



Policy: *Pets*
Approved by: *Leadership Group*

Date
Approved: November 2025

Frequency of review: Every 3 years

POLICY STATEMENT:

Broadland Housing recognises that our residents may wish to keep pets for companionship, and to maintain a healthy and active lifestyle. This policy outlines Broadland Housing's approach to keeping a pet and how permission is granted.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland Housing unless stated otherwise.

Failure to comply with approved policies and procedures may result in disciplinary action.

SCOPE: This policy aims to make it clear on

- What pets you can or cannot keep at your property and
- How we expect them and your home to be looked after; ensuring the well-being of the pet and the community you live in.
- When you need to ask for permission for a pet.

Broadland Housing tenants are responsible for making sure their pet's behaviour does not cause a nuisance to others or breach any legislation.

This policy applies to all residents where it states in their tenancy agreement or lease that permission is required to keep a pet.

BHA Procedure Pets Policy procedure gives a detailed account of how this Policy will be implemented.

KEY STAFF RESPONSIBILITIES:

Board

The Board is responsible for ensuring the continued development of this policy.

Senior management

The implementation of the Pets Policy will be overseen by Senior Managers in the Local Delivery Directorate. Local Delivery Managers are responsible for ensuring that their staff receive adequate training on the policy and follow the procedures when a request for a pet is made.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy. Neighbourhood Officers/Leaseholder Managers/Homeless Housing Officer are responsible for assessing all pet application forms in their area and either approving or declining the request. Local Housing Advisors, Customer Services and Sheltered Scheme Managers are responsible for ensuring they know how to log a request for a pet and what forms need to be sent to tenants.

DEFINITIONS:

Pet: A domestic or tamed animal kept for companionship or pleasure

Assistance Dog: Assistance dogs are trained to support disabled people and people with medical conditions.

Emotional Support Animals and Wellbeing Animals: Emotional Support Animals and Wellbeing Animals are animals that provide comfort, companionship, and emotional stability to individuals experiencing mental health conditions or emotional distress. While they are not legally recognised in the same way as assistance animals under the Equality Act 2010, they can still play a vital role in supporting wellbeing.

Wild bird: The Wildlife and Countryside Act 1981 defines a wild bird as any species of bird which is ordinarily resident in or is a visitor to 'the European Territory of any Member State' (of the EU). Previously, 'wild bird' only referred to birds which occurred in Great Britain. Member State.

BHA – Broadland Housing Association

H&S – Health & Safety

EIQA – Equality Impact Assessment

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation	Documents
Animal Welfare Act 2006 Control of Dogs Order 1992 Dangerous Dogs Act 1991 Dangerous Wild Animals Act 1976	Allocations Policy Anti- Social Behaviour Policy Mutual Exchange Policy Complaints Policy Hoarding Policy

Policy Name: Pets Policy

Latest Revision: November 2025

Revised by: Stephen Codling

Verified by: Leadership Group

The Clean Neighbourhoods and Environment Act 2005 Anti-social Behaviour, Crime and Policing Act 2014 The Microchipping of Dogs (England) Regulations 2015 Wildlife & Countryside Act 1981	Re-charge Policy
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EQUALITY IMPACT ASSESSMENT:

This policy has had an Equality Impact Assessment (EIQa) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.

DATA PROTECTION

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 23/10/2025 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing and retention of personal data.

IMPORTANT PRINCIPLES:

- Permission is not required to keep small caged birds, fish in tanks or small caged mammals. Households may not keep any other animal(s) unless they have Broadland's prior written permission.
- Licence holders living in temporary accommodation will not be given permission for cats or dogs.
- Residents living in Housing with Care or Supported Housing will be considered on a case-by-case basis and in partnership with the care or support provider.
- We will not grant permission for the breeding of cats or dogs or to use the property to home board animals.
- Dogs classified under the Dangerous Dogs Act 1991 will not be allowed in our homes. The exception being XL Bully dogs that were already in situ before the ban and have an exemption certificate.
- We will not give permission for any animals that would require a licence under the Dangerous Wild Animals Act 1976.
- Reports of a pet causing nuisance or annoyance will be dealt with in line with BHA's Anti-social Behaviour Policy and Procedure.
- We will consider granting permission for a small number of chickens or domestic fowl. This will be considered on a case-by-case basis.
- We will not usually grant permission for any other livestock (including pigs, horses, sheep and cattle).

- If you do not agree with our decision to refuse permission to keep a pet, you can make an appeal. This will be reviewed by the relevant Team Leader/ Local Delivery Manager.
- Animals must not be kept in communal areas or on balconies.
- All residents must take appropriate care of their pet(s), if we have any concerns for pet welfare, BHA reserve the right to contact the RSPCA and/or any other appropriate organisation.
- Any alterations to your property to accommodate your pet, such as a cat flap, fishpond, external dog kennel, aviary) will require a separate consent from the Association
- All pets kept in our properties must comply with current UK legislation.
- We fully support the rights of residents who rely on trained assistance dogs. In accordance with the Equality Act 2010, residents with accredited assistance dogs are permitted to keep them in our properties.
- Broadland Housing will recharge residents for the cost of repairing any damage caused by a pet.