

L&Q Pets Policy



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1 Purpose

- 1.1 We recognise how important a pet can be to their owner, in terms of providing companionship, and having a positive impact on mental and physical well-being. This policy sets out our approach to pet ownership within properties we manage. We aim to be consistent, fair, and to balance both the needs of the individual with the needs of others.
- 1.2 The policy confirms the type and number of pets we allow, and the standards we expect from responsible pet owners. It explains how we will deal with any nuisance caused by pets, and related issues such as reports of mistreatment.

2 Scope and Exclusions

- 2.1 This policy broadly applies to all households living in all types of homes owned or managed by L&Q including tenants, leaseholders, shared owners, and licence-holders.
- 2.2 There may be some exceptions or limitations to the policy where a particular contract or building has specific restrictions on keeping pets. This could be the case, for example, where L&Q do not own the main building, or certain shared living spaces. Note: If your particular tenancy, licence, or lease agreement states a restriction on keeping pets, or requires specific permission, that contract overrides what this policy would otherwise permit.

3 Legislation and Regulation

- 3.1 This policy has been written in line with current legislation and regulation. This includes but may not be limited to:
 - Animal Welfare Act 2006
 - Anti-social Behaviour, Crime and Policing Act 2014
 - Dangerous Dogs Act 1991
 - Dangerous Wild Animals Act 1976
 - Environmental Protection Act 1990
 - Control of Dogs Order 1992
 - Equality Act 2010
 - The Microchipping of Cats and Dogs (England) Regulations 2023
 - Exotic Disease (Amendment) (England) Order 2024

4 Permissions and Registration

4.1 Generally, we will permit residents to keep the following:

- Up to two dogs
- Up to two cats
- A reasonable* number of small animals

4.2 Permission to keep pets is not automatically given in all cases. We advise residents to first check the terms of their lease, tenancy or licence before getting a pet, as some agreements do not permit them, or require explicit permission from L&Q. (Examples of these include where we do not own the whole building and must follow rules set by the building's owner, or where a shared ownership lease requires permission to be sought in advance).

4.3 Additionally, when housing pets, what could be considered reasonable and appropriate in one building, may not be appropriate in another. This applies to the pets suitability and consideration for the property and community. For example, a detached house with a large garden may be able to accommodate different sizes, types or numbers of animals when compared to a studio flat.

4.4 We retain the right to withdraw permission where an animal has caused nuisance, been neglected, or where residents have not maintained their responsibilities. We may also take action for breaches to the tenancy or lease agreement.

4.5 All dogs over the age of eight weeks must be microchipped and wear a collar and tag in public.

4.6 All cats must be microchipped and registered by the time they are 20 weeks old.

Dog Registration

4.7 Residents must notify us when they get a dog and complete the Pet Dog Registration Form. They must confirm the following:

- The breed of the dog
- That the dog is neutered
- That the dog is microchipped
- That they understand and will comply with all aspects of our "Pet owner responsibilities"

4.8 Residents who have an assistance dog, do not need to complete the registration form, as these trained animals are viewed as an auxiliary aid rather than a pet. (See Equality and Human Rights Commission Guidance - Assistance Dogs: A guide for businesses and service providers).

Bird Registration

- 4.9 In line with legislation to prevent the spread of disease, anyone keeping poultry or any other captive birds, regardless of the number, must register them with the Animal and Plant Health Agency (APHA). This includes such animals even if they are solely kept as pets.
- 4.10 Popular pet birds including such as budgies, parrots, cockatiels, and finches may be allowed without registration if they are kept entirely indoors with no access to the open air.

5 Restrictions

- 5.1 Under no circumstances are households permitted to keep the following as pets in or at L&Q properties:
- Animals listed under the Dangerous Wild Animals Act 1976 (including large mammals, carnivores, larger or venomous reptiles, dangerous spiders and scorpions)
 - Any endangered species
 - Any hybrid between a domestic and a wild/exotic animals
 - Bees
 - Dogs listed under the Dangerous Dogs Act 1991 - with the exception of dogs registered on the Index of Exempted Dogs that have undergone an assessment to determine that they are safe and where the owner is compliant with additional conditions
 - Livestock (including horses and cattle)
 - No pets/animals must be kept for the purposes of breeding or sale

6 Pet Owner Responsibilities

- 6.1 We expect all pet owners to care for their animal's needs and uphold the following standards, including:
- its need for a suitable environment
 - its need for a suitable diet
 - its need to be able to exhibit normal behaviour patterns
 - any need it has to be housed with, or apart from, other animals, and
 - its need to be protected from pain, suffering, injury and disease
 - its need to be defleaed and wormed

6.2 In line with our Good Neighbourhood Management and ASB policies, responsible pet owners must stay aware of the following:

- Pets must be kept under proper control and not cause a nuisance to other households. This includes keeping dogs on a lead in communal areas.
- No fouling in communal areas, on balconies or on patios. Where fouling has occurred, the responsible owners must clean up immediately.
- Clean up regularly after the pet to prevent pests accessing spilled food or unpleasant odours transferring to other properties.
- Animals must not damage any L&Q property, including communal parts of the building and neighbouring properties. Owners may be recharged for any repairs which result from such damage.
- Be a good neighbour. Be aware that other residents may have allergies or sensitivities to pets, so where possible take a route that will avoid close contact with others, such as inside a lift, and take the stairs.

6.3 In periods of absence owners must:

- Make suitable arrangements for looking after their pet during periods of absence and provide us with alternative contact details should the pet remain on the property.
- Not abandon or leave unattended their pets for an unreasonable period.
- Should we believe that a pet has been left or abandoned we will begin our enforcement process to address the situation, as we feel appropriate.

6.4 Any alterations to a property in order to house a pet must:

- Be carried out in line with our Home Improvement and Alterations policy. Permission to keep an animal may be refused if the property is not suitable for the animal without alteration.
- Cat or dog flaps (or similar devices) must not be installed without our prior consent as these can compromise the fire safety of a property. These are not permitted on fire doors that open onto shared areas. If a resident makes such an alteration without permission, they will be required to reinstate to the previous level, at their own expense. We reserve the right to recharge for such work.

6.5 In the sad circumstance that your pet dies, it must be buried or disposed of in a responsible and safe manner and cannot be buried in communal gardens.

6.6 For staff safety, when L&Q employees or contractors attend a property, dogs must be secured in a separate room. Staff have been advised not to enter a property if they

feel it is unsafe to do so, and if such a request cannot be complied with, we will record that we were unable to access the property.

- 6.7 Where a resident is temporarily looking after a pet for a friend or family member, all restrictions and responsibilities apply during this duration. Residents are responsible for the conduct of their visitors and their pets.

7 Taking Action for Nuisance or Neglect

- 7.1 Where we find a breach of the pet owner responsibilities or where we are notified of a breach, we will work with households to address the pet-related issues, and take appropriate action. This will include trying to understand the circumstances which may have led to the issues, and others it has affected.
- 7.2 In addition to anti-social behaviour from the owner and/or pet, we may also take appropriate action for cases of cruelty, neglect or abandonment.
- 7.3 We may advise or refer a resident to a specialist animal welfare organisation, remind them of their obligations under this policy, and/or issue a warning.
- 7.4 We will investigate all issues relating to nuisance or anti-social behaviour in line with our Anti-Social Behaviour Policy. This may include contacting the local Environmental Health Department to take action under the Environmental Protection Act 1990.
- 7.5 Should there be a pattern of nuisance behaviour, or a single serious incident, we will undertake enforcement action which may involve:
- Contacting the Police if the pet is believed to be dangerous and/ or covered under the Dangerous Dogs Act
 - Recharging residents where pets have caused damage to L&Q property
 - Reporting animal cruelty, or abandonment, to the RSPCA or RSPB. We may also contact local authorities who have a responsibility to ensure animal health and welfare
 - Removing permission to keep the animal and requiring it to be rehomed
 - Seeking an injunction to prevent residents from keeping a pet in a particular property or taking pets to specific areas
 - Seeking possession of a resident's home for serious and persistent breaches

8 Monitoring and Controls

- 8.1 We will monitor how this policy is followed in the following ways:

- Six monthly reviews of the number of complaints being made regarding pets and the number of anti-social behaviour cases
- Regular reviews of our policy, to include feedback from staff and from residents

9 Policy controls sheet

Date of approval: 01/05/2025

Approved by: Director of Housing Management

Effective date: 06/05/2025

Next Review date: 01/05/2028

Policy owned by: Customer Services

Associated documents: ASB Policy

Main change	Key points
Template and Content update, incorporation of new legislation (Cats microchipping and bird registration).	<ul style="list-style-type: none">• Updated to align with new Policy template and formatting.• Updated to reflect new cat microchipping• Content added about Bird registration• Clarification of content to make more readable and accessible to residents
Reviewed by: Policy team	
Approved by: Director of Housing Management	