

Pet Policy

Policy Statement

Purpose

To provide a fair and consistent approach in allowing our customers to keep pets.

Research shows when it comes to pet ownership, there are several proven health benefits for people, including physical, mental and emotional improvements.

It is also recognised that pet ownership can be a means to improving socialisation skills, especially in terms of meeting and interacting with other pet owners.

Orwell is supportive of customers keeping pets however we must owners and responsible and this is not to the detriment of our properties or other customers.

Legal Obligations

Customers are required to request permission to keep a pet under the terms of their tenancy agreement (excluding small, caged animals)

- Dangerous Dogs Act 1991
- Anti-Social Crime and Policing Act 2014
- Animal Welfare Act 2006
- Control of Dogs Order 1992
- Environmental Protection Act 1990.

Orwell's Commitment

- To act fairly and non-discriminatory;
- To consider the physical, emotional, and mental wellbeing of our customers when making a decision about whether a pet can be kept;
- To ensure reasons are provided in writing should consent to keep a pet not be approved giving clear reasons why permission was refused;
- To provide advice on rehoming if approval is refused in relation to an existing pet;
- To consider each customer on a case-by-case basis;
- To ensure different property types are considered with decision making and all customers within the area are taken into account;
- To maintain guidelines detailing what is meant by responsible pet ownership;
- We will not grant permission for any dogs which are listed on the Dangerous Dogs Act;
- To take prompt action should any complaints be made about pets in line with our Anti-Social Behaviour Policy.