

Pets Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values

We are
caring and
compassionate



We are
inclusive
and **trusted**



We focus on
excellence
and
innovation



We work in
partnership
and are
one-team



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 **Look Ahead**
CARE, SUPPORT AND HOUSING

Supporting Procedures, Documents and Guidance

[Pet Agreement](#)

Copies of these documents can be supplied on request

1. Introduction

- 1.1 We recognise the therapeutic value in pet ownership and that the decision to own a pet is an individual choice and responsibility. However, in some cases, the design, layout and nature of our services or properties mean they are not suitable homes for pets.
- 1.2 It is the customer's responsibility to declare any pets they own – or intend to purchase – and to seek permission to bring the pet or pets with them from the relevant manager. In most cases the occupancy agreement will state whether or not a pet is allowed to be kept in the property. Where we are not the landlord – and where this is expressly stated in the occupancy agreement – it is the customer's responsibility to seek permission, in writing, from the Head Landlord and to provide evidence of this before they move into the accommodation or purchase the pet or pets.
- 1.3 Each request will be considered on a case-by-case basis and is dependent on factors relating to each service and the terms of the occupancy agreement. It is the manager's responsibility to assess any risk – or potential risk – of accommodating a pet in relation to service delivery and the health, safety and wellbeing of others. Wherever practical, the customer should bring their pet with them at sign-up so that a reasonable assessment of suitability can be made. The manager or Head Landlord's decision will be final.
- 1.4 Only domestic pets will be accepted as pets. Permission to keep reptiles, spiders or rats or any animal classed as dangerous under the Dangerous Wild Animals Act 1976 or the Dangerous Dogs Act 2024 will be denied.
- 1.5 A [Pet Agreement](#) and Risk Assessment must be completed and signed by both the customer and the Contract or Service Manager detailing the conditions that must be met in order for the pet or pets to reside in the property.
- 1.6 Any incident involving a pet within a service must be reported following the Incident Management Policy.

2. Definitions

- 2.1 A **domestic pet** is an animal that is kept in a home for companionship and pleasure. Domestic pets are tamed animals that have been selectively bred to become different from their wild ancestors and are genetically determined to be

tame and tolerant of humans. Examples of domestic pets include dogs, cats, ferrets, hamsters, rabbits, small caged animals and birds.

3. Accommodation Based Services

- 3.1 Service or assistance dogs – including guide dogs – are permitted in all circumstances. The owner of the assistance dog is responsible for ensuring that their dog is properly trained and does not cause a nuisance or annoyance to others.
- 3.2 Where applicable, proof must be shown at the time of assessment that the pet has been:
- Inoculated
 - Neutered – dogs and cats
 - Treated for fleas and worms
 - Dogs and cats over the age of 8 weeks must be microchipped
- Pets that go outside – eg dogs and cats – must be treated for fleas and worms at least every three months using a vet approved treatment. Failure to confirm these details may result in the refusal to allow the pet to reside in the service.
- 3.3 No visitor is allowed to bring a pet into a service at any time with the exception of pets that accompany certified professionals to carry out specific work within the service, eg therapists or service/assistance dogs, including guide dogs.
- 3.4 Pets will only be allowed in studio or self-contained flats. Room/accommodation checks will take place daily when the pet moves into the property and weekly once we are satisfied that the pet or pets are being appropriately managed and cared for.
- 3.5 Customers are responsible for keeping all areas clean and pet owners must take all reasonable steps to minimise the build-up of hair. Where a pet or pets soil any part of the accommodation provided, it is the owner's responsibility to clean this immediately and to seek veterinary advice if this happens more than once.
- 3.6 Other than communal corridors and stairways pets are not allowed in any communal areas other than lounges – except in the case of assistance dogs or with the agreement of others who use the area. Pets are not permitted in dining rooms, guests rooms or laundry rooms, with the exception of assistance dogs.
- 3.7 Arrangements for the storage and disposal of litter trays and puppy pads must be agreed local and approved by the Contract or Service Manager.
- 3.8 Permission will normally be given for one or two small caged animals such as rabbits, hamsters or gerbils that meet the conditions set out above.
- 3.9 Permission will normally be given to keep small, caged birds. However, some birds can be very noisy and we would withdraw permission if the noise causes a nuisance or annoyance to neighbours.

- 3.10 Permission will normally be given to keep fish, however permission will not be granted for fish tanks with a volume over 150 litres or more as this exceeds the load-bearing capacity of our properties.
- 3.11 Stray dogs and cats must not be adopted and introduced to the service.

4. Unsupported Accommodation

- 4.1 Service or assistance dogs – including guide dogs – are permitted in all circumstances. The owner of the assistance dog is responsible for ensuring their dog is property trained and cared for.
- 4.2 A written request must be submitted to the Housing Officer if a customer intends to bring a pet into a property. Where applicable, proof must be shown at the time of the request that the pet has been:
- Inoculated
 - Neutered – dogs and cats
 - Treated for fleas and worms
 - Dogs and cats over the age of 8 weeks must be microchipped
- 4.3 Customers living in unsupported properties must obtain written permission from their Housing Officer before any pet is brought into the property to reside. Customers must request our permission to keep any uncaged domestic pet.
- 4.4 Permission will normally be given for one or two small caged pets such as rabbits, hamsters or gerbils.
- 4.5 Permission will normally be given to keep budgerigars and other small, caged birds. However, some birds can be very noisy and we would withdraw permission if the noise causes a nuisance or annoyance to neighbours.
- 4.6 Permission to keep fish will normally be given. Permission will not be granted for fish tanks with a volume of 150 litres or more as this exceeds the load-bearing capacity of our properties.
- 4.6 Permission will not be granted for:
- Dogs specified in the Dangerous Dogs Act 2024
 - Farm animals, including chickens, ducks, sheep, goats, horses, pigs or cattle
 - Spiders, rats or reptiles
- 4.7 We reserve the right to remove any pet with the support of the RSPCA or any agency working with the service where the pet is left unattended, is not being adequately cared for or is causing a nuisance, annoyance or health and safety concern.
- 4.8 We reserve the right to revoke any consent given if it is proven that the pet or pets are causing a nuisance or annoyance to others.

090.00_Pets

- 4.9 Pets must not damage any of our property, including fixtures, fittings and communal parts of the building and/or neighbouring properties. Owners will be re-charged the cost any repairs arising from damage caused by their pets.
- 4.10 Animals must not be kept for the purposes of breeding or sale.
- 4.11 Cat or dog flaps must not be installed without our prior, written, consent as these can compromise the fire safety of a property. Dogs must not be walked – or allowed to defecate in communal gardens.
- 4.12 Dead pets must be disposed of in a responsible and safe manner and not buried in the garden or communal garden.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

Policy Sign Off and Ownership

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Version	3.0

Equality Impact Assessment	N/A
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Author	██████████
Owner (if different)	Head of Housing
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Related Policies/Procedures	Anti-Social Behaviour Policy Incident Management Policy Visitors Policy
Relevant Legislation and Regulatory Requirements	Animal Welfare Act 2006 Dangerous Dogs Act 1991 (Amended 2024) Dangerous Wild Animals Act 1976 Dogs Act 1871

Version History			
Version	Date	Description of Changes	Author
3.0	Jan 2024	Amended to accommodate pets in DA services in buildings owned by other organisations. Approval ratified by the Policy Group on 26.2.25	██████████