

CASTLEHILL INFORMATION

PETS IN SCHEMES



Current policy on pets

The Association recognises the benefits that pets can bring to our tenant's and their families and can improve physical health and/or emotional well-being.

It also recognises that irresponsible pet owners can have a negative impact on others.

This information sheet lays out the basics of our current policy on owning a pet. It also tells you about our service standards and what you can expect from us.

Responsible ownership

There will be occasions when the Association 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.

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.

WHAT TYPE OF PET CAN I HAVE?

Castlehill will usually give permission for the pets listed below. You are advised to discuss with your Housing Officer before purchasing any pet.

- General needs houses – maximum of one dog &/or one cat OR two cats.
- Independent Living flats and cottages, maximum of 1 small dog or 2 indoor cats.
- Very sheltered housing – no pets allowed although consideration for discretion can be applied by Housing Officer.
- Permission for smaller domestic pets in multiple numbers is 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 large fish aquariums over 55 gallons which are prohibited.
- Castlehill Housing Association does not permit the use of bird feeders in communal areas.

What do I do if I want to have a pet?

All requests for any type of pet must be in writing or via the online form on the tenant portal and will be responded to within 28 days.

For management reasons, we restrict the number of pet permissions granted throughout a block or scheme of properties, and in the event of the Tenancy Agreement being breached continuously, we could fully withdraw permission. (For further information on this please look at your Tenancy Agreement or Short SST, section 2.5 and section 2.6).

If you want to get a pet, you should speak to your Housing Officer. The pet must not be obtained until permission has been granted by them.

It's important to know that if permission for a pet was previously granted it does not mean that permission for a second pet would automatically be granted. If you want more than one pet you should still request this by the ways mentioned.

Basics for pet ownership

Tenants who are pet owners must:

- Ensure that dogs are microchipped as per legislation from eight weeks old. There are some charities that provide this for a lower cost depending on a tenant's income.
- Ensure that dogs are kept on leads in communal areas and should be exercised appropriately.
- Ensure that dogs wear a collar and ID with the owner's name and address.
- Pick up any dog faeces.
- 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 property.
- Ensure that cats are not allowed to roam in communal flatted areas. Do not keep any communal door open to allow pets to gain access.

We request that tenants refrain from feeding wild birds as this can cause issues in schemes.

Exceptions to the rules

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

- In the event of a tenant requiring a seeing or hearing dog, though you must advise us of the dog living in the property.
- Therapy pets or for improving the wellbeing or health of a tenant or household occupant will be permitted, but we will require supporting evidence or documents from a suitable health professional before permission will be given.
- That a tenant wishes to temporarily foster a pet - after discussion with their Housing Officer.
- If an applicant has a pet and wishes to bring this pet to a restricted scheme. This would be on a case-by-case basis and at the discretion of the Housing Officer. Evidence may be required e.g. if the pets were required due to well-being of a household member.

