



PET POLICY

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Owner - role	Housing Services Manager

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Current Version	Date Approved	Approved By	Changes
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March 2026	4 March 2026	Management Committee	Legislative and regulatory framework Pets in flats

1. INTRODUCTION

The effective administration of pet permissions is key to Tenancy Sustainability, Estate and Tenancy Management as well as the effective monitoring and management of Anti Social Behaviour specific to the behaviour of pets and their owners.

At all times CHA balance the needs of the individual with those of the wider community. All decision making around pet permissions is done whilst considering individual tenant wellbeing with community safety and suitability.

CHA are a pet friendly organisation and do not unreasonably withhold permission to keep pets in line with policy guidance and restrictions.

2. POLICY AIM

This policy aims to set out how Castlehill Housing Association (CHA) will deal fairly and effectively with requests for permission to keep pets. The policy also considers how CHA deal with complaints about pets which are causing an annoyance or nuisance.

CHA recognises the benefits that pets can bring to our tenants and their families and can improve physical health and emotional well-being. It also recognises that irresponsible pet owners can have a negative impact on others.

3. RELATED POLICIES

The Pet Policy aims to complement other policies including:

- Allocations Policy
- Anti-Social Behaviour Policy
- Complaints Policy
- Equalities & Diversity Policy
- Estate Management Policy

4. LEGAL FRAMEWORK

This Policy aims to cover the obligations and requirements set out in the following relevant legislation:

- Housing (Scotland) Act 2025
- Animal Health and Welfare Act (Scotland) 2006
- Control of Dogs (Scotland) Act 2010
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Dog Fouling (Scotland) Act 2003
- Equalities Act 2010
- Human Rights Act 1998
- The Microchipping of Dogs (Scotland) Regulations 2016

5. ROLES AND RESPONSIBILITIES

5.1 Role of the Management Committee

The Management Committee is responsible for reviewing and approving the policy.

5.2 Role of the Housing Services Manager

The Housing Services Manager takes a strategic overview of performance as well as delivering operational management of the pet permissions service provided by the Housing Services Team.

5.3 Role of the Senior Housing Services Officer

The Senior Housing Services Officer is responsible for ensuring that requests for pet permissions are dealt with appropriately and proactively and that all actions are undertaken in line with our published policy and procedures. Where required the Senior Housing Services Officer will, along with the Housing Officer, visit and correspond with tenants who are requesting permission to keep a pet or in the event that an Anti Social Behaviour case is being investigated in relation to the behaviour of a pet and their responsible owner. The Senior Housing Services Officer will be responsible for any appeals from a tenant who have been refused permission for a pet. Appeals will be responded to within 28 days

5.4 Role of the Housing Officer

The Housing Officer will be responsible for the management of all pet permissions and Anti Social Behaviour related to pets and their owners conduct.

The Housing Officer will be responsible for making decisions regarding any permission for a pet received to the Association within 28 days.

5.5 Role of the Housing Services Assistant

Housing Services Assistants are responsible for providing advice and guidance at the first point of contact for tenants looking for information about pet permissions.

Information on responsible pet ownership will be available in the Association's Pet Ownership Leaflet and on the website.

6. KEY PRINCIPLES

6.1 Responsible Pet Ownership

CHA is a pet friendly organisation and promotes responsible pet ownership to minimise any anti-social behaviour and ensure the animal's wellbeing.

All requests for any type of pet must be in writing or via the online form on the CHA's website and Tenant Portal. Requests for permission to keep a pet will be responded to within 28 days (see section 2.5 or 2.6 of Scottish Secure Tenancy Agreement for definition of pet). For management reasons, in the event of the Tenancy Agreement being breached continuously, we reserve the right to fully

withdraw permission to keep a pet. (See Scottish Secure Tenancy Agreement or Short SST, section 2.5 or 2.6). The pet must not be obtained until permission has been granted by the Housing Officer. If permission for a pet was previously granted it should not be assumed that permission for a second pet would automatically be granted and should still be requested. Where an applicant has a pet, permission must be obtained prior to the tenancy start date.

Pet insurance is encouraged so that our tenants do not find themselves in financial difficulty should the need to pay a vet's bill arise.

Tenants who are pet owners must:

- Ensure that dogs are microchipped as per legislation from eight weeks old. Current legislation does not require cats to be microchipped but this should be encouraged for the animal's welfare. There are some charities which provide this for a lower cost depending on a tenant's income.
- Ensure that dogs are kept on leads in both internal and external communal areas and should be exercised appropriately.
- Ensure that dogs wear a collar and ID with the owner's name and address. Dog's registered with the Guide Dogs for the Blind Association and any working dog whilst in the process of carrying out its duties are exempt from this.
- Pick up any dog faeces. Failure to do so may result in a reporting to the local Dog Warden who can issue a fixed penalty notice.
- Ensure that dogs are not left for prolonged periods without being exercised or left to bark or make noise or cause damage.
- Not allow their pet to cause any noise or nuisance that would affect others or damage a property.
- Ensure that cats are not allowed to roam in communal flatted areas.
- Not jam or keep any communal door open to allow pets to gain access.

6.2 Permissions

The Association will give permission for the following pets:

- General needs houses and flats – maximum of Two pets (dogs and/or cats)
- Independent Living – Maximum of one small dog Or a maximum of two indoor cats.
- Very sheltered housing – no pets allowed although consideration for discretion can be applied by the Housing Officer.

Permission for smaller domestic pets in multiple numbers will be at the discretion of Housing Officer although no cages/huts etc will be permitted in any communal areas.

Permission for fish will not be required with the exception of fish tanks that are more than 55 gallon aquariums (48" x 12" x 24") in size.

CHA has restrictions on types of animals and permission will not be granted for:

- any pet forbidden under the Dangerous Dogs Act 1991 (including dogs placed on the Index of Exempt Dogs), or any other animal prohibited by any other law, unless the dog has been exempted from the prohibition by a Court Order.
- the keeping of an animal which has ever caused injury to a person.

- any animal prescribed under the Dangerous Wild Animals Act 1976, regardless of whether or not a license has been obtained from the local authority.
- racing pigeons.
- livestock, or farm animals, for example: sheep, goats, pigs, cattle, horses, chickens, or ducks.
- developments where title deeds do not allow certain type(s) of pets.
- whilst wild birds are not considered to be pets, bird feeders are not permitted in any communal area

6.3 Exemptions

CHA recognises that there will be occasions when the restrictions should not apply. Whilst this will be on a case by case basis examples of this could be:

- In the event of a tenant requiring a seeing or hearing dog, the revised policy restrictions will not apply, although the Association must be advised of the dog living in the property.
- In the event that a tenant or household occupant requires a dog or other pet as a therapy pet or for improving the wellbeing or health of a tenant or household occupant this will be permitted. Supporting evidence or documents should be provided from a suitable health professional before permission will be given.
- That a tenant wishes to temporarily foster a pet although this will be in line with restrictions on pets in point 4.1 above.

6.4 Anti Social Behaviour

There will be occasions when CHA will have to take action against a tenant(s) regarding poor pet ownership. The Housing Officer will refer to the pet management procedure and may work with agencies such as Dog Warden, Environmental Health, Police Scotland and/or animal welfare organisations or charities.

If a tenant has failed to take adequate steps to address any issues that have occurred and continues to breach Section 2.5 or 2.6 of the Scottish Secure Tenancy Agreement, permission to keep the pet will be withdrawn and they will be asked to rehome the animal.

In rare cases, CHA may have to enforce legal action against a tenant due to Anti Social Behaviour associated with their pet and pet ownership.

7. REPORTING

Pet permissions will be monitored by reviewing the recording of any pet related anti-social behaviour on the Housing Management system and by reviewing the pet management procedure.

8. TRAINING

CHA recognise the importance of regular and systematic training for housing staff on the effective and fair management of pet permissions. Housing Officers should be trained on the Pet Permissions Policy

and be aware of the legal issues surrounding the SST and short SST. Both in-house and external trainers should be used as appropriate.

9. REVIEW OF POLICY

The Housing Officer and the Senior Housing Officer should review the effectiveness of the policy during supervision sessions. Any areas where the policy could be improved should be brought to the attention of the Housing Services Manager. Any issues of good practice or clarification of legal issues should also be brought for discussion.

This policy will be reviewed every three years.