

Policy on:

Keeping of Pets

**Compliant with Charter
Outcomes and Standards:**

Yes

Compliant with Equalities:

Yes

Compliant with Business Plan:

Yes

Compliant with Risk:

Low - If the policy is followed, the management of Risk will be reduced in terms of delivering effective Customer Service which achieves a high level of customer satisfaction.

**Equalities Impact Assessment
Completed as part of Review**

Yes – Equalities Impact Assessment complete

Date for Approval:

August 2026

Date for Review:

August 2031

Responsible Officers:

Housing Manager

This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.



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Introduction

To fulfil our vision of Great Homes, Great People and Vibrant Communities, Shire Housing Association is committed to putting our customers at the heart of what we do and how we do. It aims to balance the wellbeing benefits of responsible pet ownership with the need to protect property, safeguard neighbours, visitors, contractors and staff, and ensure compliance with tenancy conditions and applicable Scottish law.

Background

The policy applies to tenants with a Scottish secure tenancy or short Scottish secure tenancy, other occupiers, and members of their household. The Association recognises that pets can provide companionship and support wellbeing. Permission to keep a pet may be granted where this is appropriate to the type of property and can be managed safely and responsibly. Any permission is subject to the tenant complying with this policy, the tenancy agreement, and any reasonable written conditions.

Policy Objectives

The objective of this Policy outlines the way the Association will treat requests for the keeping of Pets.

Requesting Permission

From 1st April 2026, tenants must make a written request before keeping a pet, unless their tenancy agreement states otherwise or permission is not required. Requests should include the type of animal, breed where relevant, number of animals, age, size, and any information reasonably required by the Association to assess the request. Each request will be considered on its own merits, considering the type and size of the property, shared or common areas, the welfare of the animal, previous tenancy conduct, any history of nuisance, and health and safety considerations.

The Association will respond in writing and may grant permission subject to reasonable conditions. The Association will not unreasonably refuse a request. Permission may be refused if there is a clear and legitimate housing management, property management, neighbour nuisance, animal welfare or safety reason. Where statutory rights concerning requests to keep pets apply, the Association will process these in line with those requirements. This will include any applicable timescales and reasons for refusal.

The Association will not normally grant permission for any animal whose keeping would be unlawful, would present an unacceptable risk to other residents, staff or visitors, or would be unsuitable for the property. This includes any animal that falls within the definition of a dangerous wild animal under relevant legislation. Tenants must not keep any dog or other animal in breach of applicable law.

Dangerous Dogs and Prohibited Animals

In relation to dogs, tenants are responsible for ensuring full compliance with the Dangerous Dogs Act 1991, the Control of Dogs (Scotland) Act 2010 and any related Scottish legal requirements. A dog may be treated as out of control where it is not being kept under control effectively and consistently and its behaviour gives rise to reasonable alarm or apprehensiveness. The Association may take action where there is evidence of legal non-compliance, risk to others, breach of a dog control notice, or breach of tenancy conditions.

Assistance Dogs

Requests connected to an assistance dog or another disability-related need will be considered in line with the Equality Act 2010 and the Associations duty to make reasonable adjustments and on the facts of the individual case. A request should not be refused where doing so would amount to unlawful discrimination.

Tenant Responsibilities

- Ensure the pet is properly cared for, always supervised and kept under control.
- Prevent the pet from causing nuisance, alarm, fear or distress to neighbours, visitors, contractors or staff.
- Prevent fouling in homes, common areas, gardens, paths and other shared spaces, and remove waste promptly and hygienically.
- Prevent damage to the property, fixtures, fittings, gardens and common parts.
- Meet the cost of repairing any damage, cleaning, pest treatment or other remedial works resulting from the keeping of the pet.

Equality and Diversity

This Policy complies fully with Shire Housing Association' Equality and Diversity Policy. Shire Housing Association will be proactive in valuing and promoting diversity, fairness, social justice, and equality of opportunity by adopting and promoting fair policies and procedures.

We are committed to providing fair and equal treatment for all our stakeholders including customers and will not discriminate against anyone on the grounds of age; disability; gender reassignment; being married or in a civil partnership; being pregnant or on maternity leave; race; religion and belief; sex; and sexual orientation. We carry out Equality Impact Assessments when we review our policies. We check policies and associated procedures regularly to ensure accessibility for all. We take appropriate action to address inequalities likely to result or resulting from the implementation of the policy and procedures.



Feedback and Complaints

Shire Housing Association strives to always provide an excellent customer service and welcomes feedback and comments from our customers. We will seek feedback via our website, e-mail, in writing and verbally to learn from service users' experiences, using them to shape and develop our service.

We operate a Complaints Policy that is open and transparent, should any customer or service user feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented. All complaints will be recorded and dealt with under Complaints Policy and Procedures, which meet the requirements of the Scottish Public Services Ombudsman.

Performance Monitoring and Review

This policy will be reviewed every 5 years or earlier if deemed necessary to reflect any changes to legislation, best practice or any other changes.

