case of an emergency.

7.3 Implied Permission & Requested Permission Granted

Implied permission and requested permission granted will be on condition that Residents:

- Abide by all laws in relation to their pet, at all times.

- Ensure the pet is well cared for and microchipped in line with current legislation.

- Provide full contact details and keep these updated for the person who will look after the pet, in the case of an emergency.

- Take steps to ensure that, in the case of cats, if allowed free access outside, they do not cause a nuisance to neighbours.

- Always keep dogs under control inside and outside of their properties; and always on a lead when in public and communal areas. They must not be allowed to roam outside of the property on their own.

- Ensure that their pet does not pose a danger to staff, contractors, other residents, visitors or the public.

- Ensure that their pet does not cause nuisance to neighbours or the surrounding neighbourhood and does not cause damage to the property or the surrounding neighbourhood.

Ensure their pet is locked out of the way when staff or contractors are carrying out work or visiting a resident's home.

No animal is permitted to be used for breeding purposes or for financial gain.

We would also strongly recommend that the pet in question has appropriate pet insurance and be registered with a local Vet.

The Association's written permission is required in advance where a resident wishes to keep more than one pet, at any one time.

The Association's written permission is required in advance where a resident wishes to keep any animal that is not defined as a domestic pet. We may wish to seek further advice from the RSPCA or other specialist animal welfare organisation before confirming our agreement to such requests.

7.4 Keeping of pets in other flats or bedsits

Where the property is a flat or bedsit which does not have a garden which is for the resident's sole use, pets will not be allowed without the Association's written permission. The Association will not unreasonably withhold permission but will take into account the type and number of pets, the design and the location of the property in making its decision.

Properties with communal entrances and hallways are not normally considered suitable for pets such as dogs and cats, but we will look at each request on its merits, taking into account the pet requested and the suitability of the property concerned.

7.5 Reviewing Permissions

In all cases where permission to keep a pet has been granted, Officers/Scheme Managers will regularly check to confirm that any agreed arrangements still apply and to advise that permission may need to be reviewed if there are any significant changes from those originally set out.

7.6 Permission Decisions

When dealing with applications to keep pets, the presumption will be that the Association will grant permission, unless there is sufficient reason to decline.

When dealing with applications to keep pets, the Association will decline permission in the following circumstances:

If the association is aware of any previous pet being removed due to ill health or cruelty.

If the pet is large and requires regular exercise and the garden is not self-contained.

If the pet is included in the list of animals not permitted to be kept as pets in any Association property.

If the property is unsuitable for a pet.

If the property shares communal facilities which would make it unsuitable for the keeping of a specific type of pet.

Where permission is declined residents are able to use the Association's official complaints procedure, if they disagree with the decision.

7.7 Complaints

A complaint can be made by:

<i>E-mailing:</i>	complaints@clwydalyn.co.uk
<i>Online:</i>	Completing our online form: Click Link
<i>Telephoning:</i>	0800 1835757 (local rate call from a land line)
<i>In Writing</i>	The Complaints Officer at:- ClwydAlyn Housing Ltd 72 Ffordd William Morgan St Asaph Business Park St Asaph Denbighshire LL17 0JD

8 Exceptions

If a pet is being kept as an aid to "able living", such as a Guide Dog, or Hearing Dog for the Deaf, permission is implied. It will, however, be necessary to advise the Housing Officer/scheme manager where this arrangement will be taking place.

9 Impact Assessment

The Association will ensure that no individual or group of people are disadvantaged by this Pets Policy.

10 Requests and Response timings

Within five working days of receiving a request, or of the Association becoming aware that pets or other animals are being kept without permission, a pet permission request form and letter will be sent to the resident.

Within ten working days of receiving a completed pets permission form a letter will be sent confirming whether permission has been granted or refused. The letter will either confirm any conditions attached to the permission being granted, or the reasons for the refusal of permission.

If pets are kept without permission and outside of this policy, follow up action will be taken in line with the Association's Occupation Contract or lease.

11 Animal Nuisance

As stated in the Association's Occupation Contracts and leases, resident(s) are responsible for any nuisance, annoyance or distress caused by pets under their control.

The Association will contact the pet's owner to arrange a home visit within five working days of a complaint being received.

Action will then be taken in line with the Occupation Contract or lease and our Resident Concerns Policy if the pet is proved to be causing a nuisance.

The Association will stress at all times that nuisance and damage caused by pets will be viewed as a serious issue. In such instances, the resident will be advised of the need to remove the pet permanently from the property.

12 Performance Monitoring

All Residents wishing to keep a pet should either inform the Association or complete a "Request to Keep a Pet" form.

"Request to keep a Pet" forms, the Association's responses, notifications of pets and emergency contact details should be held on the Associations housing Management System.

Residents keeping pets should ensure that any nuisance and potential nuisance caused by pets is minimised. This will be achieved through:

Responding to requests and follow up actions within the stated timescales.

Ensuring that Officers/Scheme Managers keep a regular check on the permission status of each request.

Reporting any breaches to Service Team leaders in line with our Resident Concerns policy.

13 Policy Review

This policy will be reviewed every three years.

Appendix A – Useful Contacts for Advice/Assistance

Organisation	Help/Advice	Contact Information
RSPCA	The RSPCA investigates complaints of cruelty and neglect towards animals. They also offer: - Animal hospitals/clinics for low income households - General animal welfare and advice - Financial assistance with neutering animals	RSPCA (Regional HQ) Gonsal Farm Dorrington Shrewsbury SY5 7ET Telephone: 0870 333 5 999 24-hour National Cruelty and Advice Line: Telephone: 0300 1234999 www.rspca.org.uk
Dogs Trust	Provides advice on all aspects of dog ownership. Subsidises neutering and micro chipping in certain areas.	Dogs Trust Head Office 17 Wakley Street London EC1V 7RQ Telephone: 020 7837 0006 www.dogstrust.org.uk
Cats' Protection League	Provides advice on all aspects of cat ownership. Provides a 'rescue' and re-homing service for cats and kittens and can provide financial assistance towards the cost of neutering cats.	National Cat Adoption Centre Chelwood Gate Haywards Heath Sussex RH17 7TT Helpline: 01835 572 850 www.cats.org.uk
The Cinnamon Trust	National charity for elderly people who own pets. Can provide foster care for pets when their owners go into hospital.	The Cinnamon Trust 10 Market Square Hayle Cornwall TR27 4HE Telephone: 01736 757 900 www.cinnamon.org.uk

Appendix B – Example Request to keep a pet form

Please return this form completed and signed to:

Your Housing Officer directly or help@clwydalyn.co.uk or by post to: ClwydAlyn Housing Ltd.,
72 Ffordd William Morgan, St Asaph Business Park, St Asaph. Denbighshire. LL17 0JD.

Name(s):			
Address:			
What type of pet do you want to keep?			
What breed and how many?			
Has your pet been neutered?	Yes: ☐	No: ☐	
Do you have any other pets?	Yes: ☐	No: ☐	
Give details of current pet(s)			
Are your pets microchipped?	Yes: ☐	No: ☐	
Provide microchip number(s)			
Name and Address of Vet			
Have you previously been prosecuted for any offence against an animal or had any warnings or action taken against you for nuisance due to a pet's behaviour?			
Provide details:			
Please provide full details of a nominated person who would be able to look after your pet(s) in the event of an emergency			
Name:			
Address:			
Telephone Number:			
I/we confirm that the information given in this form is correct. I/we will comply with any conditions relating to the keeping of my/our pet(s) and will ensure that all persons living at the property and any visitors also do so. I/we understand that failure to keep to the terms of any pet permission granted may affect my / our occupation contract or lease			
Signature 1:		Date:	
Signature 2:		Date:	
If permission is declined, you may appeal the decision through the association's complaints procedure by:			

e-mailing:	complaints@clwydalyn.co.uk ;
completing our online form:	Click Link ;
telephoning	0800 1835757 (local rate call from a land line)
or by writing to:	ClwydAlyn Housing Ltd., 72 Ffordd William Morgan, St Asaph Business Park, St Asaph. Denbighshire. LL17 0JD

Appendix C – Being a responsible owner

The more thought you give before owning a pet the better it is. It is very difficult to rehome a pet once you have become emotionally attached to it. So, we ask that you consider the following questions before deciding to keep a pet.

1. Does the pet fit your lifestyle and your family circumstances?

Are you out a lot of the time? Do you have young children in the household?

2. Is your accommodation suitable?

Do you have easy access to garden areas? Do you live near a busy road? If you are in a flat, is it suitable for the type of pet you are proposing to keep?

3. How much is it going to cost?

Some items you can budget for, such as the initial cost of your pet, equipment, food and bedding. But what about unexpected costs such as Vet bills?

4. Health issues – is there a local Vet who can care for your pet?

This is especially important if you are looking at owning a more unusual or exotic pet. Are regular vaccinations required for example?

5. Are you going to insure / microchip your pet?

We actively encourage this, and microchipping may be a legal requirement anyway, but both have cost implications.

6. What will happen to your pet, if you are away from home? For example, on holiday or due to unexpected ill health?

Do you have friends or family who are willing to care for your pet if you are not at home?

7. Population Control

If you are planning to keep a cat, we will ask that it is neutered and we would also recommend this for dogs and other pets as well.

8. Is your choice of pet likely to cause a nuisance or annoyance to your neighbours?

We all want to live responsibly with our neighbours, so it may be worth having a conversation with them before making your final decision about what type of pet you might keep at your home.

9. How committed are you to looking after your pet?

This is important. Have you got a plan for how to care for your pet and keep it under control? Dogs need to be walked on a lead daily: do you have the time and

commitment to do this? Dogs should not be left to bark in your home or garden all day, causing a nuisance. How will you deal with any problems or complaints if they occur? Pets need to be looked after properly and this takes time, effort and has financial implications.

Appendix D – Example wording for Correspondence

Request to keep a pet covering letter – Resident Request

Dear (Name of Resident)

Re: Request to Keep a Pet

I understand you have made enquiries about keeping a pet at your property.

Please find enclosed a Request to Keep a Pet form and some questions we ask you to consider before deciding to keep a pet.

The completed form should be returned to

Yours sincerely
Housing Officer

Request to keep a pet covering letter – Housing Officer Request

Dear (Name of Resident)

Re: Request to Keep a Pet

It has come to our attention that you are keeping a pet at your property, but have not yet asked permission, in accordance with your occupancy agreement.

Please find enclosed a Request to Keep a Pet form and some questions we ask you to consider before deciding to keep a pet.

Yours sincerely
Housing Officer

Request declined

Dear (Name of Resident)

Re: request to keep a Pet - declined

Further to your application to keep a pet at your property, I have to inform you that permission has been refused for the following reasons:

(Enter Reasons)

Should you wish to discuss this matter further, or need further clarification on this decision, please do not hesitate to contact me.

Yours sincerely
Housing Officer

Request granted

Dear (Name of Resident)

Re: request to keep a pet - granted

In response to your application to keep a pet in your home, I am pleased to inform you that you have been granted permission to keep the following pet/s:

(Insert type;breed;number of pets)

Subject to the following conditions:

You must:

- Abide by all laws in relation to your pet, at all times.
- Ensure your pet is well cared for and microchipped in line with current legislation.
- Provide full contact details and keep these updated for the person who will look after your pet, in the case of an emergency.
- Take steps to ensure that, in the case of cats, if allowed free access outside, they do not cause a nuisance to neighbours.
- Always keep dogs under control inside and outside of your property and always on a lead when in public and communal areas. They must not be allowed to roam outside of the property on their own.
- Ensure the pet does not pose a danger to staff, contractors, other residents, visitors or the public.
- Ensure your pet does not cause nuisance to neighbours or the surrounding neighbourhood and does not cause damage to the property or the surrounding neighbourhood.
- Ensure your pet is locked out of the way when staff or contractors are carrying out work or visiting a resident's home.
- No animal is permitted to be used for breeding purposes or for financial gain.

We would also strongly recommend that your pet has appropriate pet insurance and is registered with a local Vet.

Should the Association receive any complaints regarding your pet, we will contact you to discuss the matter. If there is reason to believe that any of the above conditions have been breached, we will investigate this in line with our Residents Concern Policy (CAS-POL-04) and may ask you to re-home your pet, as a consequence.

Please do not hesitate to contact me on the above number should you wish to discuss this further.

Yours sincerely
Housing Officer