



# **Pet Policy**

**December 2025**

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## **1. Introduction**

- 1.1 This policy sets out SW9 Community Housing's (SW9 CH) approach to pet ownership for residents, leaseholders and shared owners. SW9 CH recognises that responsible pet ownership can have positive benefits on health and well-being and provides support for individuals who have hearing problems and or are blind.
- 1.2 For the purpose of this policy, the term 'pets' are considered as dogs, cats, birds and small caged animals.
- 1.3 This needs to be balanced against the suitability of different property types to accommodate pets without this causing a nuisance to other residents.
- 1.4 We will always check a customer's tenancy or lease agreement before considering a customer pet request.
- 1.5 However, pets can cause problems particularly if they are not kept properly or are in unsuitable property.
- 1.6 This policy is intended to outline the conditions under which permission may be granted to keep a pet and the position we will take if these conditions are breached.

## **2. Aims and objectives**

- 2.1 The aim of this policy is to promote responsible pet ownership among tenants while ensuring the safety, cleanliness and wellbeing of all residents and properties.
- 2.2 This objectives of this policy are to:
  - Ensure measures and guidance are in place to encourage responsible pet ownership, whilst also providing a clear framework to ensure issues associated with pets are dealt with appropriately.
  - Ensure that a consistent approach is taken when dealing with requests to keep pets.
  - Ensure that customers keeping a pet comply with the terms of their tenancy or lease, pet care, hygiene and property maintenance.
  - Ensure complaints relating pets are dealt with efficiently and effectively.
  - Ensure compliance with relevant laws, tenancy agreements, and health and safety regulations.
  - Signpost for advice and support where re-homing a pet is the most appropriate option.

## **3. Policy statement**

- 3.1 SW9 CH recognise the positive impact pet ownership can have on the health and general well-being of individuals as well as the support and assistance offered by hearing or guide dogs.
- 3.2 If a resident, leaseholder or shared owner keeps a pet in breach of their lease tenancy agreement, a neighbourhood, older persons or leasehold officer will request that the pet

is re-housed within 28 working days. If after 28 days no action has been taken to re-house the pet, we will take further action, and this can include legal enforcement against you.

- 3.3 Where a pet needs rehoming we will encourage customers to approach other organisations, which may be able to help, such as welfare groups or the local authority animal warden service. However, we may take further action against the resident using our Antisocial Behaviour Policy.
- 3.4 It is our policy to avoid situations where nuisance may arise from animal ownership and to take steps to remedy this if necessary.

#### **4. Requests to keep pets**

- 4.1 We will consider giving permission to service animals and possibly therapy dogs providing the tenancy or lease agreement allow us to do so, where we receive request for these types of dogs then we will require evidence from doctors and/or support workers.
- 4.2 If a resident wants to keep any pet they should always check their tenancy or lease agreement first, to check they are allowed to. The resident, leaseholder or shared owner must apply in writing by completing the pet application form for permission to keep any pet in one of our properties. This should include, type, breed, size and age of the pet, vaccination records, photo of the pet and microchip or ID details, signed vet contact details and signed nominated carer.
- 4.3 A new application should be made for each pet. Having checked the tenancy or lease agreement then the number and types of pets granted will be determined by the size and location of the property.
- 4.4 Once an application is received then the responsible officer reviews the application and reviews the lease or tenancy agreement. Before granting permission we will consider the size of the property and its location before considering whether we can grant permission.
- 4.5 However, permission may not be granted if you have a history of animal nuisance or if the property is not suitable for the animal, such as a larger dog in a small flat.
- 4.6 Under the Dangerous Dogs Act 1991, you are not permitted to keep the following types of dog, unless a Certificate of Exemption has been obtained: Pit Bull Terrier, Japanese Tosa, Dogo Argentino, Fila Brasileiro, XL Bully, or any subsequent dog which is added.
- 4.7 Additionally, residents who own or keep dogs that are subject to specific control requirements under government legislation must comply with all legal obligations. This includes, ensuring the dog is kept on a lead and muzzled at all time in public places, maintain valid public liability insurance, registering the dog and provide evidence of insurance, registration and compliance.
- 4.8 Animals are not allowed to be kept for breeding purposes. If any animal does reproduce, then the new animal/animals would need to be rehomed within a maximum of 12 weeks. A warning notice will be served, which could put the tenancy or lease at risk if there are

further litters.

- 4.9 Residents are not allowed to keep livestock, wild animals or endangered species under any circumstances.

## **5. Once permission has been granted**

- 5.1 Residents are responsible for any pet they own, look after or that visits the property.
- 5.2 Once permission is granted, then by law the dog should be micro chipped and when in public dogs must wear a collar with the name and address including postcode of its owner.
- 5.3 The resident, leaseholder or shared owner is responsible for taking care of their pet and/or ensuring it does not:
- Foul, and left uncleaned
  - Cause damage or to the property, communal parts of the building, neighbouring property, or the local environment.
  - Cause injury to other tenants, pets or staff
  - Act aggressive
  - Cause excessive noise
  - Be left unattended for extended periods
- 5.4 We encourage that pets are up to date on vaccinations, sprayed/neutered and free of parasites.
- 5.5 SW9 CH reserves the right to request updated pet information whenever it is considered necessary to ensure compliance with policy requirements.
- 5.6 Dogs must be kept on a lead in communal areas and must not enter children's play areas.
- 5.7 Where a pet is causing a nuisance then we ask for it to be removed within 28 days or take legal action against the resident. In this instance, we will refer to our Antisocial Behaviour Policy.

## **6. Retrospective permission**

- 6.1 In rare circumstances and following authorisation from their line manager the Neighbourhood Team or Leasehold Services Adviser may authorise the keeping of pets. This may include:
- Where customers are being rehoused in our property as part of development of their existing homes.
  - Where we discover that a pet is being kept without our previous knowledge, we may give permission retrospectively, if other conditions for keeping a pet can be met.
  - Where a pet is kept in a situation where we would not give permission, we may ask for it to be removed within 28 days or taken legal action against the resident.

## 7. Complaints

- 7.1 Any resident who is dissatisfied with how we have managed pet request is able to submit a complaint using our Complaints process. Once our Complaints Policy is completed and if they remain dissatisfied then they can contact the Housing Ombudsman Service.

## 8. Roles and responsibilities

Role	Responsibility
SW9 CH Board	Ultimate responsibility for determining and directing SW9 CH's response to pet requests.
Head of Customer Services	Responsibility and ownership to develop, implement and maintain the Pet Policy and associated procedures.  Oversee compliance and service quality.
Neighbourhood Team	Handle operational delivery, permissions and complaints.

## 9. Performance monitoring

- 9.1 We will monitor performance from within the Neighbourhoods Team, and the Senior Neighbourhood Officer will carry out audit reviews as and when required.

## 10. Related documents

- Antisocial Behaviour Policy
- Complaints Policy
- Health and Safety Policy
- ASB Toolkit

## 11. Legislation and regulation

- Animal Welfare Act 2006
- Dangerous Dogs Act 1991
- Control of Dogs Act 1992
- Equality Act 2010
- Landlord and Resident Act 1985
- Tenancy Agreement
- Regulator of Social Housing Regulatory Framework
- Antisocial Behaviour Crime and Policing Act 2014

## 12. Equality and diversity

- 12.1 We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

- 12.2 We understand that animals may provide companionship and security to people. This is the case for certain protected groups that may be subject to victimisation or harassment. People who have a physical, sensory, mental or psychological disability may benefit from a support animal and such needs will be considered when permission is being considered.

### 13. Review

- 13.1 All policies should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.

<b>Policy author:</b>	Vanessa Cole, Policy and Performance Officer
<b>Policy owner:</b>	Kellie Carson, Head of Customer Services
<b>Adopted from Sovereign Network Group: y/n</b>	Yes
<b>Review schedule (1, 2 or 3 years):</b>	3 years

### Change Record

<b>Date</b>	<b>Reviewed by (name</b>	<b>Version</b>	<b>Summary of changes</b>
December, 2025	Kellie Carson, Head of Customer Services	Final.v1	3-yearly review.

## Appendix 1 – Pet Application Form



## APPLICATION FORM TO KEEP A PET

Please complete in BLOCK CAPITALS, attach a photo of the pet, and return to your Neighbourhood Officer

## 1. Applicant's Details

Name.....

Current Address .....

.....

.....

Tel no. (Home) (Work) (Mobile)

New Tenant or Existing Tenant:

Tenancy Start Date:

## 2. Reasons for Application:

Please give reasons for requesting permission to keep a pet

### 3. Property Details:

Type of property:

House/bungalow

Flat

## Maisonette

Floor level:

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Access to Garden:

Shared, private OR communal garden or no garden – *Please state*

Separate or shared entrance – *Please state*

4. Details of pet:

Type of pet –

Breed:

Age of pet:

Do you already own or have responsibility for the animal?

If yes, how long have you had the animal?

Do you have any other pets?

If yes, please provide the details.

**Exemption certificate provided:** Yes /No N/A – *Please delete*

**Specialist requirement** – *Please state e.g. seeing –eye or hearing animal*

5. Tenant's statement

I wish to apply for permission to keep a pet. I understand that if permission is granted, I will be held responsible for its behaviour, and must ensure that it is kept under control and does not cause a nuisance.

I understand that permission if granted, will apply to this pet only.

Tenant's  
Signature:

Date

**Office Use only**

Date application received  
NO's recommendation  
NM decision

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## Appendix 2 – Pet Permission Granted Form

Date Month year

Name

Address Line 1

Address Line 2

London

SW9

Dear

**Re: Your completed application form to have a pet.**

Thank you for returning your completed application form I am happy to inform you that after reviewing your application, we are pleased to grant you permission to keep a pet at your property. SW9 recognise the positive impact pet ownership can have on the health and general well-being of individuals as well as the support and assistance they provide.

Please see below SW9 Pet Policy:

### **5.0 Once permission has been granted.**

5.1 Once permission is granted then by law the pet should be micro/chipped and when in public dogs must wear a collar with name and address including postcode of its owner.

5.2 The tenant, leaseholder or shared owner are responsible for taking care of their pet and or ensuring it does not foul, cause a nuisance or cause damage to the property, communal parts of the building neighbouring property or the local environment. Where a resident does not clear up after their dog then this will be managed through our Antisocial Behaviour Policy and may result in enforcement action being taken.

5.3 Residents are responsible for any pet that they own, look after or that visits the property.

5.4 Dogs must be kept on a lead in communal areas and must not enter children's play areas.

5.5 Where a pet is causing a nuisance then we may ask for it to be removed within 28 days or take legal action against the resident.

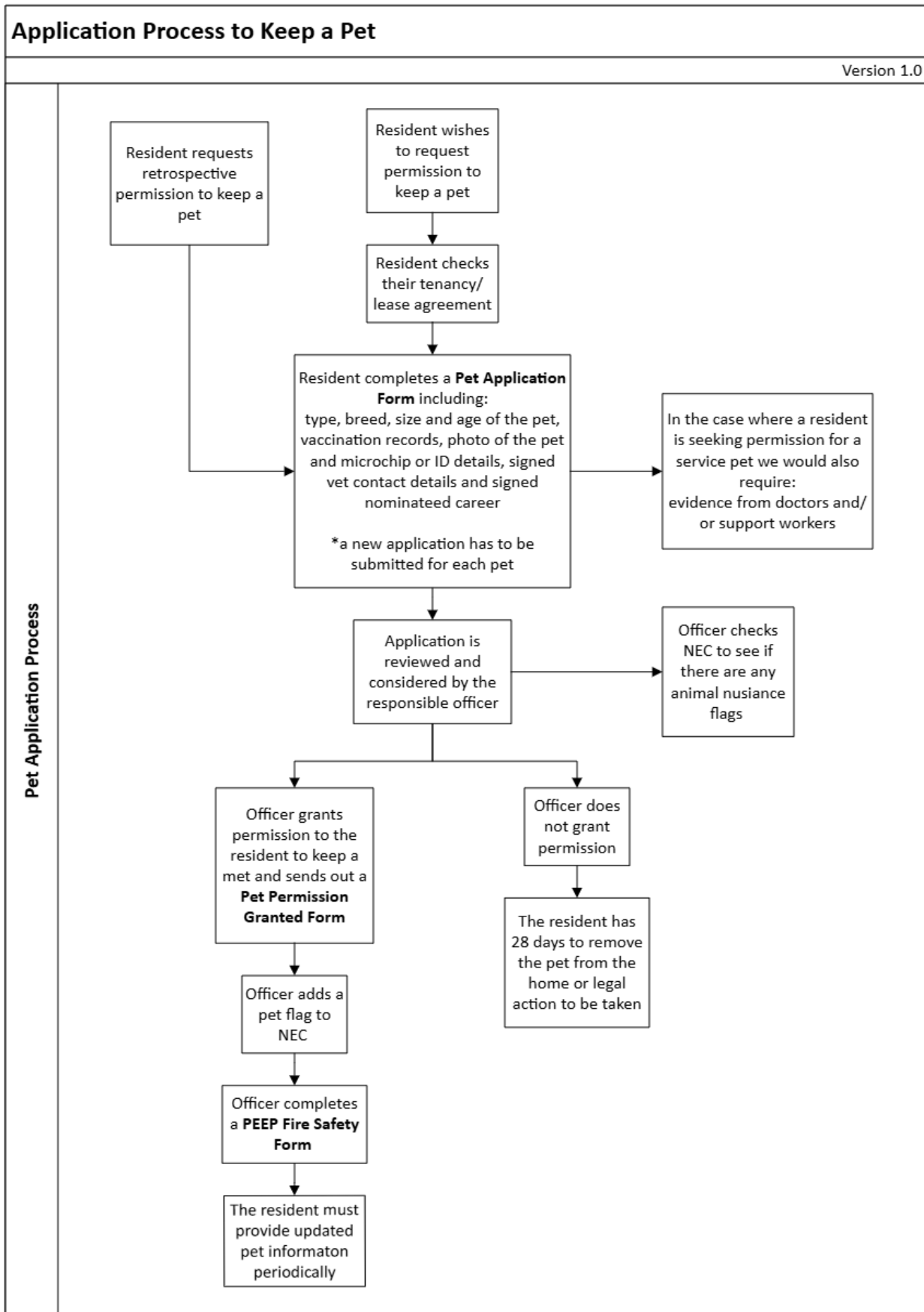
Yours sincerely



**Jeremias Johnson**  
**Senior Neighbourhood Officer**

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## Appendix 3 – Pet Application Process Map



## Appendix 4 – PEEP Fire Safety Forms

### PEEP 1 - Personal Emergency Evacuation Plan Checklist

#### Section 1 - General information

Name of Assessor:		
Name of Person Plan Prepared For:		
Date of Assessment:		
Nature of Impairment(s)/Disability:		
Area(s) <sup>(1)</sup> Covered By The Assessment:		
What times / days <sup>(2)</sup> are covered by this assessment?		
Does the building Fire Risk Assessment <sup>(3)</sup> denote that the proposed building has suitable access/egress.	YES	NO

(1) The PEEP should, as far as practicable, be specific to individual areas of work. However, if, for example, a number of activities are proposed to take place in adjacent areas from which escape will be effected using the same emergency provisions then it may be possible to assess the provisions on one form. Hearing impaired persons will normally be able to be assessed on one form since the provisions made for this class of persons are likely to be the same regardless of location.

(2) It is important to distinguish in the PEEP whether the area to be accessed will be used inside or outside of "normal" working areas. It is likely that certain areas of buildings will be inaccessible outside of normal working hours e.g. to assure security. The PEEP needs to demonstrate that this has been adequately considered.

(3) If a building assessment deems that a particular area does not meet the general access requirements for person being assessed then alternative management arrangements will need to be identified. Once these arrangements have been identified then a new PEEP will need to be undertaken to ensure that the new location(s) is / are adequate. Additionally, the Assessor should complete form PEEP2 and send to the person in overall control of the building to arrange for an evaluation of possible "reasonable adjustments" to the existing building to permit future access.

Cont....

Please indicate which other locations you will be using – e.g. Helmi House and whether a PEEP has been completed for them:

Other locations:	PEEP Completed?
	YES / NO
	YES / NO
	YES / NO
	YES / NO
	YES / NO

One of the following forms should be completed by the assessor and the assessed person.

Form A – Mobility Impairment

Form B – Visual Impairment

Form C – Hearing Impairment

Form D – General – For all other disabilities not falling within Forms A – C.

Completed questionnaires should then be attached to this header sheet along with a copy of any remedial actions deemed necessary on PEEP2.

In order that an effective PEEP can be prepared for you it may be necessary to share some of the information provided with other relevant members of staff, i.e. Fire Wardens; Line Management; Senior Leadership Team.

I understand that these details will only be disclosed if they are required to meet the needs of my Personal Emergency Egress Plan.

Signature: ..... Date: .....

## GENERAL – FORM D

Name:		Name of Department / School:	
Building to which this PEEP applies:			
Floors used:			
<b>Personal Emergency Evacuation Plan Checklists</b>			
	<b>AWARENESS OF EMERGENCY EGRESS PROCEDURES</b>	<b>yes</b>	<b>no</b>
1	Have the general emergency procedures been explained to you?		
2	Could you raise the alarm if you discovered a fire (operate the call point)?		
3	Can you open the fire escape door on the floor(s) you will be using?		
4	Could you use a telephone in the area to call the emergency services?		
5	If you are (or you will be) resident in a property in the course of your work has a PEEP been prepared for your accommodation? (If not please ask for one to be prepared)		
6	Can you hear the fire alarm in normal circumstances?		
7	Do you need assistance to get out of your place of work/study in an emergency?		
8	Is anyone designated to assist you to get out in an emergency?		
9	Is the arrangement with your assistant a formal arrangement?		
10	In an emergency could you contact the person in charge of evacuating the building in which you work and tell him where you were located?		
11	Do you require the building emergency procedures to be provided to you in an alternative format to the standard written instructions?		
12	Can you move quickly in the event of an emergency?		
13	<b>ARE YOU AWARE OF ANY OTHER MEASURES THAT COULD BE INTRODUCED IN THE BUILDING UNDER ASSESSMENT THAT COULD FURTHER AID YOUR EVACUATION IN CASE OF AN EMERGENCY</b>		

### ASSESSMENT SIGN-OFF:

Signed (Assessor)	
Signed (Building User)	

Thank you for completing this form the information provided will be used to help produce a Personal Evacuation Escape plan to meet your needs.

***You should now move on to complete PEEP 2***

# PEEP 2 – PERSONAL EMERGENCY EGRESS PLAN

NAME OF PREMISES.....

1. PERSONAL DETAILS:

Name:	
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2. LOCATION:

Building	
Floor	
Room Number	
Times when the PEEP is applicable?	

3. AWARENESS OF PROCEDURES:

I have received the emergency evacuation procedures:

In Braille		On Tape	
In B. S. L.		In Print	
In Large Print		In SSE	

4. ALARM SYSTEM:

I am informed of an emergency evacuation by:

Existing alarm system		Visual alarm system	
Vibrating Pager		Other (please specify below)	

5. DESIGNATED ASSISTANCE:

Where applicable, the following people have been designated to give assistance when I need to get out of the building in an emergency.

Name:	Location:

My designated assistants have been trained in the emergency procedures drafted to assure my safety:

Yes ☐ No ☐

**6. EGRESS PROCEDURE (To be provided by the Assessor):**

Details of the specific emergency procedures from first alarm up to the building user reaching a “place of safety”. The details provided here should include a step by step account of how the Responsible Person will ensure that the building user will reach a place of safety from first alarm actuation to final exit. A diagram should be provided, where necessary, highlighting the position of specific escape routes, refuges and any equipment provided to ensure the safety of the person under assessment.

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**7. ANY MATERIAL PROBLEMS IDENTIFIED**

Complete PEEP 3 and send to Business Support. If satisfactory complete section 8.

**8. ASSESSMENT SIGN-OFF:**

<b>Signed (Assessor)</b>	
<b>Signed (Building User)</b>	