



**PEMBROKESHIRE HOUSING**  
**TAI SIR BENFRO**



**Policy on Pets**

*Mae'r daflen yma ar gael yn Gymraeg*



# Policy on Pets

## 1. Introduction

**1.1** Pembrokeshire Housing realises that pets can be important in the lives of people and encourages responsible pet ownership.

**1.2** However Pembrokeshire Housing also recognises that pets that are not properly controlled or cared for can cause nuisance to neighbours and other residents.

**1.3** For these reasons and to ensure a consistent approach, this policy sets out Pembrokeshire Housing's criteria for tenants who are applying for permission to keep a pet in or at their home.

## 2. Policy Statement - Seeking Permission to Keep a Pet

**2.1** All tenants wishing to keep a pet must seek written permission from Pembrokeshire Housing.

**2.2** The following restrictions apply:

- a) Horses or livestock are not permitted in any property.
- b) Dogs are not permitted in flats.
- c) No more than two dogs are permitted in or at any property.

**2.3** Apart from the general restrictions above, Pembrokeshire Housing will not unreasonably withhold permission to keep a pet, but will consider each case on its merits.

**2.4** When permission is granted, Pembrokeshire Housing will respond in writing setting out any conditions which are required. Permission applies to a specific pet. Further applications are required for new or additional pets.

**2.5** When permission is refused, Pembrokeshire Housing will respond in writing giving reasons for refusal. Refusals will generally be because of the following factors:

- 1) The accommodation is unsuitable.
- 2) The pet is unsuitable.
- 3) The tenant already has such a pet.
- 4) The tenant has failed to properly control or care for a pet.



### 3. Policy Statement - Controlling and Taking Care of a Pet

**3.1** Pembrokeshire Housing will encourage responsible pet ownership by disseminating information on pet care and passing on information from animal welfare organisations.

**3.2** Most complaints received about pet owners concern the behaviour of dogs, so specific guidance is given below:

- a) Dogs are not permitted to freely roam estates, they must be kept on a leash and under proper control when outside the boundary of an individual tenants home. Dogs should not be allowed to foul communal or garden areas. Poop scoop applies to all communal areas.
- b) Dogs should not be allowed to frighten other residents or visitors to the estate.
- c) Dogs should not be allowed into play areas.
- d) Dogs should not be allowed to create noise that creates a nuisance.



**3.3** Where a pet causes damage to Association property, this damage will be treated as a rechargeable repair and dealt with under Pembrokeshire Housing's current "Rechargeable Repairs" policy.

**3.4** Should Pembrokeshire Housing grant permission to keep a pet and subsequently the pet causes nuisance and annoyance to others, Pembrokeshire Housing will request an alternative home is found for the pet.

**3.5** In cases of persistent nuisance and a refusal to re-home the pet, Pembrokeshire Housing will seek recovery of the premises through the Courts.

### 4. Special Cases

**4.1** Tenants (or members of their household) requiring either a guide dog for the blind or a hearing dog for the deaf, will always receive consent for this specially trained pet.

**4.2** Individual pet dogs will not be permitted within Extra Care housing schemes. However, following consultation with residents arrangements can be made for "Pets for pats dogs" to visit.

### 5. Customer Feedback

**5.1** Pembrokeshire Housing welcomes feedback from our customers, whether they are compliments, suggestions for service improvements or complaints. Pembrokeshire Housing's current feedback, rewards and compensation policy applies to this service.

### 6. Review

**6.1** This policy was approved by the Board of Management in September 2007 and will be subject to review every 24 months.



# Pembrokeshire Housing Permission to Keep Pets



I hereby apply for permission to keep a pet as indicated below and I agree to abide by the Association's policy and procedure in regard to the rules for keeping a pet.

Name \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Details of Pet: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## For office use

Permission Granted YES / NO Letter and policy on pets sent \_\_\_\_\_ (date)

Reason for refusal \_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

The Cats Protection League has a scheme whereby the large proportion of the cost of neutering and spaying of cats is paid for by the Cats Protection League. If you are on a low income or in receipt of benefits, please contact them on 01437 766105 and you will probably qualify for help with the cost.

**Pembrokeshire Housing**  
**Meyler House, St. Thomas Green, Haverfordwest,**  
**Pembrokeshire SA61 1QP**

**Tel: 01437 763688 Fax: 01437 763997**  
**Freephone: 0800 854568 www.pembs-ha.co.uk**

*Pembrokeshire Housing is a Charitable Organisation*  
*Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma*

**Office Hours:** Monday to Thursday: 9:00 - 17:00 Friday: 9:00 - 16:30