

**CHANGING
LIVES**

**CHANGING
LIVES**

HOMES

**PET
POLICY**

Policy Summary

Document Name: Pet Policy

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The digital version of this document is the most recent version. The printed version of this document is uncontrolled, and should not be used unless it has been formally issued and provided with a document reference number.

Revision	Date	Record of Changes	Approved by
1.0	April 2026	Initial Creation	SLT

Review and Monitor Requests: This policy will be reviewed every three years unless there are business, sector developments or significant changes to best practice, regulatory or legislative requirements.

1. Purpose

The purpose of this policy is to provide a comprehensive strategy for pets kept by both tenants and residents in both Changing Lives & Changing Lives Homes properties. Changing Lives & Changing Lives Homes recognise that pet ownership is a rewarding experience, bringing companionship, good health and social benefits to a growing number of people. Properly looked after and well-behaved pets are welcomed within most communities. We will generally allow responsible pet ownership where it is reasonable to do so.

2. Policy Aims

- To encourage the positive benefits of pet ownership
- To support people using our properties to keep pets they had prior to moving into one of our properties
- Work collaboratively with people living in our homes to ensure their pets are safe and healthy.
- Treat all residents and tenants with respect and empathy.

3. Scope

This policy applies to:

- All rented homes owned fully by Changing Lives & Changing Lives Homes
- All homes where Changing Lives and/or Changing Lives Homes has landlord responsibilities
- Any communal areas owned or managed by Changing Lives & Changing Lives Homes

4. Definitions

“Allotment Gardens” - An area of land designated primarily for the production of vegetables and fruit, and the cultivation of other plants.

“Communal Garden” - A garden for shared used by Changing Lives & Changing Lives Homes residents.

“Communal Entrance” - an internal entrance which serves 2 or more rooms or flats.

5. Keeping Pets

Residents and tenants will normally be allowed to keep pets in their home, as long as they are well cared for and responsibly kept. There are restrictions on the numbers and types of pets that can be kept and further information regarding this is available.

Permission to keep pets will be required in Changing Lives & Changing Lives Homes properties. Residents and tenants must contact their Housing Officer/Keyworker to request permission to keep a pet at their home. Permission must be given in writing. Permission is also conditional on the pet being properly controlled and cared for. Permission can and will be, rescinded if this is not the case.

The person requesting a pet will be asked to nominate a friend or family member who can take responsibility for the pet if the tenant is unable to care for the pet themselves. If the pet owner has no designated person to take responsibility for the pet, they should be advised that efforts to rehome the pet will be made.

Residents must not keep more than two cats or two reasonably sized dogs (by reasonably sized we mean no larger than a Labrador) in a Changing Lives or Changing Lives Homes property.

Some properties are not suitable for keeping pets.

In most circumstances, residents are not allowed to keep cats or dogs in properties with a communal entrance although we will make exceptions e.g. if the dog is an assistance dog provided the lease allows this.

Residents can keep rabbits and guinea pigs in gardens provided that the garden is a private garden. Residents cannot keep pets in communal gardens.

Residents should keep pets securely where they cannot escape and make sure all animals have

enough room for exercise.

All pet owners must comply with all relevant legal requirements, including but not limited to the Animal Welfare Act and Dangerous Dogs Act. There are breeds of dangerous dogs which are illegal. A full list of dogs covered by this Act is available at www.gov.uk/control-dog-public. Dangerous dogs or any illegal breeds are not permitted under any circumstances in a Changing Lives & Changing Lives Homes property.

Residents must not keep any type of wild animals or wild birds.

Residents must not keep any animal which may be a danger to people or other animals.

Changing Lives & Changing Lives Homes will not allow livestock, horses, poultry or pigeons in our properties. Pigeons and chickens may be allowed on allotment gardens owned by Changing Lives & Changing Lives Homes provided that written permission has been granted.

Commercial breeding is not permitted in a Changing Lives or Changing Lives Homes property.

Residents should be made aware that staff working for Changing Lives & Changing Lives Homes (or their subcontractors) should be shown a duty of care when visiting their property and that residents are responsible for ensuring their pets do not cause a nuisance or are aggressive towards staff members. Staff can request that pets are kept in a separate room whilst a visit is being undertaken.

Residents may not bring dogs into any of our offices with the exception of assistance dogs.

Residents must obtain written permission for large structures in allotment gardens, e.g. aviaries.

Permission will not be given for hutches in communal areas.

Pets may not be kept in garages.

6. Permitted pets for supported housing accommodation

- Small caged birds/small mammals
- Fish in an aquarium.
- Caged reptiles (not venomous).
- Caged insects/spiders (not venomous)

Under exceptional circumstances when a resident is granted permission for a dog, or a visiting dog, we ask that it is always kept on a short leash when walking through or past any of the communal spaces listed.

Exceptional circumstances are decided by the project manager and will include a person fleeing Domestic Abuse and bringing their family pet or a person who has been street homeless where it has been proven that there are no alternatives.

A dog that comes to visit a resident should not stay at the property overnight; maximum stay would be a short-day visit. If a resident has their own front door opening directly onto the street or garden, then they will need written permission and would have to agree to the terms and conditions in **Appendix 1**.

7. Pet Nuisance

Pet related nuisance can affect the quality of life for neighbouring residents and can also be a sign of animal ill treatment. Nuisance behaviour by a pet includes (this list is not exhaustive):

- Roaming and unattended animals.
- Pets fouling in communal areas and in owners' gardens and this not being cleared up immediately.
- Pets fouling in neighbours' gardens.
- Pets fouling in the residents rooms / flat
- Excessive noise.
- Over-population of animals within a household.
- Unpleasant odours from pets.
- Aggressive animals.
- Fleas.
- Public health hazards.

Where there are instances of pet nuisance, Changing Lives staff will try to resolve the issue informally. If this does not resolve the issue, the following actions may be considered:

- Enforce the conditions within a licence / tenancy agreement.
- Mediation.
- Restricting the number of animals.
- Making responsible pet ownership part of an Acceptable Behaviour Contract.
- Involving statutory organisations such as the Police or the Local Authority.
- Involving voluntary organisations such as the RSPCA.
- Serving an injunction to oblige the owner to start or stop undertaking certain actions or to remove the animal.
- Serving a Notice of Seeking Possession.
- Any other legal remedy available to Changing Lives & Changing Lives Homes.

8. Equality and Diversity

This policy is applied in line with Changing Lives Equality, Diversity and Inclusion Policy and the associated legislation including the Public Sector Equality Duty and Equality Act 2010. At Changing Lives & Changing Lives Homes we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

We are committed to ensuring that all our tenants have equal access to our services, in accordance with the principles of the Equality Act 2010. We treat all tenants with fairness and respect, valuing the diversity of our community. Our aim is to meet the needs and preferences of people from all backgrounds.

9. Data Protection and Privacy

We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation.

This is clearly set out in the Data Protection Policy for Changing Lives Homes which, along with its associated procedures, must be followed throughout the operation of this policy.

Appendix. 1

Tenancy Ref No:

Dear

Address:

I am writing to you following a request received regarding permission to keep a (type of pet) at the above address. I can confirm that permission is granted for you to keep a (type of pet) at this address.

Permission is granted subject the following conditions:

That you have read and understood the pet policy, (copy attached) on this date:

The (type of pet) must not be allowed into any communal areas.

The (type of pet) must not be allowed to cause any nuisance which will include but is not limited to noise nuisance.

That you have a nominated friend or family member in place that has signed agreement below to take care of your type of pet if you are unwell, spend time in hospital or away from your home for any other reason.

Permission to keep (type of pet) at the address at the top of this letter will be revoked if any of these conditions are not met.

I (name of tenant), agree to the above conditions regarding the granting of permission for type of pet to be housed with me in my Changing Lives / Changing Lives Homes property.

Signed:

Date:

The family / friend nominated to care for my pet should I be unable is:

Name:

Address:

Contact Number:

Signature of Nominated Person:

Date:

Yours sincerely,

(Approving staff member)

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Changing Lives is the operating name of The Cyrenians, registered Charity Number: 500640
and registered Company Number: 995799 in England.