

<b>Policy title</b>	Pet Policy
<b>Summary</b>	The Pet Policy sets out MSV's approach to managing requests from its customers to keep a pet and where permission is given customers understand their responsibility in looking after their pet.
<b>Scope</b>	The Pet Policy applies to MSV's general needs stock only.
<b>Author &amp; Job Role</b>	Shaheen Yousaf Neighbourhood Manager
<b>Directorate</b>	Customer & Communities
<b>Document Status</b>	Draft
<b>Document Reference</b>	Please refer to the protocol set out above and ensure the version of the document is displayed. E.g. CUS/LO/PO/0.1
<b>Dates:</b> <b>Draft</b> <b>Approved</b> <b>Ratified</b> <b>Effective from</b> <b>Review by</b>	15 <sup>th</sup> May 2024
<b>Impact Assessments:</b> <b>Date EIA completed</b> <b>Date other IAs completed</b>	15 <sup>th</sup> May 2024
<b>Consultation</b>	

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## 1. Introduction/Policy Purpose

- 1.1 Mosscaire St Vincent's Housing (MSV) aims to deliver an excellent customer service to help sustain tenancies in our Communities and Neighbourhoods.
- 1.2 MSV recognises that keeping pets can offer significant benefits to their owners in providing security and companionship. As a landlord we will balance this with ensuring the animals are kept safely and responsibly, consider any health and safety issues that may arise, and that nuisance is not caused to other residents.
- 1.3 This Policy does not apply to small animals that are housed in cages or bowls/tanks in properties and do not need to be allowed out of the property ie small birds (budgies) and small fish (goldfish). It applies to large animals eg cats, dogs, rabbits, large birds eg parrots and to animals that could be classed as exotic (snakes, caged spiders etc) or rodents (mice, rats etc).

## 2. Scope

- 1.1 MSV wants its customers to enjoy living in their homes and understands that keeping a pet can help customers to do this.
- 1.2 MSV will consider all applications to keep a pet on a case by case basis. We aim to be reasonable, consistent and fair in deciding whether to give permission.
- 1.3 It is MSV's Policy to normally grant permission where a pet assists with a disability eg registered guide dogs, therapy dogs. They must be registered with an accredited member organisation of Assistance Dogs International or the International Guide Dog Federation.
- 1.4 Customers are responsible for the health and welfare of their pets. Under the Animal Welfare Act 2006, this is called a Duty of Care and requires proper day to day management and care of an animal.
- 1.5 Customers are also responsible for the behaviour and control of any animal they own or those owned by visitors to their home. This includes issues such as fouling, noise, smell or injuries caused by the animal and damage caused to property, including internal and external communal areas.
- 1.6 Where MSV have given permission to keep a pet, the pet must not have a negative effect on MSV's staff and contractors ability to carry out their roles. If requested to do so the pet must be moved to another room or

outside for the duration of the visit. We may also request a muzzle to be fitted onto the animal where appropriate.

- 1.7 Customers must sign the Pet Permission Form for each pet they have in their home. In some cases permission can be granted retrospectively.
- 1.8 Customers must not undertake the following activities:
  - Breeding of animals
  - Sale of animals
  - Hoarding of animals – excessive number of animals without the ability to properly house or care for them.
- 1.9 Permission to keep a pet is not indefinite. If a pet causes nuisance or customers fail to properly control or look after a pet, MSV will withdraw permission. If the issues are serious and persistent immediate/appropriate action will be taken. We will also withdraw permission where (but not limited to)
  - The pet is being used for breeding
  - Neglect or abuse of the pet
  - The pet is not under control at all times
  - The pet has caused damage to a MSV property
  - The pet presents a threat or risk to other people or animals
- 1.10 If MSV withdraw permission, we will usually give 28 days to rehome the pet. If however, there are serious Health & Safety concerns we will ask that the pet is removed immediately. We may involve other agencies such as the RSPCA, Environmental Health and/or the Police.
- 1.11 If customers refuse to remove the pet MSV may seek an injunction to force the removal of the pet from the property. We may also consider any further legal action if needed.
- 1.12 MSV will not grant permission for any of the following to be kept as pets
  - Dogs specified under the Dangerous Dogs Act 1991
  - Animals listed in the schedule under the Dangerous Wild Animal Act 1976, such as poisonous snakes and lizards
  - Livestock such as sheep, goats and cattle and poultry
  - Any endangered species

### **3. Roles & Responsibilities**

- 3.1 Customer Communication Team, Neighbourhood Assistants and Neighbourhood Officers are responsible for sending out Pet Permission Forms.
- 3.2 Neighbourhood Officers/Manager to review the form, request and give permission/refusal for the pet.
- 3.3 Neighbourhood Manager to implement and oversee the Policy and Procedure.
- 3.4 Neighbourhood Managers, Assistant Director of Customer and Communities to review the Policy and Procedure.

### **4. Monitoring, Review & Evaluation**

- KPIs
- Satisfaction surveys

### **5. Related Documents**

- 1.13 Tenancy Visit Procedure
- 1.14 Starter Tenancy Policy & Procedure
- 1.15 Safeguarding Policy & Procedure
- 1.16 Anti-Social Behaviour Policy and Procedure

#### **Legislative and regulatory framework**

Animal Welfare Act 2006  
Dangerous Dogs Act 1991  
Control of Dogs Act 25010  
Landlord and Tenant Act 1985

## 6. Version History

6.1. This should keep a track of each iteration of the document and the reason for change. Please follow the guidance above and also refer to the example below:

Version	Date	Description/Summary	Status	Author

## 7. Appendices

7.1. Equality Impact Assessment

### **EQUALITY IMPACT ASSESSMENT**

**Name of Policy: MSV Pet Policy**

**Date of Assessment / Review: May 2024 Author: Shaheen Yousaf**

Who are the main stakeholders in relation to the function?	Customers, applicants, staff, partner agencies and Committee	
Who will be consulted and what types of consultation will be carried out?	Staff Customers Committee	
Could the function have a differential impact on:		What evidence exists to support your analysis?
	<b>Yes / No</b>	
Racial Groups	YES	We are aware that some customers may have a language barrier
Gender or gender reassignment	NO	
Disabled people	YES	Accessibility maybe an issue for those who are housebound or with severe disability. Customers with mental health issues may struggle with the internet
Age	NO	
Sexuality	NO	
Religion or belief	NO	
Any other protected or vulnerable characteristic including marriage or	NO	

civil partnerships, pregnancy or maternity?		
<p>If the answer is NO to <u>all</u> questions and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle.          If the answer is YES to any of the questions please complete the rest of the form.</p>		
<p>In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?</p>	<ul style="list-style-type: none"> <li>• Availability of language line to address translation issues and front line staff with valuable language skills</li> <li>• Support customers with completing the form</li> <li>• Officers will visit customer in their home if requested</li> <li>• Access to digital services</li> <li>• Identify customers who have issues with reading and writing.</li> </ul>	
<p>In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?</p>		
<p>Which Action Plans have these solutions/strategies been transferred into?</p>		

✓

**Ratified by: Committee/ Board / Delegated Approval**

**Date:**