



City of London Corporation
Department of Community & Children's Services
Housing Division

Pets Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Original Approval Dates:	<i>May 2017 (v.1); January 2021 (v.2)</i>
Review Date:	<i>November 2024</i>
Re-Approval Date	<i>November 2024 (v.3 – this version)</i>
Next Review Date	<i>November 2027</i>

1. **Purpose and scope**

- 1.1 We have this policy because we want residents to know our approach when they wish to keep pets in their home. This policy reinforces the provisions in our tenancy and lease agreements relating to pets.
- 1.2 This policy applies to residents of all tenures living on estates managed by the Housing Division, including Secure tenants, leaseholders and sub-tenants of leaseholders. Some differences apply to sheltered housing and these are explained in the policy.
- 1.3 This policy applies to the almshouses administered by City Corporation in its capacity as trustee of the relevant charities (the City of London Almshouses and Gresham Almshouses).

2. **Policy aims and objectives**

- 2.1 Our aim is to encourage responsible pet ownership and to prevent residents from allowing their pets to cause a nuisance and annoyance to others. We will achieve this aim by:
 - Limiting pet ownership according to the type property occupied
 - Having a clear and simple process for residents to make a request to keep a pet
 - Communicating information on responsible pet ownership
 - Taking action when residents do not comply with their tenancy or lease conditions

3. **Service standards**

- 3.1 When we deal with residents' requests to keep pets (if permission is needed) we will:

- Respond to requests within 10 working days
- Where we grant permission, explain the pet owner's responsibilities
- If we refuse permission, we will explain the reasons
- Take prompt action if a resident allows their pet to cause a nuisance or annoyance.

4. **Legal and regulatory obligations**

- 4.1 This policy will help us to comply with the following regulatory requirements:

- Tenancy standard – we must have clear and accessible policies which outline our approach to the management of tenancies
- Neighbourhood and community standards – we must keep the neighbourhood and communal areas associated with our homes clean and safe.

4.2 There are no direct legal obligations arising from this policy. However, this policy will ensure that we act when residents do not comply with their legal obligations as a pet owner.

5.0 Our approach

We want all tenants to enjoy living in their homes and we recognise the benefits that responsible pet ownership can bring. However, we must ensure that controls are in place to prevent irresponsible pet ownership which can cause suffering to animals and a nuisance or annoyance to others. Residents who wish to keep a pet must ask our permission first, providing details of the pets that they wish to keep.

In exceptional circumstances, we may consider variations to this policy. Any variation will depend upon an individual's circumstances. Our decision and reasons for the decision will be provided in writing to the relevant parties.

5.1 Permitted pets

Permission

Residents do not need to seek prior permission for any pet that is allowed within the policy below.

If a resident wants to ask for us to make an exception to the policy in their case, they must apply in writing via their Estate Office, explaining why an exception should apply in their case. They may be asked to provide appropriate evidence to support their application.

General needs rented and leasehold properties

In line with our tenancy and lease conditions, we will only allow residents to keep pets that we regard as suitable, and in such numbers that we consider reasonable.

Cats – Up to two indoor cats or 'house cats' are permitted per property. Cats must not be allowed to roam in any indoor or outdoor communal areas, or to cause a nuisance.

Dogs – Registered guide dogs, hearing dogs and other assistance dogs will be permitted in any property. They must be registered with an accredited organisation.

- Residents who live in a flat or a maisonette are not allowed to keep a dog other than a registered guide, hearing or assistance dog as above.
- Residents living in a house with a private enclosed garden are permitted to keep one dog of their choice provided that the breed, size and temperament of the dog is suitable.

Other animals - Small domestic pets such as hamsters, caged birds and fish are permitted to be kept. Exotic or wild animals are not permitted to be kept.

Sheltered Housing and Almshouses

Cats and dogs are not permitted in our sheltered housing, which includes the City of London Almshouses and Gresham Almshouses for the purposes of this policy. This does not include guide dogs or assistance dogs, which are permitted, though residents must inform us if they plan to obtain one.

5.2 Residents responsibilities

Any permission to keep a pet is subject to the following conditions and responsibilities:

- Residents must ensure the health and welfare of their pets at all times
- Residents must comply with all legal obligations relating to the ownership and control of their pets and not keep any breed banned by law
- Residents are also responsible for the behaviour and control of any animal they own or those owned by visitors to their home. They must not allow their pets to cause a nuisance or annoyance to others or cause damage to property
- All dogs, including registered assistance dogs, must not be exercised on City of London estates and communal areas, and must not be allowed to cause a nuisance to others.
- All dogs, including registered assistance dogs, must be kept on a lead at all times when being taken through a City of London estate and must not be tethered to any land owned by us
- Residents must not keep any pets on balconies or communal walkways

Residents must not undertake the following activities from their home:

- Breeding of animals.
- Sale of animals.
- Hoarding of animals – this involves keeping an excessive number of animals as pets without having the ability to properly house or care for them

5.3 Dealing with nuisance from pets

We will take appropriate action where residents do not comply with these conditions or their obligations and responsibilities as a pet owner.

Pet nuisance includes but is not limited to the following: allowing pets to roam unattended; fouling; noise; smells; damage caused by animals; injuries caused by animal; aggressive animals.

We aim to resolve problems informally and by agreement. However, where the problem is serious or persistent, we may take legal action to enforce our tenancy or lease conditions and remove the pet or animal from the property.

6. Responsibilities, monitoring and performance

- 6.1 Overall responsibility for this policy and its implementation rests with the Head of Housing Management. The Head of Housing Management will ensure that staff receive the appropriate training and support to achieve the aims of this policy. Where needed we may establish appropriate operational procedures.
- 6.2 Monitoring of the implementation of this policy and our performance in dealing with issues relating to pet ownership will be the responsibility of senior management within the Housing Division.
- 6.3 The City Corporation in its capacity as trustee of the City of London Almshouses Trust has oversight of the application of the policy to Charity, through the Housing Management and Almshouses Sub-Committee.

7. Associated policies

- Anti-Social Behaviour Policy
- Tenancy Management Policy

8. Document Management

Policy title	Pets Policy
Date created	May 2017 (v.1) January 2021 (v.2) November 2024 (v.3 – this version)
Policy owner	Head of Housing Management
Authorised by	Housing Management and Almhouses Sub-Committee
Date authorised	28 November 2024
Review period	3 years
Date of next review	November 2027

Consultation and assessment	
Customer consultation	Residents have been consulted on this policy. Any substantive changes to this policy will result in further consultation.
Equality Impact Assessment	This Policy has been subject to a full Equalities Analysis. We permit assistance dogs in line with disability requirements. The policy allows for the needs of individual residents to be considered.
Data Protection Impact Assessment	Not required. Minimal risk of data breaches. Use of personal data covered by our privacy statement.

Document review history			
Version	Date reviewed	Date approved	Key changes
1.0	N/A	February 2017	Original document
2.0	November 2020	January 2021	Routine policy review. Document format amended and updated but policy approach unchanged.

3.0	July- November 2024		Routine policy review. Resident consultation completed. No material amendments.
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