

Pet Policy

1.0 Purpose

- 1.1 The purpose of this policy is to clearly set out the expectations from Coastline of its customers in the area of responsible pet ownership.
- 1.2 Additionally, this policy will set out what customers can expect from Coastline in relation to keeping pets in their homes and gardens.

2.0 Policy Statement

- 2.1 The importance of pets within the home is well recognised, often our pets are parts of our family and contribute to wellbeing and quality of life.
- 2.2 Coastline prides itself in being a responsible landlord and in no circumstances will it tolerate animal abuse or neglect, which result in cruelty to animals, nor the right for others in the community to peacefully occupy their home.
- 2.3 Coastline allows permission through this policy for certain types of pets, however this will differ depending on the breed and number of pets and also the type of home occupied. Permission for pets which are of a type or number which sits outside of this policy must be requested in writing through the permission process.
- 2.4 Coastline sets out clear guidelines for how pets should be cared for and managed by their owners at section 5.0. Any breach of this policy could subsequently result in a breach of tenancy and appropriate enforcement action being taken.
- 2.5 This policy covers pet ownership in all accommodation types, with the exception of short term, temporary and supported accommodation, which has its own designated [policy](#).

3.0 Permission

- 3.1 Under the terms of Coastline’s tenancy agreements, there are few circumstances where a tenant may keep a pet without first seeking our permission. Where permission is required, as it will be for the majority of tenants, Coastline will grant that permission without the customer having to ask for it providing that the number of pets for the type of accommodation is not exceeded as below:-

	House and bungalow	Flat	Assumptions
3.2 Dogs	One medium/large breed; or up to Two small breeds	One medium; Or up to One small breed	Small breed – up to Boston Terrier size Medium breed – Up to a Springer Spaniel size

			Large breed – anything bigger than medium
Cats	Up to two cats	Up to two cats	Cats in any flat with a communal entrance will be house cats. Because flat doors are fire doors which must not be compromised, it will not be possible to install a cat flap and permission will be refused.
Birds (internal caged varieties e.g. budgie, canary)	Up to four birds	Up to four birds	To be kept in a suitable sized cage(s)
Small mammals e.g. rabbits, hamsters, gerbils, guinea pigs	Up to four small mammals or two rabbits	Up to four small mammals or two rabbits	To be kept in a suitable sized cage(s)/ enclosure(s)
Amphibians and reptiles	Vivarium with a volume of less than 25 gallons (112.5 litres)	Vivarium with a volume of less than 25 gallons (112.5 litres)	Suitable ventilation must be arranged to ensure there is less risk of condensation
Fish	Fish tank with a volume of less than 25 gallons (112.5 litres)	Fish tank with a volume of less than 25 gallons (112.5 litres)	

- 3.3 For any animal not included in the table above, or for numbers of pets which exceed the level indicated above, the customer is required to follow the permission procedure and request permission from Coastline in advance of making any arrangements or agreements to having additional pets.
- 3.4 Due to the variety of tank shapes and sizes a Floor Loading Assessment should be completed by a competent person engaged by the customer (at their expense) for all fish tanks over 25 gallons / 112.5 litres which equates to 112.5 kgs.
- 3.5 Animals of any sort may not be left unattended in vehicles. Any concerns relating to animals being left unattended in vehicles will be reported to the Police and/or RSPCA.
- 3.6 In the event of any customer being found in breach of this policy as a result either:-

- having more pets than the policy permits without prior written permission, or
- where the customer is not taking reasonable care of their pet and/or
- allowing their pets to cause a nuisance,

We will withdraw permission for the pet or pets and take tenancy action if the pet is not permanently removed.

3.6 By pet we mean a domesticated animal that lives inside the home or in a cage outside. Pet does not mean livestock such as cows, chickens, ducks, goats and horses. Any animal falling outside of this definition of a pet, cannot be kept within our properties or on our land.

4.0 Assistance dogs and disability needs

4.1 By definition, Assistance Dogs are not pets and are therefore excluded from the main provisions of this policy. By Assistance Dogs, we mean dogs that have been trained specifically to assist people with a disability, such as sight or hearing loss, restricted mobility, autism or post-traumatic stress disorder.

For new and existing tenants, we will ask for a proof that the dog is an Assistance Dog from the organisation providing or training the dog.

4.2 Whilst Coastline assistance dogs are outside of the policy and do not require permission but the proof referred to above will be required.

4.3 Therapy animals/pets

4.3.1 Where pet-ownership has been identified as a therapeutic aid, we will consider requests for 'reasonable adjustments' to be made as part of an overall needs assessment. We will require the customer to produce professional confirmation that the animal is recognised as a therapy animal and are insured and trained for this purpose.

5.0 Responsible pet ownership

5.1 Coastline expect any pet owner to be responsible and take reasonable care of their pet, their home and the local community. Useful advice on caring for your pet and their basic needs can be found [here](#) for most pets.

5.2 Coastline expects pet owners to:

- Ensure pets have access to sufficient food and water;
- Clean up immediately after pets within the home, garden and local community;
- Provide adequate and sufficient fencing to ensure the containment and security of their dog(s) in their designated garden;

- Ensure that maintenance works are not impeded or restricted by the presence of animals or their faeces (failure to do so could result in the works being delayed and a recharge being applied to the customer);
- Seek appropriate and reasonable veterinary advice and treatment if required which prevents unnecessary suffering or the transference of any infectious diseases;
- Only accommodate the number and type of pet which they can afford and can reasonably care for;
- Resolve any damage caused by pets in accordance with the tenancy agreement;
- Ensure the home is kept clean and tidy as is reasonable expected within the tenancy agreement;
- Regularly treat the animal and home for fleas, mites, ticks and/or worms as appropriate;
- Not leave dogs, cats, and small mammals unsupervised for long periods of time;
- Not allow their pets to cause nuisance to others living in the area;
- Ensure they keep their pets in line with legislative requirements, including ensuring dogs are microchipped. Dog owners are liable for a fine of £500 if their dog does not comply with the micro-chipping law;
- Take reasonable action to prevent the reproduction of their pets which will result in the breach of this policy and their tenancy, whilst contributing towards the large number of animals which already require re-homing;
- To take responsibility for making arrangements for their pet(s) to be rehomed in a safe and responsible manner if they are no longer able to take care of them themselves;
- Make arrangements for any pets to be cared for if in the event that they are not able to for example; if the customer is hospitalised, unwell etc;
- Ensure suitable steps are taken to ensure that any infectious illness (avian flu in birds / distemper in dogs for example) are reported to the authorities and treated quickly and effectively to reduce risk of spreading.

5.3 Coastline encourages customers to take sufficient time to weigh up the responsibilities and costs associated with having a pet before committing to one. Pets are a lifelong responsibility and therefore should be carefully considered, particularly around the affordability, responsible pet ownership requirements and their individual lifestyles.

On top of basic requirements such as food, water, bedding etc. other costs can include:

- Neutering;
- Medication;
- Insurance;

- Emergency treatment;
- Preventative medication;
- Adoption fees; and
- Temporary pet accommodation.

5.4 Not acting reasonably as a pet owner could put the customer's tenancy agreement with Coastline at risk.

5.5 The cost of veterinary treatment for pets can be high and as such, Coastline would encourage customers to hold a sufficient pet insurance policy if their pet type warrants this.

6.0 Antisocial behaviour

6.1 Antisocial behaviour is not tolerated by Coastline and each customer has the responsibility within their tenancy agreement to ensure any persons, or animal using or visiting their home does not:

“Act or behave in a way which causes or is likely to cause harassment, alarm or distress. In particular, you must not:

- *Cause a nuisance or annoy anyone in the neighbourhood*
- *Harass anyone*
- *Commit any act which interferes with the comfort or safety of, or disrupts another person's right to live peacefully in their home or use of the shared areas*
- *Commit any act which results in physical or psychological harm; or*
- *Damage or threaten to damage any property.”*

6.2 Any reports of antisocial behaviour caused by animals will be dealt with in accordance with Coastline's [Antisocial Behaviour Policy](#) which could result in Coastline gaining possession of the home and the customer being evicted.

6.3 Examples of antisocial behaviour which could be caused by pet owners includes:

- Allowing pets to make excessive levels of noise for long periods of time;
- Not cleaning up pet faeces in community areas;
- Allowing pets to urinate and/or defecate in communal areas;
- Using particular types of pet (usually dogs) to intimidate, harass or injure others;
- Allowing dogs to roam unattended;
- Allowing dogs to access the garden or property of others without their permission, including allowing dogs to access areas which are prohibited to pets e.g. children's play areas;

- Allowing pet odour to become offensive to others.

This list is not exhaustive.

- 6.4 Where a tenant does not require permission to keep a pet or pets, we may ask a tenant to permanently remove that pet or pets where the pet is putting the tenant in breach of their tenancy agreement (e.g. causing a nuisance). If the tenant does not permanently remove the pet, we may take tenancy action.

7.0 Animal cruelty

- 7.1 Coastline expects that any customers who choose to have a pet will take responsibility for its care, this includes the expectation that none of their customers will be cruel or neglectful towards their animals. Animals are protected by law from cruelty.

- 7.2 The [RSPCA website](#) described animal cruelty as:

“Animal cruelty can take many different forms. It includes overt and intentional acts of violence towards animals, but it also includes animal neglect or the failure to provide for the welfare of an animal under one’s control. In addition to this, it is important to remember animal cruelty is not restricted to cases involving physical harm. Causing animals psychological harm in the form of distress, torment or terror may also constitute animal cruelty.”

- 7.3 If Coastline receives reports or is concerned about animal abuse (including concerns about engagement in dog fighting), neglect or an animal in distress it will take reasonable actions to protect the animal. Actions may include reporting the issue to the RSCPA or the Police.

- 7.4 Coastline will cooperate with any bans applied to individuals keeping pets. Permission to keep a pet awarded by this policy is superseded by the ban. Therefore Coastline does not permit or endorse an individual breaching their ban. Where Coastline learns a customer has been banned from keeping pets, and finds the customer to be keeping animals, they will report this to the Police and RSPCA.

8.0 Dangerous animals

- 8.1 Dangerous dogs

- 8.1.1 The Dangerous Dogs Act 1991 prohibits the breeding and owning of certain breeds and types of dogs. The Act aims to reduce the likelihood and instances of injury and even death caused by particular dogs.

- 8.1.2 Dogs classified as illegal include:

- The Pit Bull Terrier;

- Japanese Tosa;
- Dogo Argentino;
- Fila Brasileiro.

8.1.3 Whilst particular types and breeds of dogs are illegal, other breeds and types of dogs could be dangerous. Where a dog is reported as aggressive or having caused injury to another animal or person, irrespective of the breed type, Coastline will take responsibility for reporting this to the Police and the local dog warden.

8.1.4 Coastline expressly prohibits any of its customers from keeping an animal which poses a threat to people or other animals.

8.2 **Venomous snakes, arachnids and reptiles**

8.2.1 As at 8.1.4, Coastline expressly prohibits any of its customers from keeping any animal which poses a threat to people or other animals.

9.0 **Operating a business**

9.1 In the vast majority of cases, a customer's tenancy agreement requires them to obtain written permission in order to operate a business from their Coastline home. This includes the operation of a boarding or Dog Day Care type business.