



**Drumchapel
Housing**

Co-operative Limited

Pet policy and procedures

1. Introduction

- 1.1 This policy is to make tenants aware that the Co-operative expects responsible ownership of domestic pets. Reference to "Keeping of Pets" is contained in the Co-operative's Tenancy Agreement.
- 1.2 Reference is made to Housing (Scotland) Act 2001 and our Scottish Secure Tenancy Agreement Section:

(a) Keeping of Pets

"You must comply with the Co-operative's Policy and Procedures on the keeping of pets. Pets or other animals may only be kept with the prior written consent of the Co-operative to keep any domestic pet within the house, gardens or common parts, which permission may be refused. As per our Scottish Secure Tenancy Agreement, permission will not be granted to keep pigeons, fowl or other livestock".

Tenants are required to abide by the terms of Scottish Secure Tenancy Agreement.

2. Equal Opportunities

- 2.1 The Co-operative's Equality and Diversity policy, which was approved by the Board in April 2017 following consultation, outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics¹. This includes ensuring that everyone has equal access to information and services and, to this end, the Co-operative will make available a copy of this document in a range of alternative formats, including large print, translated into another language or by data transferred to voice.
- 2.2 We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see section 6 of the Equality and Diversity Policy for more information).

¹The Equality Act 2010 identifies the "protected characteristics" as age, disability, marriage and civil partnership, race, religion or belief, gender, gender reassignment and sexual orientation.

3. Regulatory and legislative framework

- 3.1 This policy meets The Scottish Social Housing Charter Outcome No. 6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes. Social landlords working in partnership with other agencies, help to ensure that;

“Tenants and other customers live in well maintained neighbourhoods where they feel safe”.

4. Aims of the policy

- 4.1 To enable all tenants of the Co-operative to enjoy a clean, peaceful and safe environment.
- 4.2 To reduce the numbers of unsupervised animals in the Co-operative area and address the increasing dog nuisance issues being experienced by tenants.
- 4.3 To ensure that all tenants and prospective tenants are aware of their responsibilities under the terms of their tenancy agreement in relation to pet ownership.

5. Policy statement

- 5.1 The Co-operative wishes to encourage responsible pet ownership but at the same time recognise that pets can cause difficulties for other tenants.
- 5.2 The Co-operative wishes to restrict the number of cats and dogs within the area. To this end there will be a restriction of 25% of current households having a cat or dog.

6. Policy guidelines

- 6.1 The Co-operative will keep a Pet Register and it is the responsibility of the Housing Officers to keep this properly filed, maintained and updated monthly.
- 6.2 Permission to keep hamsters/guinea pigs, fish, budgies and similar small animals will be covered by a general consent and written permission will not be necessary. The overriding principle being that a maximum of two pets may be kept in any one household.
- 6.3 Under the terms of the Co-operative’s Scottish Secure Tenancy Agreement⁶ and this policy, all tenants require written permission from the Co-operative to keep a pet however the Co-operative has relaxed this condition for small animals however written consent must be obtained to keep a cat or dog.
- 6.4 Tenants must obtain this written permission by completion of a Pet Registration application form (Appendix One). The registration form can be requested either verbally or in writing and the form will be issued immediately upon the request. Completed forms will be acknowledged within 7 days of receipt and a permission letter issued

Pet policy and procedures

(Appendix two). Refusal letter will be issued within **21** days of receipt. Refusal letters shall include reference to a right of appeal in accordance with the Co-operatives complaints policy. (Appendix three).

- 6.5 The Co-operative will maintain a register of all tenants with a dog/cat and a certificate (Appendix four) will be given for each animal, providing, an identification number. The certificate number is exclusive to one pet. If the pet is lost, dies or can no longer be kept, the office should be informed and details deleted from the register and the certificate destroyed. The dog/cat certificate will be issued with the approval letter to complete the registration process.
- 6.6 Permission will not be unreasonably withheld by the Co-operative to keep a domestic cat or dog, however the Co-operative will withdraw permission and require removal of the pet if it causes nuisance or damage. The tenant will then be required to make alternative arrangements for the pet.
- 6.7 Tenants are not permitted to keep more than one dog or breed dogs. Existing tenants who have permission to keep two dogs prior to date of this policy will be allowed to retain both dogs however on the death or loss of one of the dogs, permission will not be given to replace this dog.
- 6.8 The following constitutes nuisance and annoyance:
- (a) Proven excessive noise
 - (b) Roaming and unattended animals
 - (c) Fouling in common areas
 - (d) Fouling in gardens (including owners own garden, if not removed)
 - (e) Destruction to neighbouring gardens
 - (f) Aggression
 - (g) Neglect
 - (h) Fouling in veranda (if not removed)
- 6.9 Applications to keep a pet will require to meet the following criteria:
- (a) No complaints have been received about the animal in the past 3 months.
 - (b) The size and breed of existing dog is suitable for the property where it is to be kept.
 - (c) If the 25% threshold of pets within the Co-operative's households has not been met.

- (d) The Dog is not prohibited under the Dangerous Dogs Act 1991 or by any other law.
- (e) Under the Dangerous Dogs Act 1991 all such dogs as defined under the Act require to be registered with the Police. Permission to keep such a pet will only be granted where the tenant can provide proof of registration and a certificate confirming the dog has been neutered.

- 6.10 Current legislation would define Dangerous Dogs in this country as an American Pit Bull and Japanese Tosa and Dogs de Bordeaux however we would advise that although all dogs have the potential to be dangerous no dog must ever be allowed to roam the area and should always be with adult supervision.
- 6.11 Housing Register applicants will be informed of the pet policy during their housing visit and the requirement to seek written approval to keep a dog and cat. Checks should be taken during the house visit to ascertain if the applicant currently keeps a dog or cat. The housing officer will notify the applicant if permission will be granted or not by assessing the 25% threshold limit.
- 6.13 Any tenant who is considering obtaining a dog should in the first instance contact the housing officer to advise of the type/breed of dog prior to purchases to ensure appropriateness for the property. This is of particular relevance for flatted accommodation.
- 6.14 All tenants requesting permission to keep a cat or dog will be given a copy of 'Guidance for Pet Owners' (Appendix five) of this policy.

7. Pigeons, foul and livestock

- 7.1 The Co-operative's Scottish Secure Tenancy Agreement does not allow tenants to keep pigeons, foul or livestock.

8. Breach of policy

- 8.1 Permission to keep a pet will only remain whilst the tenant adheres to the terms of this policy.
- 8.2 The tenant must keep the pet under supervision and control at all times thus ensuring that no nuisance is caused to other tenants, nor deterioration in the condition of the property, or common parts. This includes fouling or noise from the

animal, as per Section 6.8 above. Should such nuisance occur, then proceedings will follow as set out in Section 9.

- 8.3 Tenants found to be keeping pets in their home without the Co-operative permission will have to remove the animal within 28 days.

9. Procedures following breaches of policy

9.1 Pet owners who have no permission to keep a pet

- a) If it is found that a tenant is keeping a pet without permission, the housing officer should contact the tenant in order to confirm the situation.
- b) The tenant will be given 14 days to seek permission to keep the pet.
- c) If permission is refused or the tenant fails to apply for permission to keep the pet, then the tenant will be given 28 days in order to remove it.
- d) If the tenant fails to remove the pet within the specified time limit, the Co-operative will inform the tenant that legal proceedings will be instigated, possibly against their tenancy. A Notice of Proceedings will be issued if no co-operation from the tenant and court action raised.
- e) The Management Board will approve any legal action regarding eviction of a tenant.

10.1 Pet owners whose pet is causing a nuisance

- a) Complaints against pet owners will be accepted both verbally and in writing.
- b) The housing officer will interview the complainant and ask them to complete the complaints form. (Appendix six)
- c) The housing officer will also interview all other tenants in the close/immediate area to ascertain extent of the problem.
- d) Where appropriate, inform other agencies of the problem for example SSPCA and Community Safety Glasgow.
- e) The Management Board will approve any legal action regarding eviction of a tenant.

11. Complaints

- 11.1 Any tenant or applicant who feels they have been unfairly treated or affected by the implementation of the pet policy may pursue their grievance through the Co-operative's complaints policy.

12. Risk assessments

- 12.1 Failure to control the pet population in this area via this policy would impact greatly on estate management in regard to dog fouling and neighbour complaints.

13. Policy Review

- 13.1 This policy will be reviewed and amended as necessary due to changes in legislation or regulations or at least every three years.

14. Outputs and outcomes

OUTPUT	OUTCOMES
Clear guidance on the Responsibilities of Pet Owners	Reduction in Complaints with regards to dog fouling and neighbour nuisance.
Register of Dog and Cat Owners	Awareness of the dog and cat population
Statutory obligations and legal requirements	Confidence that the Co-operative is meeting legal obligations



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insert/attach photo

Pet Registration Application Form

Photograph Attached:	YES/NO
Date Form Completed:	
Tenant:	
Address:	
Telephone No:	

Name of Pet:	
Age:	
Type of Animal:	
Breed:	
Description:	
Colour:	
Male/Female:	
Neutered:	YES/NO
Date Neutered:	

FOR OFFICE USE ONLY:

Housing Services Officer Checked (Date):	
Pet Registration No:	
Pet Certificate Sent:	

Ref: petreg

06 November 2017

Drumchapel
GLASGOW G15

Dear

Pet Registration Form

I write regarding the pet registration form you recently returned to this office.

I enclose a pet registration certificate for you to sign and return for your pet to be registered with the Co-operative. Also enclosed is a leaflet 'guide to pet owners' you may find of interest.

It is important to contact me if you are considering another pet as you must get permission from us prior to bringing the pet home. This includes replacing a pet that dies as a certificate is required for each pet.

I look forward to your co-operation in this matter.

Yours sincerely

Ref: petreg-refusal

06 November 2017

Drumchapel
GLASGOW G15

Dear

Pet Registration - Refusal

Further to your application to register a pet with us, I regret to inform you permission has not been granted. The reason/s for the refusal is outlined below.

One of the following can be chosen or other reason where appropriate

- The breed/size of dog is inappropriate for the size/type of property.
- The number of pets within the Co-operative's stock has been reached.(25%)
- The Co-operative has previously received complaints regarding nuisance caused by your pet/or other pet previously owned by you.

Therefore, at this time your application to keep a pet has been refused.

Yours sincerely



**Drumchapel
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PET REGISTRATION CERTIFICATE

Name:

Address:

I hereby agree I have noted and understood the contents of my tenancy agreement and the requirements of the Pets Policy.

Signed:

Date:

Drumchapel Housing Co-operative have granted permission to keep the following pet:

Name:

Age:

Breed/Description:

Pet Registration No:

This Certificate relates to the above pet only.

APPENDIX FIVE

1. Pigeons, Foul and Livestock

- 1.1 The Co-operative's policy does not allow tenants to keep pigeons, foul or livestock.

2. Cats and Dogs

- 2.1 Obtain permission to keep a pet and register your pet with the Co-operative, also, have your pet identity chipped. For further information contact the Co-operative, Local Vet and any SPC Animal Welfare Centre.
- 2.2 Ask a vet or the RSPCA about having your pet neutered/dressed in order to avoid unwanted puppies or kittens.

3. Looking after your dog

- 3.1 Give your dog plenty of exercise but keep him under control. If he strays he may cause a road accident or damage property. You are legally responsible for your dogs conduct.
- 3.2 Never leave your dog alone all day. It's unfair to him and your neighbours if he's always barking.
- 3.3 When you are away arrange for your pet to be looked after. Ask for addresses of boarding kennels from your Local Vet or SPC Animal Welfare Centre.
- 3.4 Train your dog to come, sit and stay. Ask about Dog Training Classes which are usually held locally details may be found at Drumchapel Library or similar Community Venue.

4. Dog fouling

- 4.1 It is an offence under the Environmental Protection Act 1990 (EPA) not to clean up after your dog. Under this Act fixed penalty fines can be issued to offenders for £80.

- 4.2 If dog owners regularly allow their dog to foul without cleaning it up they can be reported to Community Safety Glasgow who will issue a Fixed Penalty Notice.
- 4.3 The Co-operative expects all dog owners to take a responsible attitude to dog fouling and must always clean up after their pet. Poop Scoop Bags can be obtained from the office free of charge.

5. Looking after your cat

- 5.1 You must take all reasonable steps to prevent your cat from causing nuisance and annoyance to your neighbours and their property, including gardens.
- 5.2 Do not feed stray cats as this will encourage more cats to come for food. If you are worried about stray cats contact Cat Protection, Glasgow.

REMEMBER! CONSIDER YOUR NEIGHBOURS – THEY MAY NOT SHARE YOUR LOVE OF PETS

Information, assistance and advice on pets can be obtained from the following agencies:

Drumchapel Housing Co-operative	0141 944 4902
Scottish SPCA	0300 099 9999
Environmental Protection	0141 287 2000
Dogs Trust Glasgow	0303 003 0000
Cat Protection Glasgow	0141 779 3341
Drumchapel Police	0141 532 3600
PDSA	0141 332 6944
Boyce and Houston (Vet)	0141 952 4477



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FOR OFFICE USE ONLY

REGISTRATION NO:

Anti Social Behaviour COMPLAINT FORM

Please read this carefully before completing. The information provided within this form will be treated in the strictest confidence and be seen only by staff.

Please circle any **YES/NO** questions. If you have any difficulty in completing this form, please ask a member of staff to assist you.

Thank you.

This form should be returned to:

Housing Services Department

DRUMCHAPEL HOUSING CO-OPERATIVE LIMITED

4 Kinclaven Avenue

Drumchapel, Glasgow G15 7SP



HAPPY TO TRANSLATE

ANTI SOCIAL BEHAVIOUR COMPLAINT FORM

Name:

Address:
.....

If you do not want to give your name and address, please speak to a member of staff.

Is this anti social behaviour complaint against a person?

YES

NO

If YES, please give name (and address, if known):

Name:

Address:
.....

Please provide details of the anti social behaviour complaint:

.....
.....
.....
.....
.....
.....

Was the anti social behaviour complaint reported to the Police?

YES
NO

If YES, please give details:

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.....
.....
.....
.....

Was the anti social behaviour complaint reported to any other officials? e.g. Glasgow City Council, Out of Hours Service

YES
NO

If YES, please give details:

.....
.....
.....
.....

Were there any witnesses?

YES
NO

If YES, please give details:

.....
.....
.....

What date(s) did this happen on?

What time(s) did this happen at?

.....
.....
.....

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.....
.....

Is this the first time you have reported this problem?

- YES
NO

If NO, please give details:

.....
.....
.....

Signed: _____

Date: _____