

## Pet Policy Review You Said, We Did

The final policy has been informed by tenant feedback. We have considered over 60 responses from all surveys completed in the past 12 months and the recent policy review questionnaire.

### **85% policy review respondents agree the policy was clear. The following changes have been made to increase clarity based on comments received:**

- The definition of a pet now includes rabbits and rodents to reference gerbils, hamsters and guinea pigs.
- There is a feeling of a lack of enforcement for poor pet ownership. Our new Anti-Social Behaviour & Community Safety policy will link closely with the Pet Policy.
- We have received queries on how we will enforce the new criteria. It is not feasible to review existing pet ownership unless the tenant has demonstrated poor pet ownership. Breaches of the condition of pet ownership will be investigated under the new Anti-Social Behaviour & Community Safety policy and actions taken will be proportionate.

### **Tenants have told us we need to focus on the following:**

- Monitoring pet ownership within communal areas and ensuring there are consequences and actions to poor pet behaviour.
- The size of the pet should be suitable for the property. The Community Housing Officer will take this into consideration before permitting the request.
- The Community Housing Officer should do follow up checks to ensure conditions of pet ownership are being met.
- We will ensure we will signpost tenants to the PDSA
- We will support tenants to access free microchipping via our partners in the Dogs Trust and other vet services

### **Tenant suggestions that we have been unable to include in the policy:**

- Implementing a scheme based vote system. Whilst we understand the reason for the suggestion, we are unable to do this in practice due to the demand.

