



Procedure: **Pets**

Approved by: Leadership Group

Date Approved: November 2025

Frequency of review: Every 3 Years

1. PURPOSE

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

This policy applies to all of our residents including Shared Owners and Leaseholders subject to the relevant clauses in their lease.

2. 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.

3. 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

4. RELATED DOCUMENTS

RELEVANT 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 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	Allocations Policy Anti- Social Behaviour Policy Mutual Exchange Policy Complaints Policy Hoarding Policy Re-charge Policy

5. Permission

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.

Tenants 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.

6. Suitable pets

Broadland will not grant permission for households to keep the following as pets:

- Any Dogs classified under the Dangerous Dogs Act 1991. The exception being XL Bully dogs that were already in situ, have caused no issues and have an exemption certificate.

- Any animals that would require a licence under the Dangerous Wild Animals Act 1976.
- Any endangered species
- Roosters
- Livestock (including pigs, horses, sheep and cattle)

We will consider granting permission for a small number of chickens or domestic fowl. This will be considered on a case-by-case basis.

Certain wild animals and birds, as defined under the Wildlife and Countryside Act 1981, require a licence to be kept legally. Residents must seek prior written permission from Broadland Housing Association (BHA) before keeping any animal that falls under this category.

It is the resident's responsibility to:

- Inform BHA of their intention to keep a wild animal or bird
- Obtain all necessary licences from the appropriate authorities
- Provide proof of valid licensing upon request
- Ensure that all licences are kept up to date for the duration of ownership

Requests to keep wild animals or birds will be considered **on a case-by-case basis**, taking into account the welfare of the animal, safety and the suitability of the property.

7. Application process

To request permission for a pet, a resident must complete the Pet's permission form (Appendix 1).

When deciding to grant permission for a pet the following will be taken into consideration:

- **Suitability of the property:** Whether the home is appropriate for pet ownership, considering factors such as size, layout, and access to outdoor space.
- **Impact on shared facilities:** How a pet might affect communal areas.
- **Breed and temperament:** The type/size/behaviour of the animal, especially in relation to noise, safety, and hygiene.
- **Number of existing pets:** Whether the resident already has a pet and the impact the additional pet will have on the household.
- **Impact on neighbours:** The potential impact the pet could have on neighbours, especially in areas where there are communal areas.
- **Health benefits:** Any health or wellbeing benefits the pet will provide.
- **Suitability of the owner:** Whether the owner of the animal can provide proper care/ exercise/training and afford to keep it. We will also consider whether there has been issues with pet ownership in the past.

- **Succession planning:** For people living in Housing with Care or Supported or Sheltered Housing, we may also want to consider who would take care of the animal if the owners were incapable of looking after it or died.
- **Impact on services/support:** In Housing with Care/Support/Sheltered Housing the permission to keep pets would be made in partnership with the support or care provider.

Number of pets: The number of pets permitted in a property will be considered on a case-by-case basis. As a general guideline, we will normally allow no more than **two dogs and two cats** per household.

We will respond to requests to keep a pet within 10 working days of receiving the application. If permission is refused, we will provide a clear explanation of the reasons for our decision in writing

If a resident disagrees with our decision to refuse permission to keep a pet, they have the right to appeal. This will be reviewed by the relevant Team Leader/ Local Delivery Manager .

8. Assistance dogs

We recognise and support the rights of residents who require the use of an assistance dog due to a disability. In accordance with the Equality Act 2010, only dogs that have been specifically trained to assist with a disability are recognised as assistance animals under UK law. Examples of such dogs include:

- Guide dogs for visual impairments
- Hearing dogs for the deaf
- Medical alert dogs (e.g. for epilepsy or diabetes)

Residents may be asked to provide evidence of the dog's training or registration. We will always grant permission to keep an assistance dog.

9. Emotional Support 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.

Where an animal is requested to provide emotional support to assist health and wellbeing, we will request confirmation of this need from the appropriate medical practitioner

Please note that emotional support animals or wellbeing animals, while valued for the comfort they provide, are not legally recognised as assistance animals in the UK and are subject to our standard pet policy.

10. Pet owner responsibilities

Residents who are granted permission to keep pets in their homes are expected to uphold the following responsibilities to ensure the wellbeing of their animals, the safety and comfort of neighbours, and the maintenance of communal living standards:

- Residents must ensure written permission is obtained to keep the pet before they acquire the animal.
- Pet owners must ensure their animals are cared for in accordance with the Animal Welfare Act 2006, including providing adequate food, water, shelter, exercise, and veterinary care.
- Pet owners are responsible for any damage caused by their animals to the property, fixtures, fittings, or communal areas. Broadland Housing will recharge residents for any damage caused.
- Any alterations to the property to accommodate a pet (e.g., installation of a cat flap/fishpond/external dog kennel/ aviary) must have prior approval in writing from Broadland Housing.
- All cats and dogs must be microchipped and registered in accordance with UK law.
- Animals must be kept under control at all times. Dogs must be kept on a lead in communal areas and must not be allowed to roam freely.
- Animal waste must be promptly and properly disposed of. Fouling in internal communal areas is strictly prohibited.
- Animals must not be kept in communal areas or on balconies
- Animals must not cause nuisance, alarm, or distress to neighbours or visitors. This includes excessive noise (e.g., barking), aggressive behaviour, or damage to property.
- Animals must not be kept for the purposes of breeding or sale.

11. Breaches of this policy

- We will investigate issues relating to nuisance or anti-social behaviour in line with our Anti-Social Behaviour Policy
- It is illegal for a pet owner to allow their dog to be dangerously out of control in a public place. This includes any incidents where injury occurs or there is a fear that an injury might occur. We will report all such incidents to the police, and this may result in sanctions or criminal prosecution.
- We will report any complaint of animal cruelty to the RSPCA and will report any stray or abandoned animals to the relevant local authority.
- We retain the right to withdraw permission to keep a pet where the pet has caused nuisance, the owner does not comply with this policy/procedure or we believe the owner is showing signs of animal cruelty or neglect.

12. Who to contact

- **Contact Broadland Housing Association** for general pet-related concerns, such as noise complaints, pet fouling, or permission to keep a pet.
- **Contact the RSPCA** if you suspect an animal is being neglected, abused, or kept in poor conditions.
- **Contact the Police** if a pet poses an immediate danger to people (e.g. aggressive or out-of-control dogs), or if there is a breach of the Dangerous Dogs Act.
- **Contact your Local Authority** for issues such as:
 - Persistent dog fouling in public areas (non-Broadland land).
 - Stray dogs or animals



Appendix 1- Pets Permission Request Form

A: Your details

Title (Mr/Mrs/Miss/Ms): _____ Full name: _____

Address including postcode:

Telephone: _____ Email: _____

B: Your property

What type of property do you live in? (please delete as appropriate)

Bedsit / Flat / Bungalow / House / Maisonette

Do you have access to your own self-contained garden? (please delete as appropriate)

Yes / No

C: Your existing Pets

Do you currently have any pets in the home? (please delete as appropriate)

Yes / No

If 'yes' how many pets do you have? (please delete as appropriate)

1 2 3 4 or more

If 'yes' please tell us what pets you have? (for example 1 cat, 1 dog)

D: Your new pet

What pet are you seeking permission for? (please delete as appropriate)

Cat Dog Other

If other, please list type of pet:

NB: if you are applying for more than one pet, please complete one form per pet.

More details about your new pet:

Breed:

Colour:

Age:

Sex:

Spayed or neutered:

Microchip number:

Are there any exceptional circumstances or medical reasons for why you are requesting a pet?

SUPPORTED AND OLDER PERSONS HOUSING ONLY Please supply the details for the nominated person who will be responsible for your pet if you are no longer able to care for it.

Title (Mr/Mrs/Miss/Ms): Full name:.....

Address:

Postcode:

Telephone:..... Email:

I declare that the information given above is correct (if sending this electronically, please print your full name below

Signed..... Dated.....