

ccha Pet Procedure

Keeping Pets

ccha understands that you may want a pet and recognise that pets can be a great source of companionship to their owners.

However, we must consider the impact keeping a pet may have on the property and your neighbours.

Permission to keep pets will be at the discretion of ccha and will be considered on a case by case basis. We aim to respond to any request to keep a pet within 28 days.

Your occupancy agreement should set out if we allow pets in your block or not. Where we do not own the freehold, we will be bound by the rules of the freeholder and what is in our agreement with them. If you live in such a block or if you're unsure what's in your agreement, you should ask us to check for you.

For Homeowners including shared owners, ccha will charge a non-refundable administration fee of £60 + VAT to process your request for permission to keep a pet.

Pets of any kind are not permitted in our supported housing accommodation as it is temporary and not a permanent home.

You should not acquire a pet before permission has been granted.

Permission must be granted for dogs and cats and exotic animals such as reptiles, amphibians and invertebrates.

You must obtain our permission before you get your pet or if you want to install dog or cat flaps. This is because we will need to check the flaps will not affect the door's fire safety or compromise the building in any way.

All residents wishing to keep a pet must complete a 'permission to keep a pet' request form. If you are unsure about whether you need permission, please contact the office.

Disability assistance animals are usually specially trained dogs and whilst a request will still need to be made to ccha, the request will not usually be refused unless the grounds for refusal are reasonably justifiable.

Permission granted to keep a pet are not transferable so you will need to apply for each new animal separately, or if you are transferring to a new home within our stock (and previously had permission granted).

ccha does not allow residents to keep pigeons, fowl or livestock.

Important factors to consider when thinking about having a pet:

- Is the pet you want to keep appropriate to the size of the flat or the property you live in?

- The cost of keeping a pet? Food, bedding, veterinarian treatment, vaccinations and pet insurance are all quite costly commitments.
- Does this pet need regular exercise? Can you provide this?
- Arrangements for the pet to be taken care of, if you are taken ill, away from home or on holiday.
- Do you have access to a suitable place to exercise your pet e.g. a private garden?

Small Animals

Permission is not required for small animals such as fish, rodents or caged birds. Our overriding principle being that a maximum of two of these types of pets may be kept in any one household.

However, you must consider where you will keep the pet and how you will look after it. www.rspca.org.uk/adviceandwelfare/pets

These pets are expected to live indoors only and should not be seen on the balcony or any other communal space within the property or grounds.

If you have your own private garden permission may be given to keep small pets in hutches such as rabbits and guinea pigs.

Exotic Pets

- We take exotic pets, reptiles, amphibians and invertebrates to be snakes, lizards, spiders etc. We do not encourage you to keep this type of pet in a ccha property because they usually need specialised care and living conditions.
- If you wish to keep an exotic pet, you must apply for permission and be able to demonstrate that you know how to meet the care needs of the animal including providing a suitable living environment.
- ccha would encourage you to look at the RSPCA website for guidance on how you should keep exotic pets www.rspca.org.uk/adviceandwelfare/pets/other.
- **Any exotic pet that would require a licence under the dangerous wild animal act 1976 is not permitted.**
- **Permission will not be granted if in the opinion of ccha the pet will pose a safety risk to the household or neighbours should it escape.**

Cats

- If living in a flat or first floor maisonette we will consider a request to keep one cat that is an indoor cat only.
- You would always be expected to keep your cat under control and ensure that they do not damage our property, cause a nuisance to others or wander freely on communal balconies or walkways.

- They are not permitted to defecate in the communal areas or within the building or boundaries of ccha. This includes any grass areas belonging to ccha.
- We would encourage you to have your cat insured.
- **Should your situation change resulting in the loss of your cat, you will still need to seek permission from ccha prior to seeking/purchasing and homing another cat.**
- ccha would encourage you to look at the RSPCA website for guidance on how you should keep Cats www.rspca.org.uk/adviceandwelfare/pets/cats

Dogs

- ccha will consider requests to have a dog only on a case by case basis.
- Permission granted will depend on an individual's accommodation.
- The permission will be valid for the current accommodation only.
- Should you transfer or undertake a mutual exchange you will need to seek permission for the new accommodation.
- In the case of dogs, it is likely that your Tenant Management Officer (TMO) or Homeowner & Leasehold Officer (HLO) will need to visit your accommodation to confirm you have space and the facilities to have a dog at your home.
- Legally you must have your dog permanently identified by microchip and we recommend that you have medical and third-party insurance.
- Dogs must not be exercised or allowed to defecate in the communal areas or within the building or boundaries of ccha. This includes any grass areas belonging to ccha.
- Your dog should not be allowed to wander on communal balconies or walkaways.
- Dogs are to be kept on a lead while in common areas.
- You must not chain or tether dogs in any communal area within your building including outside.
- You must not breed or board dogs at our property or leave your dog alone for long periods of time.
- **Should your situation change resulting in the loss of your dog, you will still need to seek permission from ccha prior to seeking/purchasing and homing another dog.**
- ccha would encourage you to look at the RSPCA website for guidance on how you should keep dogs www.rspca.org.uk/adviceandwelfare/pets/dogs

When might permission be refused?

If permission is refused, you will be sent a letter giving one of the following reasons:

- a. The pet was unsuitable for the property.
- b. The addition of this pet would result in there being too many pets in the home.

- c. Your pets have previously caused a problem.
- d. The animal may be at risk of suffering i.e. malnutrition, kept in a confined space unsuitable for the size of the pet etc.
- e. The animal is likely to cause a breach of tenancy.
- f. The Association is aware of a previous pet being removed from the home due to ill treatment or cruelty.
- g. The pet is large and requires regular exercise, which the resident is unable to provide.
- h. The pet is dangerous as defined in the Dangerous Dog Act 1991.
- i. Breeds defined under the Dangerous dogs Act 1991
<https://www.bluecross.org.uk/dangerous-dogs-act>

ccha Expectations for residents keeping pets

- There is an expectation that you will ensure that you maintain a clean and tidy environment within your premises including balconies. These areas should be free from animal mess, fleas or vermin. Warning letters will be issued and further action may be taken if residents fail to do this.
- Any animal that is kept at your property or that are brought to your property by visitors must be kept under proper control and they must not be allowed to cause a nuisance or annoyance to other persons in the neighbourhood.
- We can withdraw permission if any animal that is kept at the property or visits the property causes a nuisance to others in the neighbourhood, damages property or is being ill-treated.
- There are laws to make sure that if you keep a pet, you are able to care for it properly. This means making sure that pets have a suitable place to live, is given the right food to eat and is protected from pain and suffering, injury and disease. Any resident neglecting or abusing their pet will be reported to the RSPCA.
- Any damage caused to the property by any pets you keep after gaining permission, will be charged to you.

If you think a pet is deliberately being mistreated, you should report your concerns to that RSPCA animal cruelty Hotline – 0300 1234 999.

Process to apply for permission to keep a Pet in a ccha premises

1. You should complete the request application form to keep a pet, all fields must be completed.
2. Provide as much detail about the type of pet as possible, size where you will keep it etc.
3. ccha will aim to process your request within 28 days subject to checks. (This includes a home visit if a dog is being requested.)
4. ccha will contact all persons who have been named, including the other responsible person as we need to be sure that they are happy to take this responsibility in the case their circumstances change.
5. ccha will confirm the decision in writing, and it will be noted on your tenancy file.
6. Should you be refused permission for a pet, you will be sent a letter giving the reason for refusal.
7. If you are still not satisfied with the outcome, you will have 28 days to appeal the decision. You will need to put your reasons for appealing the decision in writing to the Operations Manager of your premises and send or email it to ccha Head office.
8. In the case of cats and dogs, once you have received written permission and acquired your pet, you should provide your TMO/HLO with proof of microchipping. (Many animal charities provide this either free of charge or at a reduced rate in certain cases.)
9. Once written permission has been received and you have acquired your pet, we recommend that you take out insurance. A copy of this should be seen by your TMO/HLO.

Version History	
Procedure name:	Pet Procedure
Version code:	1.0
Lead officer:	Operations Manager - HS
Equality Impact Assessment Completed:	March 2019
Date of issue:	July 2021
Date of review:	July 2024
Version replaced:	New
Changes made	N/A

APPENDIX 1

Please read our Keeping Pets Leaflet before filling in the form

Residents in ccha (General Needs, Older Persons, Shared Ownership and Leasehold) accommodation are permitted to keep pets at the discretion of ccha or the Freeholder.

Requests will be looked at on a case by case basis.

Please complete and sign this form returning it to your Tenant Management Officer (TMO) or Homeowner & Leasehold Officer (HLO):

By email to customers@ccha.biz or send to ccha Head Office, 6th Floor Norfolk House, Wellesley Road, Croydon, CR0 1LH

Personal Data

The personal data collected on this form is protected by the Data Protection Act 2018. The purpose of collecting this information is so that we can consider your application to keep a pet. Our legal basis for collecting this information is legitimate interest. The information will form part of your tenancy/lease file and will be kept in accordance with the National Housing Federations recommended retention policy. For more information about how we process your data please read our privacy statement which can be found here : [Legal Notice - Croydon Churches Housing Association - \(ccha.biz\)](#).

Permission to keep a Pet Request Form

Name of resident who will be responsible for the pet	
Address where the animal will be living:	
Owners telephone Number /Mobile:	
Owners Email	
Tenancy/Lease Start Date:	
What type of Pet are you seeking permission to keep? (e.g. Cat, Dog, Reptile)	
Have you applied before for permission to keep a pet and been refused? (If yes, please give details)	

<p>Have you ever had a pet removed by the RSPCA or been prosecuted for any offence against animals?</p> <p>(If yes, please explain why?)</p>	
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This section must be completed if you are requesting a Dog, Cat or Reptile.

If you are requesting permission to keep a dog it is likely a home visit will be carried out.

We will also request a photo of your pet to keep on file if permission is granted.

<p>Breed:</p>	
<p>Size of dog:</p>	
<p>Name of dog/cat:</p>	
<p>Do you have insurance for this dog/cat?</p>	
<p>Has the dog/cat been microchipped? Please provide number once you have acquired the animal</p>	

Other Responsible person

Please give us the details of the person who will be responsible for your pet, in the event that you are unable to care for it.

Name:	
Address:	
Telephone Number/ Mobile:	
Email:	
Their Signature:	

ccha will contact the person that has been named, as the other responsible person for this pet to ensure that they are happy to take this responsibility.

Declaration

- I understand that I am fully responsible for the care, welfare and behaviour of my pet and will ensure that they do not cause any nuisance or distress to my neighbours or others.
- I will not leave my pet or allow it to roam in any communal or shared area of ccha grounds or property at any time.
- If my pet has an accident in any of the communal or shared areas of ccha grounds, I will clean it up. This includes the removal of excrement. I accept that I may be charged for additional cleaning if this occurs.
- I confirm that I can afford to keep this pet and I am able to provide all the necessary care.
- I agree to have my pet microchipped (proof of documentation will be required.)
- I understand that ccha has the right, at any time, to withdraw any permission to keep a pet.

Resident's Signature:

Date:

Should you be refused permission for a pet, you will be sent a letter giving the reason for the refusal. If you are still not satisfied with the outcome, you have 28 days to appeal the decision, by emailing the Housing Services Operations Manager at customers@ccha.biz or by writing to ccha Head Office, 6th Floor Norfolk House, Wellesley Road, Croydon, CR0 1LH.

Office use only

Home Visit completed for Dog?		Date Completed	By Whom
Yes	No		
Comments:			

Permission Granted?		
Yes (confirmation of permission to be sent)	No (letter to be sent with explanation)	Comments:

Have insurance documents been seen/copied (once permission is granted or pet purchased)		
Yes	No	Comments:

Microchip Number (once permission granted or pet purchased):

Managers Signature :

Role:

Signature:

Date signed/agreed: