

## **Policy Name: Pet & Animal Policy**

This policy explains which pets you can have and which ones you can't so everyone in the neighbourhood can be safe and happy in their homes.

### **Our Policy Promise**

| <b>What we'll do</b>  | <b>What this means for you</b>   |
|---|--|
| Provide all our policies in different formats.  | You can reach out to us to let us know what format you need.                 |
| We make our policies easy to follow by splitting them into two parts; <b>what we'll do</b> and <b>what this means for you</b> . | This helps you understand the service we offer.                              |
| We will follow our Vulnerable Customer Policy for helping customers who need extra care.  | You will get the help you need to report repairs and take care of your home. |

### **Policy Objectives**

Our goal is for everyone to live safely and happily in their home. Tai Calon will take action if a pet is dangerous or causing problems at home, in the neighbourhood, or with how Tai Calon manages your home.

#### **Pets you can and can't have**

| <b>What we'll do</b>                        | <b>What this means for you</b>  |
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| We will allow pets to be kept at your home. | You can get a pet without telling us, but we suggest you follow the rules, like getting your pet microchipped and thinking about pet insurance if you can. This |

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|   | includes service and assistance dogs.   |
| We will keep people safe by having rules for pets that are not allowed. | We will not allow any dogs identified in the Dangerous Dogs Act 2003.   |
| We won't allow pets without the right license or special permission.    | <p>Make sure you have the correct papers and permission if you want to keep a pet.</p> <p>You must ask permission from us before getting other pets where exemptions are required. Examples of these pets include wild or exotic animals.</p> |
| We will not allow larger animals to be kept at your home.               | <p>You cannot keep big animals like horses, ponies, sheep or pigs at your home.</p> <p>You must not tie up these animals at or near your home or on Tai Calon's land.</p>   |

## Breeding Animals

| What we'll do  | What this means for you  |
|--|--|
| We will check if breeding animals or pets at home is happening and if it needs permission. | Breeding animals or pets at home might be seen as a business. If your pet has a litter, you need to contact us for advice. |

## Your Home and What You Need to Do

| What we'll do  | What this means for you   |
|--|---|
| We will have rules and make sure everyone follows them.  | <p>If rules are not followed, action will be taken. If pets cause problems or annoy others, it might break the rules of your occupation contract.</p> <p>Tai Calon may handle pet problems using our Anti-Social Behaviour policy.</p>  |
| Carrying out repairs and maintenance of your home.   | <p>If you have a specific request for a repair or replacement for an item that impacts your pet, you must contact us for advice.</p> <p>This includes, for example, requests for fencing and gates and will be dealt with in line with our policy on repairs.</p> <p>We will review and respond to any requests for changes to your home, like better fences, cat flaps, or kennels.</p> <p>You must get permission and may have to pay for any changes to your home.</p> |
| When pets cause problems, we'll help you fix the issues and give you time to make things better. | <p>You might need to sign a pet or behaviour agreement.</p> <p>If we decide you can't keep your pet anymore, we'll explain why.</p>   |

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| When we work in your home, we kindly ask that your pet is safely in another room.                         | Please keep your pet in another room so they stay safe and don't get in the way.  |
| We will provide information on what to do when big pets pass away.  | When big pets pass away, you can't bury them at home or in shared areas. You need to arrange for pet cremation through a vet or another service.      |
| We will remind everyone to clean up after their pets and dispose of pet waste safely.                     | <p>You must clean up after your pet inside and outside the home.</p> <p>Bag and throw away all pet waste safely, including when walking your dog.</p> |
| We will look for any damage caused by pets and might say it breaks the rules of your occupation contract. | You could be charged for the cost of any work done to clean or repair the property.   |

### **Other related legislation**

- Renting Homes Wales Act 2016
- GDPR 2018
- Dangerous Dogs Act 2003
- Anti-Social Behaviour, Crime & Policing Act 2014

### **Other related policies and procedures**

- Anti-Social Behaviour Policy
- Allocations Policy
- Chargeable Repairs Policy

## **Equality & Diversity**

To promote fairness, inclusivity, and adherence to equality principles, we have conducted an Equality Impact Assessment. As part of this we reviewed relevant information we hold about our customers to make sure this policy is accessible to everyone.

## **Review**

We will review this policy either when necessary or every 3 years. During any review, we will consider customer feedback and any changes in regulatory guidance and best practices.

**Chief Executive/Director Approval: 15<sup>th</sup> May 2025**

**Date of next review: 15<sup>th</sup> May 2028**

**Visit our offices or write to us at:**

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