



Keeping pets

Information for tenants

Our Pets Policy

Viewpoint aims to provide all tenants with peaceful enjoyment of their homes and the immediate surrounding environment.

We also recognise that many people benefit considerably from the companionship that a pet provides. We are therefore happy for our tenants to keep a pet provided that they do so responsibly.

Tenants who wish to keep a domestic pet must apply in writing and sign a Pet Keeping Agreement, and receive permission from Viewpoint to keep a pet.

A domestic pet is defined as:

- Dog (excluding any dog prohibited by the Dangerous Dogs Act 1991);
- Cat;
- Domesticated bird (excluding pigeons and birds of prey);
- Small domesticated rodent (e.g. rabbit, hamster, gerbil, guinea pig, mouse);
- Small reptile or amphibian kept in a terrarium (e.g. terrapin, tortoise, lizard).

This list is not exhaustive and you should discuss any other domestic pets you would like permission to keep with a member of staff.

Tenants are not required to apply for permission to keep freshwater or tropical fish in a home aquarium.

Due to the nature of Viewpoint's housing we would generally only give permission for one domestic pet to be kept. However, in exceptional circumstances permission may be granted for more than one pet. If a tenant wishes to keep more than one pet, the reasons for doing so must be included in the tenant's written application for permission.

Conditions for Keeping a Domestic Pet

Permission to keep a domestic pet is only granted provided the following conditions are met:

- Keeping the pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law.
- The tenant is responsible for the care and behaviour of a pet owned by them or anyone living with them.
- The tenant must take all reasonable steps to supervise and keep any pet under control and ensure the pet is not left unattended in common or open areas.
- Dogs must always be accompanied out with the tenants' own home and kept on a short lead in all Viewpoint common areas, grounds and shared gardens.
- The tenant is responsible for cleaning up after their dog and removing any faeces and other excreta.
- Cats must be house cats and not allowed to wander the common areas, grounds and shared gardens unaccompanied.
- The tenant must take all reasonable steps to prevent a pet causing nuisance, annoyance or danger to their neighbours. This includes fouling, noise or smell from the pet.
- The tenant must take reasonable care to see that a pet does not foul or cause damage to the house, their neighbour's property, anything belonging to Viewpoint or anything Viewpoint is responsible for, such as common parts.
- The tenant must not breed animals. If a tenant's domestic pet gives birth, then the tenant will be given a maximum of 3 months to find alternative homes for the animals.
- The tenant must agree to remove the pet from the property if the tenant should become permanently unable (through disability or ill health) to care adequately for the pet.
- The tenant must provide details of a nominated person who can care for the pet if the tenant becomes temporarily unwell or otherwise unable to care for the pet.

- The tenant must have arrangements in place for the pet to be cared for if you are absent from the house. Please provide us with a nominated contact who will look after your pet anytime you are absent from the property for example if you are in hospital or on holiday.
- The tenant must sign our formal agreement on keeping pets.

How to obtain permission

The request must be made in writing to your Housing Officer using the Form at the back of this leaflet.

We will give our decision in writing within 21 days of receiving the written request for permission. If we do not reply within 28 days permission is automatically granted.

Any permission given may be subject to additional, specified conditions.

Viewpoint will not refuse the request without good reason. If we refuse, we will tell the tenant what the reason is.

If the tenant objects to our decision, they can appeal in writing to the Operations Manager within 14 days of receiving the decision.

The decision of the Operations Manager will be final and be made in writing within 14 days of receipt of the appeal. The Operations Manager will specify what action the tenant is required to take to remedy the situation.

Where the matter is not resolved satisfactorily, Viewpoint will withdraw permission for the tenant to keep the pet, and the pet must be removed from the Tenant's property within 14 days of notice being given of the withdrawal of permission. Where necessary, we will initiate legal action against the tenant for the removal of the pet.

Breach of Conditions

Viewpoint may reconsider its permission for a tenant to keep a domestic pet if it appears that:

- any of the conditions are being breached;
- the keeping of the pet is causing a nuisance to anyone in the neighbourhood;
- the keeping of the pet is causing damage to property.

In any of these circumstances Viewpoint will issue one formal warning to the tenant.

Pet's details

Type of Pet _____

Name of Pet _____

Age of Pet _____

Signature Tenant

Signature Joint Tenant

Please provide a nominated contact who will look after your pet anytime you're absent from the property. For example you're in hospital or on holiday.

Name _____

Address _____

Contact Telephone number(s)
