

Lochaber Housing Association recognises the significant benefits that keeping animals as pets can have and of their importance to owners. The Association has introduced a policy with the input of Your Voice that outlines the conditions under which you, our tenants, your visitors or other members your household can keep animals in our accommodation.

Do I have to ask permission to keep a pet?

If you wish to keep an animal at our property, you must complete the **Request a Pet Form** before taking it home or before keeping it after weaning if born at the property. Every application will be considered on an individual basis taking full account of your circumstances, the accommodation available and the reasons for your application. Permission will be granted or refused in writing.

You will not be allowed to keep an animal that is prohibited by the Dangerous Wild Animals Act 1976, the Dangerous Dogs Act 1991, or by any other law. You will not be allowed to keep livestock, and will also not generally be allowed to keep exotic or unusual animals; what constitutes an 'exotic or unusual' animal is at the discretion of the Association. This is to protect the safety of residents and employees or contractors of the Association who may come into contact with them.

How many pets can I keep?

The Association will generally give permission to keep one dog or cat, or an agreed number of other pets, such as a hamster, guinea pig, or caged bird, provided they are kept in suitable enclosures. A **Request a Pet Form** must be completed for each pet. If your Housing Officer finds the property and type of pet satisfactory, they will write to you giving permission to keep the specified pet.

The permission will be conditional upon the following:

- All animals capable of being micro-chipped must be, including all dogs over 8 weeks old without a veterinary surgeon's exemption certificate;
- All animals must be registered with a local veterinary practice;
- Animals must not be bred and offered for sale from the property;
- You will be responsible for the behaviour of the pet;
- You will take all reasonable steps to supervise and keep the pet under control;
- Dogs must not be allowed outside the property on their own and must be kept under control and on a lead in public areas;
- You are responsible for the proper welfare of the pet including, in all appropriate circumstances, the regular control of parasites, vaccination and neutering;
- You will take all reasonable steps to prevent the pet causing nuisance, annoyance or danger to your neighbours and the community. This includes fouling, noise or smell from the pet;
- You will take all reasonable care to see that the pet does not foul or cause damage to your property, your neighbour's property, anything belonging to the Association or anything the Association is responsible for, such as the common parts.



- All faeces must be removed immediately;
- Lochaber Housing Association is entitled to require removal of the pet if it is causing nuisance or damage;
- Animals must not be left in the property whilst you are away unless proper arrangements have been made for provision of adequate care; and
- You will be responsible for the proper disposal of any dead pets.

Refusal for keeping a pet and complaints

If the property type or the type of pet is unsuitable, your Housing Officer will write to you stating that permission has been refused and giving the reasons why.

Where any pet is the subject of a complaint, your Housing Officer will visit you to investigate the matter. Should the complaint be substantiated, your Housing Officer will advise you that permission will be withdrawn if further complaints are received. The opportunity will be given to remove the cause of the complaint and you will be given support and advice on how to do so. Where appropriate your Housing Officer can refer you to an outside agency for specialist support in dealing with the problem. If the complaints continue and you have not addressed the problem, your Housing Officer will advise you in writing that permission to keep the pet has been withdrawn. You will be given 14 days from the date of the letter to make suitable alternative arrangements for the pet and will be referred to the appropriate agencies for support to do so.

If you refuse or fail to remove the pet, you will be in breach of your tenancy agreement and further action will be taken to enforce the tenancy conditions. Any applicant who feels their application for permission to have a pet has been unfairly dealt with has a right of Appeal to the Housing Services Co-Ordinator or a member of the Senior Management Team.

Requesting to Keep a Pet

It's important that the Association keeps an up to date list of all pets living in our properties. You must complete a **Request a Pet Form** for every pet you wish to apply for keeping at your property. Not supplying this information means you will be in breach of your tenancy agreement.

You can complete the online **Request a Pet Form** or alternatively, download and print one to complete by visiting: <https://www.lochaberhousing.org.uk/request-to-keep-a-pet/>

Useful Contacts

Lochaber Housing Association

101 High Street, Fort William, PH33 6DG

Telephone: 01397 702530

Email: housingmgt@lochaberhousing.org.uk

My LHA self-service account:

<https://www.lochaberhousing.org.uk/my-lha>

Lochaber Citizens Advice Bureau:

Dudley Road, Fort William, PH33 6JB

Telephone: 01397 705311

Freephone: 0808 800 4444

