



# REIDVALE HOUSING ASSOCIATION

## Pet Policy

Policy Approved	February 2025
Due for Review	February 2027
Author	Housing Manager

## POLICY SUMMARY

<b>Purpose:</b>	This Policy has been developed to show how Reidvale Housing Association will monitor, allow and manage pets within tenancies.
<b>Guidance:</b>	Statutory Guidance The Scottish Social Housing Charter Requirements of the Scottish Housing Regulator
<b>Regulatory Compliance</b>	<p><b>Standard 1:</b> The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p><b>Standard 2:</b> The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p><b>Standard 3:</b> The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</p> <p><b>Standard 4:</b> The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p><b>Standard 5:</b> The RSL conducts its affairs with honesty and integrity.</p> <p><b>Standard 6:</b> The governing body and senior officers have the skills and knowledge they need to be effective.</p> <p><b>Standard 7:</b> The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.</p>
<b>Financial Impact</b>	Low
<b>Risk Assessment</b>	Low
<b>Date Reviewed:</b>	
<b>Date approved by Management Committee:</b>	

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## **1.0 Introduction**

- 1.1 Whilst Reidvale Housing Association is responsible for tenancy management, tenants who wish to keep a pet have a responsibility to ask for permission and where permission is granted to keep this pet in a safe environment, which causes no damage to their property or surrounding properties and does not cause a nuisance. This is noted in the Tenancy Agreement, Tenants' Handbook and on the Association's Website.

## **2.0 Principles**

- 2.1 The following legislation has been considered whilst developing the Pets Policy:

- The Dangerous Wild Animals Act 1976
- The Dangerous Dogs Act 1991
- The Litter (Animal Droppings) Order 1991
- The Control of Dogs Order 1992
- The Dangerous Dogs (Amendment) Act 1997
- Clean Neighbourhoods and Environment Act 2005
- The Animal Health and Welfare (Scotland) Act 2006
- The Equality Act 2010
- The Microchipping of Dogs (Scotland) Regulations 2016
- The Dangerous Dogs (Designated Types) (Scotland) Order 2024

## **3.0 Aims and Objectives**

- 3.1 The purpose of the Pets Policy is to provide guidance to staff and tenants on the type and breed of animals permitted within Reidvale Housing Association properties.
- 3.2 The Policy further specifies conditions required to be met in order to obtain permission to keep a pet within the Association's properties.
- 3.3 Tenants must comply with our guidelines and ensure their animals welfare. Failure to do so will result in enforcement action, which might include court action.
- 3.4 Tenants are responsible for the health and welfare of their pets. This requires proper day-to-day management and care of the pet.

## 4.0 Policy Framework

4.1 Animals not allowed include the following but is not exhaustive:

4.1.1 Any mammal, bird or invertebrate that requires a license under The Dangerous Wild Animals Act 1976, The Dangerous Dogs Act 1991 and subsequent amendments of these acts.

4.1.2 Any hybrid (a hybrid dog is not a breed, it is a mix of more than one purebred dog) of domestic dog and those identified in the Dangerous Wild Animals Act 1976 that requires licensing.

Further to this, Section 1 of the Dangerous Dogs Act 1991 lists three types of dogs:

- the Pit Bull Terrier
- the Japanese Tosa
- any dog of any type being a type appearing to be bred for fighting or to have the characteristics of a type bred for that purpose

It is a criminal offence for a dog owner to be in possession or custody of any of the listed dogs, unless a certificate of exemption is in force.

4.1.3 In Scotland, the rules have also changed in relation to owning an XL Bully dog. Please see section 4.24 – 4.31 for further information.

4.1.4 Any hybrid of domestic cat and those identified in the Dangerous Wild Animals Act 1976 that requires licensing.

4.1.5 Any type of farm animals e.g. chickens, goats, pigs, horses.

4.1.6 Any type of bird of prey e.g. Kestrel, buzzard, owls.

4.1.7 Primates including all species of Monkeys.

4.1.8 Any animal that requires external kennels, runs, and aviaries, with the exception of guide dogs or assistance dogs.

4.2 Animals which are allowed include the following but is not exhaustive:

- Dogs (refer to section 4.1.1, 4.1.2 and 4.1.3)
- Cats
- Birds (e.g. budgies, canaries, finches, parrots)
- Rabbits
- Guinea pigs
- Ferrets
- Chinchillas
- Small animals (e.g. rats, mice, hamsters, degus)

- Fish (tropical/cold water providing these are a small breed and not considered dangerous species)
  - Exotic pets such as reptiles e.g. snakes, lizards, terrapins, iguanas snails and spiders. (providing these are a small breed and not considered a dangerous species)
- 4.3 Registered guide dogs and assistance dogs are protected under the Equality Act 2010 and are allowed into public places. Registered guide dogs or assistance dogs are not pets however the Association may require to limit the overall number of animals kept within a property.
- 4.4 Emotional support animals will be considered as pets until such time as legislation is brought in to amend this position.
- 4.5 The number of animals allowed to be kept in a Reidvale Housing Association property will be considered subject to the type and size of property in question
- a) In flats tenants will be permitted to keep:
- a maximum of 2 dogs or 2 cats in a flat (or 1 of each pet), regardless of the size of property. Visitors' pets are not included but 'visiting pets' (pets which are looked after by the tenant on behalf of their owner, whilst at work) are included.
  - In addition to 2 dogs or 2 cats, a maximum of 2 smaller animals e.g. birds, hamsters, rabbits, taking into consideration section 2.5 of Reidvale's Scottish Secure Tenancy Agreement.
  - Hutches will not be permitted in communal/shared gardens.
  - A maximum of 2 fish tanks will be considered subject to the type and size of the tanks in question.
- b) In houses tenants will be permitted to keep:
- a maximum of 2 dogs or 2 cats (or 1 of each pet) regardless of the size of property. Visitors' pets are not included but 'visiting pets' (pets which are looked after by the tenant on behalf of their owner, whilst at work) are included.
  - In addition to 2 dogs or 2 cats, a maximum of 2 smaller animals e.g. birds, hamsters, rabbits, taking into consideration section 2.5 Reidvale's Scottish Secure Tenancy Agreement
  - A maximum of 2 fish tanks will be considered subject to the type and size of the tanks in question.

- 4.6 Any tenant who exceeds the number of pets permitted which includes visiting pets will have enforcement action taken against them
- 4.7 Tenants are required to receive written consent from Reidvale Housing Association, prior to taking ownership of any animal. As part of the tenancy agreement, tenants agree to make good any damage caused to the property by their pets.
- 4.8 Tenants are required to complete an application form requesting permission to keep a pet.
- 4.9 Tenants are required to complete an application form in relation to service dogs.
- 4.10 Prior to permission being granted and prior to the tenant taking ownership of any animal, tenants are required to sign a Pet Ownership Agreement or a Service Dog Registration.
- 4.11 Tenants are required to comply with the conditions of the Litter (Animal Droppings) Order 1991, the Control of Dogs Order 1992, the Clean Neighbourhoods and Environment Act 2005, and the Animal Health and Welfare (Scotland) Act 2006.
- 4.12 Breeding of animals will not be permitted.
- 4.13 To comply with current legislation dogs must also wear a collar and identification tag with the owners up to date contact details provided when in communal or public areas.
- 4.14 Tenants are required to comply with the conditions of The Microchipping of Dogs (Scotland) Regulations 2016 which requires every keeper of a dog which is over the age of 8 weeks to ensure it is microchipped.
- 4.15 Cats must be neutered.
- 4.16 The control of pets and any visiting pets are the tenant's responsibility.
  - If cats are allowed free access outside then the tenant must take steps to ensure that the cats are litter trained in order to help reduce defecating outside and they do not cause a nuisance to your neighbour.
  - Dogs must always be kept under control and on a lead when in communal areas within Reidvale's development. Dogs must never be allowed outside the property on their own, this includes communal areas. Faeces must always be removed immediately.
  - Registered guide dogs or assistance dogs are service dogs not pets, therefore tenants will be asked to respect this and not allow their dogs to encroach the service dog's space.

- 4.17 Exotic pets must be kept in suitable environments and not allowed to escape from the tenant's property e.g. into the common close, drainage systems etc.
- 4.18 No pet should be left in the property when the tenant is away for more than 24 hours. In general, this will require the pet to be boarded elsewhere.
- 4.19 Tenants must keep all animals in a safe space away from staff and contractors when visits are conducted to the property.
- 4.20 No pet flaps will be permitted to be installed in windows, doors or the fabric of the building. This includes dog kennels which are not permitted in outside spaces, whether communal or not.
- 4.21 Where the Association is in receipt of complaints, tenants will be given the opportunity to rectify the problem, prior to any decision being taken to rehome the animal concerned.
- 4.22 Where the animal, or the keeping of the animal, is causing a deterioration of the property, tenants will be required to take appropriate action to rectify the damage and take appropriate steps to prevent further deterioration to the property e.g. pet behaviour classes at the tenant's expense.
- 4.23 Where the Association is in receipt of complaints regarding the keeping and or supervision of animals, and appropriate steps taken have not resolved the matter, the tenant may be required to rehome their pet if the complaints are consistent or justifiable.

### **XL Bully dogs in Scotland**

- 4.24 The rules surrounding owning an XL Bully dog in Scotland have changed.
- 4.25 From 23 February 2024, under The Dangerous Dogs (Designated Types) (Scotland) Order 2024, it is an offence to:
- Have an XL Bully in public without a lead and a muzzle
  - Breed or breed from an XL Bully
  - Sell, give away or rehome an XL Bully
  - Abandon an XL Bully or let it stray
- 4.26 In order to have permission to keep an XL Bully type dog, a Certificate of Exemption needs to be applied for by 31 July 2024. Staff can provide advice on how to do this.

- 4.27 Third party liability insurance will also be required for each dog applied for alongside a fee payable to the Government for each dog.
- 4.28 Where a tenant applies for permission to keep an XL Bully they will be required to provide proof of the Certificate of Exemption and a copy of the third party liability insurance.
- 4.29 Where permission is granted, the dog must be kept in secure conditions so it cannot escape.
- 4.30 Where a tenant is charged with owning a banned breed including an XL Bully, Reidvale Housing Association would consider this a breach of tenancy and the appropriate action will be taken including a Notice of Proceedings and potentially court action to recover the property.
- 4.31 If an XL Bully type dog or any dog on the banned list are identified by staff, appropriate checks will be made. If no permission has been granted, the case will be reported to Glasgow City Council and Police Scotland.

## **5.0 Monitoring of the Policy**

- 5.1 The Management Committee will review this policy at least every 3 years and staff are responsible for ensuring that it meets legal and good practice requirements and will monitor any changes advised in the interim period for the review.

## **6.0 Complaints and Appeals**

- 6.1 Reidvale Housing Association welcomes complaints and positive feedback, both of which provide information which helps us to improve our services. We use a complaints procedure developed by the Scottish Public Services Ombudsman (SPSO) and the Scottish Housing Regulator.

The complaints procedure allows for most complaints to be resolved by front line staff within a five day limit (first stage), or if the complaint is complex, a detailed investigation will be made by a manager within a 20 day limit (second stage). At the end of the second stage our response will be made by a director. If the customer remains dissatisfied, he/ she may then refer the matter to the SPSO.

At each stage we will advise the customer how the complaint should be taken forward and advise which agency would be most appropriate to consider the case.

## **7.0 Equalities**

- 7.1 Equality and diversity underpin all our activities and services. When delivering our services, we never discriminate on the basis of sex or marital status, race, disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions such as religious beliefs or political opinions. Full details of our Equalities Policy can be found on our website [www.reidvale.org.uk](http://www.reidvale.org.uk) or can be obtained from our office.

## **8.0 Data Protection - Privacy**

- 8.1 We recognise the importance of data protection legislation, including the General Data Protection Regulation, in protecting the rights of individuals in relation to personal information that we may handle, use and disclose about them, whether on computer or in paper format. We will ensure that our practices in the handling, use and disclosure of personal information as part of the processes and procedures outlined in this policy comply fully with data protection legislation. More information is available from our Data Protection Officer

## **9.0 Availability**

- 9.1 This policy is available on our website and can be made available in a number of other languages and other formats on request.

## **10.0 Review**

- 10.1 This policy will be reviewed at least every 3 years by the Management Committee and staff are responsible for ensuring that it meets legal and good practice requirements.

# Reidvale Housing Association Equality Impact Assessment Screening Questions

## Pets

Will the implementation of this policy have an impact on any of the following protected characteristics?

- |                                   |   |  |
|-----------------------------------|---|--|
| 1. Age                            | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 2. Disability                     | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/>            |
| 3. Gender reassignment            | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 4. Marriage and Civil Partnership | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 5. Pregnancy and Maternity        | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 6. Race                           | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 7. Religion or belief             | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 8. Sex                            | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| 9. Sexual orientation             | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |

*If you have answered 'Yes' to any of these points, please complete a full Equality Impact Assessment.*

*If you have answered 'No', you need take no further action in completing an Equality Impact Assessment*

## Equality Impact Assessment Screening Questions

### Reidvale Housing Association - Privacy Impact Assessment

1. A substantial change to an existing policy, process or system that involves personal information  
Yes  No
2. A new collection of personal information  
Yes  No
3. A new way of collecting personal information (for example collecting it online)  
Yes  No
4. A change in the way personal information is stored or secured  
Yes  No
5. A change to how sensitive information is managed  
Yes  No
6. Transferring personal information outside the EEA or using a third-party contractor  
Yes  No
7. A decision to keep personal information for longer than you have previously  
Yes  No
8. A new use or disclosure of personal information you already hold  
Yes  No
9. A change of policy that results in people having less access to information you hold about them  
Yes  No
10. Surveillance, tracking or monitoring of movements, behaviour or communications  
Yes  No
11. Changes to your premises involving private spaces where clients or customers may disclose their personal information (reception areas, for example)  
Yes  No

*If you have answered 'Yes' to any of these points, please complete a full Privacy Impact Assessment. If you have answered 'No', you need take no further action in completing a Privacy Impact Assessment.*



**R E I D V A L E**  
**H O U S I N G A S S O C I A T I O N**

**PERMISSION TO KEEP A PET APPLICATION FORM**

Keeping of pets, you must obtain our written permission before you or anyone living with you may keep a domestic pet. We will not refuse permission unreasonably.

**All information to be completed by the tenant seeking permission for a pet.**

**Tenant and Property Details:**

Tenant Name		Date of Birth	
Joint Tenant Name		Date of Birth	
Home Telephone		Mobile	
Address		Post Code	
Email			

**Do you currently have any pets? Please circle appropriate answer.**

Yes

No

If **Yes**, please advise type and breed:

**Details of new pet:**

Type:	
Breed:	
Name:	
Colour:	
Male / Female:	
Neutered:	
Is this a temporary arrangement?	
Is this a registered assistance/emotional support pet? (If yes, evidence will be required to confirm, and we will contact you regarding this)	
Vet Details	
Pet picture to be supplied, date supplied	

I declare that the information I have provided is an accurate record and I understand that my landlord may seek verification of the details provided. Reidvale Housing Association will aim to respond to your request within 28 days upon receipt of this application form. You will be notified whether permission has been refused or granted. If refused, we will state the reason as to why.

## Responsible Pet Owner Disclaimer

As a responsible pet owner, I acknowledge the importance of providing a safe, healthy, and nurturing environment for my pet(s). I commit to the following responsibilities:

1. **Healthcare:** Ensure regular veterinary check-ups, vaccinations, and appropriate medical care.
2. **Nutrition:** Provide a balanced and nutritious diet, tailored to my pet's needs.
3. **Exercise and Enrichment:** Offer sufficient physical activity and mental stimulation to keep my pet healthy and happy.
4. **Safety:** Create a safe living environment, free from hazards, and provide appropriate identification and containment.
5. **Training and Socialisation:** Use positive reinforcement training methods and encourage appropriate social behaviours.
6. **Compassion and Understanding:** Recognise and respond to my pet's physical and emotional needs with empathy and care.
7. **Community Consideration:** Ensure my pet's behaviour does not cause distress to neighbours, avoiding any antisocial tendencies.
8. **Cleanliness:** Responsibly clean up after my pet to maintain a clean and hygienic environment for the community.

By adhering to these principles and to adhere to Reidvale Housing Associations Pet Policy, I strive to ensure the well-being and happiness of my pet and contribute positively to the community.

Tenant signature		Date	
Joint tenant signature		Date	

### For RHA Staff Use Only

Date Received and Acknowledged		RHA Property Reference	
Task to HO		Date HO Received Application	
Permission Granted Y/N		Date system updated and letter sent to tenant.	

Processing Officer Signature		Date Processing Completed	
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Our Ref:

Name  
Address  
Flat  
GLASGOW  
G31

Dear

## **PET PERMISSION APPROVAL**

Thank you for your Pet Permission Application Form which was received at the office. We write to inform you that your pet permission application has been approved on the grounds that you adhere to the conditions of your tenancy agreement and the disclaimer you signed on the application setting out the role and responsibilities of a responsible pet owner.

### **“Extract from Scottish Secure Tenancy Agreement**

2.5 You must obtain our written consent prior to keeping any domestic pet and must take all reasonable steps to keep your pet under proper supervision and control at all times. You should ensure that your pet does not cause nuisance, annoyance or danger to your neighbours or visitors to the common property (this includes fouling, noise or smell from your domestic pet). As the tenant you are also held responsible for cleaning up any of your pet's mess, including faeces, where appropriate and ensuring that it does not use communal areas such as closes or back courts as a toilet. We are entitled to require the removal of any pet if it is found to be causing nuisance or damage as outlined above.”

Please note that dogs are not allowed within the backcourt area.

We will update our records with the details of your pet outlined within your application and please see attached copy of Reidvale Housing Associations Pet Policy which you must adhere to.

I hope this clarifies the current situation.

Yours sincerely

Housing Officer

Our Ref:

Name  
Address  
Flat  
GLASGOW  
G31

Dear

## **PET PERMISSION REFUSED**

Thank you for your recent application to keep a pet in your residence at **ADDRESS**. We appreciate your interest in maintaining a pet within our community.

After reviewing your application and considering all relevant factors, we regret to inform you that your request to keep a pet has not been approved at this time. Our decision is based on **[briefly explain the reason if appropriate, e.g., current housing regulations, concerns about space, or specific policies regarding pet ownership]**.

We understand this may be disappointing news. However, it is important for us to ensure that our policies and living conditions are in the best interests of all residents.

We encourage you to discuss this matter further if you have any questions or require clarification on our policies. Our goal is to ensure a harmonious living environment for everyone.

Thank you for your understanding.

Yours sincerely

Housing Officer