



**Caredig**

# **The Pet Policy Explained**



People • Homes • Communities

# Can I have a pet?

Caredig is a pet-friendly organisation and recognises the importance and benefits of responsible pet ownership, Pets can provide companionship, a daily routine, opportunities for exercise , responsibility and can encourage social interaction.

Permission to keep an assistance dog will be approved in line with the Equality Act 2010 on receipt of the correct proof of registration.

## **I live in general homes or a 50+ scheme**

There are no restrictions based on property type. This means tenants in houses, flats and bungalows can apply to have a pet in their home. You can apply by contacting the Housing Services Team on 01792 460192

## **I live in an Extra Care Scheme**

There are restrictions for Tenants in Extra Care regarding pet ownership which means dogs and cats are not permitted.

Pets that can be considered are Birds, Fish or some Reptiles (depending on equipment and size)

You can apply by contacting the Front of House Team in your scheme

## **I live in Supported Living**

Requests for cats and dogs will be considered on a case by case basis.

Pets that can be considered are Birds, Fish or some Reptiles (depending on equipment and size)

You can apply by contacting the support team in your scheme



# Requests for pets that cannot be approved

Requests will not be considered or approved for any animal or breed under the following circumstances:

- Non-domestic animals for example horses, poultry and livestock
- The tenant or a resident living at the property has any convictions or past history of abandonment, cruelty, neglect or mistreatment of animals, or convictions for any offences under the Dangerous Dogs Act 1991, or has been disqualified from keeping animals due to a conviction.
- Animals noted in the following legislation (including any subsequent amendments to the legislation):
  - Dangerous Dogs Act 1989 and 1991
  - Dangerous Wild Animals Act 1976

**Action will be taken as per the ASB & Community Safety Policy if a tenant is found to have an animal under the above categories including reporting all concerns to the relevant authorities for further investigation.**

# How to apply for a pet

- ✓ Go to [www.caredig.co.uk](http://www.caredig.co.uk) to use our interactive website to make a report or find your Community Housing Officer details to contact them direct
- ✓ Contact the Housing Services Team 01792 460192
- ✓ Visit us between 9am and 5pm at 43 Walter Road, Swansea SA1 5PN
- ✓ Write to us at 43 Walter Road, Swansea SA1 5PN
- ✓ Contact the Front of House team in your scheme
- ✓ Speak to your Support team

Once we receive your request, it will be sent over to the right person to look into. You can expect a call within 14 days and a decision will be sent in writing within 30 days.

# Your role as a responsible pet owner

As part of your application, our team will discuss with you the conditions that you are responsible for. These include:

- Do you have any other pets in your home
  - What type and breed of pet are you thinking of getting and is it suitable for your home
  - Pets must be vaccinated and microchipped
  - Are there any existing concerns regarding your home or tenancy
  - Do you have an emergency contact that can care for the pet in the eventuality that you can no longer provide care
- Is your home secure and safe for a pet? Think about your garden and fencing (if you have one)

## Useful information when considering what pet is right for you



**What dog is best for me?**  
**Dogs Trust**



**The cost of caring for a dog**  
**PDSA**



**The cost of caring for a cat**  
**PDSA**

**If you are unhappy with the service you have receive, you can contact us and we will investigate your complaint in line with our published complaints policy which is on our website or at our offices**

## **Caredig**

**43 Walter Road, Swansea, SA1 5PN**

**Tel: 01792 460192**

**Email: [info@caredig.co.uk](mailto:info@caredig.co.uk)**

**[www.caredig.co.uk](http://www.caredig.co.uk)**

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