



Your guide to our
**PETS
POLICY**



Railway Housing Association

PETS POLICY

The Association recognises that pet ownership can bring many health and social benefits, particularly to older people. However, controls must be in place to prevent irresponsible pet ownership which can cause suffering to animals and nuisance to neighbours.

The Association's tenancy agreement clearly states in Clause 3 (8) that tenants shall obtain the written consent of the Association before keeping a dog or any other animal on or about the property. The tenant shall keep pets under control at all times and not allow any pets to cause a nuisance or danger to others, damage the property or foul in public places.

Permission will usually be granted for small domestic animals and birds. The number and type of pet that may be kept are as follows:

- Flats, houses and bungalows with communal gardens – a maximum of two small birds; a small aquarium; two same sex rabbits, hamsters, mice, gerbils, rats or guinea pigs.
- Houses and bungalows with individual enclosed gardens – small domestic animals and birds as listed above, up to two cats, up to two dogs. Permission will be given for a disabled resident to keep an assistance dog, such as guide dogs for the blind, hearing dogs for the deaf or dogs for the disabled.

Permission will not be granted for the following:

- Farm animals such as sheep, goats, pigs, cattle, horses and ducks.
- Animals registered under the Dangerous Wild Animals Act 1976 such as venomous snakes and certain types of spiders
- Dogs specified in the Dangerous Dogs Act 1991

Residents will be held responsible for the control and behaviour of their pets and any pets that visit their home.

If cats are allowed free access outside then residents must take steps to ensure that they do not cause a nuisance to neighbours.

Dogs must not be allowed outside unattended, must be kept under control and on a lead when in public areas.

Animal faeces must always be removed immediately.

All pet cats, dogs and rabbits must be neutered.

All pet cats and dogs must be permanently identified by microchip or tattoo.

All pet dogs must wear a collar and identification tag to comply with current legislation.

Under the Animal Welfare Act 2006 residents have a duty of care to take responsibility for the health and welfare of their pets. Routine healthcare must include regular control of parasites (fleas and worms), vaccination and neutering where appropriate.

A resident of a sheltered scheme must nominate at least one person and/or an organisation (such as an animal welfare charity) to be responsible for their pet should the resident become ill or die.

The Association will not permit residents to breed any animal or offer any animal for sale from Association property.

The Association will take action to deal with any nuisance caused by resident's pets. Examples of nuisance include roaming and unattended pets, pet owners not cleaning up pet fouling, pets fouling in neighbour's gardens, excessive noise, aggressive animals, and unpleasant odours from pets.

The Association will aim to resolve any incidences of nuisance caused by pet ownership informally and by agreement. However, if this is unsuccessful then action taken may include mediation; withdrawing permission to keep a pet; restricting the number of pets; referral to the Police, Local Council and/or RSPCA; serving an injunction; acceptable behaviour orders; and legal proceedings to end a tenancy.

The Association will also contact the Police or RSPCA if there is any reason to suspect that a resident's pet is being maltreated.

The cost of repairing any damage to Association property caused by a pet will be recharged to the tenant of the property or the pet's owner, as appropriate.



Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده که ویت، و یا به شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگ. نہ گہ ر پیویسنت بہ ز انباری زورتر، یارمہ تی و یا ناموزگار ی ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیک لہ کارمہ ندہ کان. (نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گذارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (آنہری ہونی کھائی، ہینا انخاص کے پڑنے کی کھائی) یا ڈی اور پیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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Registered Social Landlord: A1855 | Registered Charity: 1188450
Member of the Housing Ombudsman Service

