

# Housing Provider Resource - Practical Guidelines on Pet Management for Housing Providers



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**“The Chartered Institute of Housing welcomes this comprehensive guide to assist housing providers in developing positive guidelines on keeping pets in rented accommodation. It provides all the information necessary to draw up and implement successful pet policies, including case studies, key legislation, exemplar policy and an extensive list of useful contacts.”**

*CIH – Professional Practice 2007*

### 1. Introduction

Many people see their pets as a natural extension of, or a replacement for, a family. People of all ethnic groups and all ages and abilities may have pets. Pet owners may live on their own, or with relatives or friends; they may have children or they may not; they may work full time, part time or not at all. There is no limit to the type of person who may have a pet and benefit from that relationship. Pets provide people with constant companionship, comfort and love and offer them a way of making contact with others. As such, pets are not something housing providers can ignore.

Pet ownership has risen over the last few decades. Over 5.2 million households in the UK are now estimated to own dogs; 6.1 million households own cats and 4.1 million households own fish (Pet Food Manufacturers Association, 2004). Traditional ‘domestic’ pets include dogs, cats, rabbits, rodents and budgerigars but, more recently, there has been a trend for people to keep exotic species such as invertebrates, snakes and other reptiles and birds. The increase in number and variety of species kept has implications for both human and animal welfare.

Issues of both health and safety potentially compromise human welfare: transfer of diseases from animals to humans and vice versa (zoonotic) – although this is a low risk; injury through bites from dogs; and scratches from cats are all causes for concern. Even small mammals can cause problems by escaping and chewing wiring, causing a potential fire hazard. The noise and smell of animals can also disturb neighbours and all of these are therefore issues for housing providers.

In recent years, the different issues involved in

keeping animals has become of increasing concern to housing providers and the community as a whole.

**PATHWAY** initially attempted to address this area with the production of its ‘**Guidelines for Housing Providers**’ and its later publication, ‘**Pets and People**’, aimed at owners. The interest shown in these documents indicates that they have had an important role to play in harmonising the relationship between pets, their owners, landlords and the public. However, concerns relating to animals and the provision of accommodation for people remain. These concerns can lead to severe distress to owners and non-owners alike, as well as costly interventions by housing providers.

This ‘**Housing Provider Resource Pack**’ updates the previous publication and has been produced in response to a national survey of UK Local Authority and Housing Associations carried out by **Pathway** in 2004. The results of the survey provide an overview of the nature and content of housing providers’ pet policies and the terms and conditions contained within tenancy agreements. For further information go to [www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk)



## 2. The role of pets in society – the benefits and the drawbacks

When people think of pets they often think of dogs and cats. They may consider the typical pet owner to be a middle-aged person without small children. However, this is a very limited view of what a pet is and who might be a pet owner. Any animal can be a pet. Perhaps dogs, cats and horses are the most obvious species because they are the ones we usually see out and about with their owners. However, other species such as sheep, birds of prey, guinea-pigs and even mini-pigs are kept as purely outdoor pets. Rabbits may live both indoors and out, sharing their owners' home but with their own accommodation in the garden. Many species are kept purely indoors, such as tropical and gold fish, budgerigars, snakes and spiders, African land snails, hamsters, mice and gerbils. Just as varied are the types of people who are pet owners.

New animal welfare legislation – the Animal Welfare Act 2006 in England and Wales and the Animal Health and Welfare Act 2006 in Scotland – have revolutionised animal welfare legislation in the UK because they introduce a duty of care on any person keeping an animal to ensure that they look after it properly. For example, it is now a legal requirement for pet owners to provide the following:

- a proper diet (food and water)
- somewhere suitable for their pet to live
- protection from pain, suffering, injury or disease

This list is not exhaustive and when putting together your pet policy and accompanying guidance, you should consult the relevant legislation and code of practice. There is no doubt that these new laws will have a significant effect on tackling cruelty and neglect. See 'Animals and the law' in Section 3.



### 2.1. The benefits that pets bring to people

Many studies have examined the psychological and physiological benefits that pets can bring to their owners and books have even been written on the subject (for example Robinson, 1995, and Dono & Ormerod, 2005).

This work has shown that, for children, pet ownership under responsible adult supervision

can help develop social skills, social and moral responsibility, empathy and a caring and nurturing attitude to others. Pets can provide a child with a friend and confidant and can increase confidence and self esteem. They can also act as a social lubricant, giving the child a shared interest with their friends and so increasing their social support network.

Pets can also be educational, widening children's interest in the world around them: one study showed that children found that pets gave them a lot to talk about, with one child telling his peers about the life cycles of his pet African Land snails (Parsons, 2004). The children involved said that the only negative aspect of pet ownership related to issues such as cleaning out dirty cages – itself an important lesson of life that chores have to be done.

Pet ownership has also been shown to benefit older adults. Age can bring reduced mobility and independence, as well as a smaller social group as mobility reduces and the number of friends and relatives decreases. This can lead to elderly people growing more isolated and lonely, which can affect both psychological and physical health. Looking after another creature can give elderly people a role and identity, while having a pet provides a living creature to talk to and confide in and a topic of conversation and point of interest for others. Although studies suggest that pets can provide many positive benefits to elderly people, they cannot replace the benefits of interacting with other people (Roberts, 2004). Instead, pet ownership should be considered as an additional factor that can help people live happy and fulfilling lives, as with all other age groups.

Pets can also improve their owners' health. These benefits are not restricted to those who own dogs and walk several miles a day. In fact, studies suggest that interacting with a friendly animal, or even watching a tank of fish, can help reduce blood pressure and increase feelings of relaxation. Other studies (by Anderson et al, 1992, and Friedman et al, 1980) suggest that pet ownership can help prevent heart disease and recovery from heart attacks.

How exactly pets benefit health is still unclear. One theory suggests that pets reduce stress in a similar way to yoga and relaxation techniques. Like them, pets can help owners react less to stressful situations or by helping owners reduce the effects of being stressed. Some suggest that animals provide a focus for attention in an otherwise stressful situation, that they promote feelings of safety (for example, "the cat is still asleep so I must have imagined that noise") and that they provide a source of comforting contact. Animals can also help us reduce stress hormones, either through the exercise involved in walking the dog or riding the horse, or by playing with the cat or laughing at their antics.

## 2.2. Benefits of pets to society

Over the last 40 years, British society has changed radically. Life is lived at a much faster pace and there has been a dramatic change in our working lives, with many of us changing jobs and locations several times during our life. This has led to a fracturing of the family with the family unit becoming smaller and more physically distant from relatives, such as grandparents, brothers and sisters. This in turn has led to a general decrease in social support mechanisms for some people and an increase in social isolation.



Over the same period, pet ownership has increased substantially and people from all sections of society are now pet owners. The type of pet owned has also changed. In the last 10 years, cats have become more popular pets than dogs and, increasingly, rabbits are becoming house pets for adults, rather than a child's pet living at the bottom of the garden. These trends reflect changes in affluence and living circumstances (cats are often better suited than dogs to an urban, fully employed lifestyle). They may also reflect a natural understanding that interaction with animals and nature is good for us. For many city dwellers, the closest link to nature is a pet.

Because they reduce the strains of modern living on our physical and psychological health, pets should clearly be welcomed. Welcoming pets can arguably increase productivity and reduce health service expenditure as well as generally improving the society in which we live.

## 2.3. Drawbacks of pet ownership

However, pet ownership also has disadvantages. These can take various forms, but are basically related to the concept of responsible pet ownership. The responsible pet owner will take a number of steps to ensure a pet's well-being.

- They will ensure that the pet fits in with their lifestyle, physical abilities and environment: for example, a dog would not be a suitable pet for someone who is housebound, but fish, a rabbit or a budgerigar may well be.
- They will house their pet properly and securely, for example in a cage, tank or garden.
- They will keep the animal in a manner that ensures its physical and psychological

well-being, so that it is not stressed when left alone and therefore does not create a noise nuisance or become destructive.

- They will not have so many pets that there are issues of overcrowding with potential health implications for both animals and humans.
- They will also ensure that an animal is appropriately trained – this is particularly important in the case of dogs – and that the training takes into consideration the feelings of others (for example, by training the dog not to approach anyone without permission and then to sit rather than jump up in greeting).

With some thought, consideration and informed advice, there is no reason why pet ownership cannot be a pleasure for owner and a neutral, if not pleasurable, experience for the wider community.

Perhaps the only drawback of responsible pet ownership is that pets tend to live shorter lives than humans. The exceptions to this are parrots and tortoises, which regularly reach 80 years of age. The death of a pet can be hard for anyone, but particularly so for an elderly person who may live in accommodation that prohibits new animals. This can be very difficult and can affect a person's health. As a result, a policy of no new pets may need to be reconsidered, given that many people can look forward to a retirement of 20 or more years. As long as the owner has made suitable provision for an animal should they no longer be able to care for it, allowing pet replacement may help maintain the health and well-being of tenants.

## Formulating a pet policy – what to consider

### 3.1. Benefits of companion animals

The research discussed earlier supports the view that pets are an asset to most responsible households. Humans can benefit physically, emotionally and socially from looking after a pet.

Housing providers should also consider pet owners when placing people in temporary accommodation or putting existing residents into emergency accommodation. Animal welfare organisations are regularly contacted by families and individuals who are unable to bring their pets into their temporary accommodation. Fostering schemes do exist for certain groups who are vulnerable or at risk, such as women fleeing domestic violence and elderly people (see the contacts directory in Section 4 for more information). In most cases, however, the pet and the family benefit more by staying together. Separation causes a great deal of distress to both pet and owner, and people often turn down offers of accommodation because they cannot bear to be parted from their pets. (See 'Older people and sheltered accommodation' on page 17 and 'Homeless pet owners and hostels' on page 18).

### 3.2. Tenant consultation

Under housing legislation, housing providers must consult their tenants on issues directly affecting them. Pets are a textbook example of this, particularly in accommodation that has communal areas, such as stairwells, which may be shared with tenants who do not own pets. Many housing providers find that, when consulted, non-pet owners are often happy for their neighbours to keep a cat or dog as long as owners sign up to a comprehensive pet policy that is enforced by the housing provider.

### 3.3. Animal Welfare

#### 3.3.1. Outline the tenant's responsibilities

Information on the keeping of certain species and their welfare needs are contained within this booklet (see 'Animal care' on page 8). For further information, consult the appropriate animal welfare organisation or expert (see the contacts directory). You should include details regarding pet care and welfare in your policy; for example, whether or not you require an animal to be neutered or microchipped – sheltered accommodation providers may insist that pets are regularly vaccinated and neutered. Your policy should also detail any restrictions and control of animals, as well as their owners' legal obligations and responsibilities. In particular, you should be aware of the duty of care section within the Animal Welfare Act (England and Wales) 2006 and the Animal Health and Welfare Act (Scotland) 2006 as mentioned previously. See 'Animals and the Law' section on page 15.

#### 3.3.2. Outline your responsibilities

It is an offence to cause any unnecessary suffering to any domestic or captive animal. Reports of animal neglect and cruelty from either staff or residents should never be ignored and details should be passed on immediately to the RSPCA on 0870 555999 or, in Scotland, to the SSPCA on 0870 7377722. In such cases you should consult your legal department and your local dog warden or environmental health officer for further advice.

### 3.4. Disregarding Pets

**Review your policy regularly and consult individual residents and resident associations to see how the policy could be revised or improved to tackle any problems you might be experiencing.**

Many housing providers do not have a pet policy or even mention pets in their tenancy agreements. It is not advised to take such a 'blind eye' approach. This is by far the harder route and may well cause problems for both residents and housing staff in the future.

Likewise, having only a small, vague clause in a tenancy agreement can be confusing and can

lead to many disputes over the type and number of pets allowed. Approximately one in two households own a pet (Pet Food Manufacturers' Association 2004), so it is in your interest to take the subject of pet ownership as seriously as other management issues.

If you do have a 'no pets' policy and only decide to enforce it after you have knowingly allowed residents to keep unauthorised pets, you will encounter problems and, as some housing providers have discovered, even adverse publicity.

You are also likely to encounter more pet management problems if neither your staff nor residents are aware of their responsibilities in this area. It is in your interest to provide residents with as much information as possible regarding your policy and animal welfare. Make sure that you have a clear structure for enforcing your policy and dealing with complaints and that housing staff are aware of all procedures (see 'Enforcing your pet policy' on page 12).

Your pet policy should always be clearly stated and explained within your resident handbook or in a leaflet dedicated to pet ownership, so that any new residents applying for housing are aware of it. If you are changing or updating your policy, then this information should be made available to all existing tenants. If you ask residents to sign a separate pet policy then this must be mentioned in your tenancy agreement so that, if an owner does not abide by the policy, they will automatically be in breach of their tenancy agreement.

## 4. Giving permission to keep pets

Housing providers take different approaches when giving permission for pets. However, most housing providers use one of the two methods below.

### 4.1. Permission required

By requiring residents to seek permission to keep a pet you are able to hold a list of registered pets. This is an ideal way to deal with strays and identify dog fouling culprits. It also helps to ensure that registered pet owners are notified about issues such as animal care, pet policies or open days. Permission should be either granted or denied by the housing manager/office, who can decide upon each case depending on the register of pets or the numbers suitable for the specific type of accommodation. If possible, a decision on an individual basis should be made by visiting the property and owner so that you can assess their ability to care for the animal and the suitability of the property. See page 24 for a sample application form which can be used or changed as to your requirements.

#### 4.2. No permission required

Some larger housing providers choose this method because of high levels of housing stock and large numbers of requests for permission. Some smaller housing providers also choose this approach because of the limited types of housing stock. To take this approach successfully, a housing provider must be clear on what animals can be kept as pets and in what type of accommodation to avoid confusion and disputes. It may be useful to set out a table of your accommodation alongside the species and number of pets allowed in each type (see 'Guidance for the number of animals' on page 7).

**Remember, always use positive wording when writing your policy. Rather than, 'you are not allowed any pets without permission', you could put 'you are allowed the following pets in your home with permission'. This might go some way to persuading tenants to contact you, rather than keeping undisclosed pets.**

### 5. Education and awareness

#### 5.1. Your policies

Make sure that your pet policy and any additional information (such as procedures to apply for a pet and to make a complaint) are supplied to all new and existing residents. This information could be made available as a handbook or a series of leaflets for pet owners.



#### 5.2. Information resources

Educated and informed pet owners are likely to be responsible and less likely to allow their pets to generate complaints. It is therefore a good idea to provide information on responsible pet ownership. This information should also be available to download on your website. You could start by using some of the information contained within this document. For more information refer to the Animal Welfare Act 2006 Code of Practice for the appropriate species, which will be introduced between 2007 and 2010.

#### 5.3. Directory

It is also a good idea to build up a directory of local and national contacts for pet owners. These should include contact details of:



- local animal welfare charities
- local training classes
- boarding kennels
- fostering schemes
- pet insurance
- the Kennel Club's Good Citizen Dog Scheme
- local veterinary practices (including details of practices and schemes for subsidised veterinary care such as the PDSA and RSPCA clinics)

Housing providers in London should refer to the GLA's booklet, 'Caring for animals in London', which includes details of animal charities that offer free and subsidised veterinary care. To download the document, go to

**[www.london.gov.uk/mayor/environment/animal\\_welfare/docs/vet\\_care.pdf](http://www.london.gov.uk/mayor/environment/animal_welfare/docs/vet_care.pdf)**

#### 5.4. Community days

In association with the local authority (Dog Warden, Environmental Health Services and Leisure Services), pet education days could be hosted as part of your community programme.

These could offer subsidised neutering, microchipping and information on dog fouling and owners' responsibilities. These initiatives can benefit those who do not own pets as well as those who do. Animal welfare charities are often happy help in such events and may provide some funding.



**See case study 1 – Manchester City Council in Section 4**

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**"I am pleased to welcome this informative resource aimed at Social Housing Providers. People working in social housing need to know where they stand with regard to the keeping of pets which so many of their residents find invaluable for their personal well-being. Responsible pet ownership is of benefit to owners and animals alike"** *David Drew MP, Chair of the All-Party Parliamentary Group on Housing Co-operatives and Community Controlled Housing 2007*

### 6. Unauthorised pets

Some owners will take on pets without seeking permission and others will do so despite having been denied permission. You should put together a set of procedures for dealing with either an unauthorised pet or a complaint. These should be distributed to those responsible for following up complaints, such as your housing/enforcement officer. The procedures should also be included in full in your pet policy for all your residents and should be made available to any resident being investigated. It may also be a good idea to make it clear in this information that if eviction is the outcome of the investigation you will not be responsible for rehoming residents and eviction details will be sent to other housing providers in the area. **However, eviction should always be the last case scenario; instead, measures should be taken to assess and attempt to resolve each individual case.** Sending a standard eviction notice to a resident that has an unauthorised pet is the not the answer! First follow the steps listed below.



- Always visit the resident to investigate an enquiry or complaint.
- Depending on your own waiting lists, if the pet is causing no immediate problem and is obviously a companion to a responsible owner, you may be able to put the resident on your transfer list to what you consider more suitable accommodation.

- If you decide the pet's welfare is in question or it is causing unnecessary nuisance to neighbours, provide information on who to contact for advice; for example, a behaviour counsellor or vet.
- If the owner is not willing to fix the situation then advice on rehoming agencies should be given. It would be useful to have a list of contacts that can be handed out for such occasions; where needed, you should help the owner rehome their pet. In these cases, contact the Local Authority Dog Warden Service for advice.
- In extreme circumstances, where the previous avenues have failed, you may consider refusing residents any further transfers or nominations before ultimately resorting to eviction. Another option would be to refuse to carry out any non-essential improvements to housing.
- Send the tenant a letter from your solicitor confirming the situation and the likelihood of legal action if they do not comply with your requests.
- Finally, if all other avenues have been pursued, you will have to consider taking legal action against the resident.





## 7. Animals suitable as domestic pets

### 7.1. Small animals, birds and fish

Most housing providers feel that their tenants should be allowed to keep these small pets in most types of accommodation without permission. This is normally because they expect the fact that they



will always stay indoors means that these animals will cause few problems. However, there is still their welfare, safety and noise to consider. Advice on the numbers allowed and information on their welfare should therefore be outlined: for example, indoor rabbits, maximum capacity of an aquarium and information on controlling breeding. For more information, see 'Animal care' on page 8.



### 7.2. Cats and dogs

Most housing providers allow residents to keep cats and dogs in houses and maisonettes/flats which have their own access and garden. There should be no restriction on the breed of dog (apart from those listed under the Dangerous Dogs Act) but you should stipulate the numbers allowed of either species (see 'Guidance for the number of animals' on page 7). When putting together your policy you should also consider their welfare needs.



#### Cats and dogs in flats



Pathway and PAC stress that housing providers should be flexible when drawing up their policies on pets in flats. Please bear in mind that cats and dogs are popular pets and often bring more companionship and enable more social interaction than other animals. When making a decision about cats and dogs in flats, you should consider the size of the accommodation, access, other tenants, safety issues and the proximity of exercise and toileting areas. You should insist that:

- pet owners do not let their pets roam on communal walkways
- dogs should always be kept on a lead when in communal areas
- pets are not allowed on landings or balconies without their owners
- owners must not leave animal waste/cat toilets out on communal walkways

Residents do not necessarily need to have access to their own garden in order to keep a cat or a dog – many people with gardens exercise their dogs less than those without. However, a home without a private garden must have easy access to an appropriate area for the dog's toilet requirements.

To enable dog owners who live in flats to take their dogs out to toilet without the need for a long walk, housing providers could consider setting up sanitary areas on and near housing estates (see case studies 1 and 2 in Section 4). Access to these areas is an important issue for large blocks of flats, particularly those served by lifts. If the lifts are often out of service, you need to ensure that dogs can still access these areas. In this situation, it may be sensible to restrict the size of dogs allowed to those that can cope with stairs or be carried easily. Stairs are awkward for dogs to negotiate and frequently going up and down them can cause back problems in larger breeds, breeds with long backs (such as Dachshunds) and some others, such as Mastiffs and English Bull Terriers.

Assistance dogs – such as guide dogs for the blind, hearing dogs for the deaf or dogs for the disabled – must always be permitted. The Disability Discrimination Act 2005 (DDA) prohibits anyone renting or selling a property from discriminating against a disabled person: this includes discriminating against a person with an assistance dog.



Pathway and PAC advise that animals which fall under either the Dangerous Dogs Act 1991 or the Dangerous Wild Animals Act 1976 should not be kept as pets.

## 8. Guidance for the number of animals

**Be specific on what pets you do and do not allow; many housing providers put 'any animal deemed suitable for your property' which can be confusing and misleading. What you may regard as suitable may be very different from what the pet owner thinks is suitable. For example, the SSPCA recently discovered an alligator living in the bath of a 15th floor flat!**

If you are a large housing provider you may decide to allow certain numbers and types of pets without the need for written permission. Others may decide to require permission to be sought for certain species (such as cats and dogs) so that a pet register can be kept, while allowing smaller animals (for example, birds, fish, hamsters or rats) to be kept without permission. Some rural providers may wish to be more flexible if the property and available land allows.



Housing providers are often asked how many cats or dogs should live in a particular home. There is no scientific method of calculating this, but animal welfare charities have years of experience in such issues. Pathway and PAC (made up of animal welfare, veterinary and housing professionals) have drafted guidelines (see below) that housing providers should consider for this purpose (also see 'Cats and dogs' on page 7). Because of the differences in design and environment, there are no hard and fast rules concerning how many animals might be kept in any specific home. Therefore these are only guidelines and we suggest that housing providers apply them to their properties to produce a practical guide. **The guidelines below are only intended for use with dogs and cats.**

The guidelines are based on the fact that any particular property can responsibly accommodate a given number and size of animals. The number of animals matters because animals interact and this needs space. Their size is relevant because every animal needs sufficient space to be able to lie comfortably in its own bed area.

In assessing a property for this calculation, the floor area is considered to be the living room(s), kitchen and utility room. Bedrooms, hallways and bathrooms have been excluded.

The situation of a property is also relevant. In general, a property with an enclosed garden is capable of providing a more suitable environment for dogs or cats than a property with no garden. Equally, a flat in a high rise block is less suitable for large dogs, who will find it difficult to access the property, particularly via the stairs.



The guidance suggested is:

- If the property has a garden, add 10 m<sup>2</sup>
- If the property is above the fifth floor and dogs are to be allowed, deduct 10 m<sup>2</sup>
- The total number of animals allowed is 1 kg per square metre (m<sup>2</sup>) living space as defined above, or one animal per 15 m<sup>2</sup>, whichever is less.

Example calculation:

Living room	4.5 m x 4.8 m =	21.6 m <sup>2</sup>
Kitchen	3.0 m x 3.6 m =	10.8 m <sup>2</sup>
Utility room	3.0 m x 1.8 m =	5.4 m <sup>2</sup>
Garden add	10 m <sup>2</sup>	
Total	47.8 m <sup>2</sup>	

The property would therefore be able to support 47.8/15 = 3 animals or 47.8 Kg of animal. This would equate to two medium sized dogs or three cats. A similar low rise flat would support one larger dog or two cats and a high rise flat two cats or one smaller dog.

### Examples of dog breeds and weights

#### Giant breeds (50-90kg)

Breeds in this group include Great Dane, Irish Wolfhound, St Bernard and Mastiff.

#### Large breeds (30-50kg)

Breeds in this group include Golden Retriever, Labrador and German Shepherd Dogs.

#### Medium-sized breeds (10-30kg)

Breeds in this group include Collie, Whippet and Lurcher.

#### Small-sized breeds (less than 10kg)

Breed in this group include Yorkshire Terrier, Jack Russell and Chihuahua.

#### Cats

Weights range between 3 and 6kg.

## 9. Animal care

Providing good welfare conditions for animals clearly involves looking after their health and this applies as much to reptiles as it does to dogs or cats. Caged animals live in a totally controlled environment, but animals allowed access to public areas present wider challenges. There may also be some diseases that affect human health; diseases like these that can be transmitted between animals and man are known as zoonoses.

### 9.1. Identification

Housing providers should be able to identify any pets kept by their residents. This will help them ensure that owners take responsibility for their animals' actions, particularly where owners are legally bound to do so (for example, with dogs). Although the Dogs Act 1906 requires dogs to wear a collar and tag bearing the owner's name and address, the legislation is poorly enforced and collars may be easily lost. There have also been a large number of reports of cats getting caught up by their collars, causing them severe injury and even death.

Although not a legal requirement, permanent identification has none of these disadvantages. There are currently two options: microchip and tattoo. The microchip can be used in all but the smallest species (including birds and reptiles) while a tattoo is suitable only for dogs, some cats and other larger animals. In both cases, the keeper's name and address is held on a central database. Permanent identification should be a requirement for all animals that are large enough.

### 9.2. Neutering

Neutering is important both to keep the animal healthy and to prevent the pet population spiralling out of control. Dogs, cats and rabbits are all routinely neutered. Many charities provide subsidised neutering services for those on state benefits. Ideally all tenants should have their animals neutered. Advice on neutering can be obtained from a veterinary surgeon or animal welfare organisations.

### 9.3. Veterinary healthcare

Fouling of the land by animals can be a significant nuisance and all owners have a responsibility to prevent it from happening. Dog fouling is illegal under the Clean Neighbourhoods and Environment Act 2005 and local authorities are responsible for enforcement. Clearly this is particularly important where homes have communal access. Proper systems for removal of faeces, as well as disease control, are therefore central to maintaining public health.

Zoonoses can be largely controlled by proper animal healthcare. Prompt veterinary treatment of any disease, particularly gastro-intestinal (with symptoms such as diarrhoea and vomiting), is essential and should be a condition for keeping an animal.

In addition, preventive healthcare is important for the animal's welfare. The care should be based on routine treatments. Where vaccination is available (for dogs, cats and rabbits), a local veterinary practice should be consulted and an owner must be able to provide a current vaccination certificate to be allowed to keep a pet. Vets carry out health checks during vaccinations and this is also a useful part of disease prevention. They will also normally give advice on treating or preventing parasites

and this also helps prevent zoonoses. Dogs and cats should be regularly treated for intestinal worms and fleas as both cause health problems and are potential zoonoses. Rabbits, which have access to a garden, should also be regularly treated for external parasites as they may carry rabbit disease, especially myxomatosis.



### 9.4. Dogs

Dogs are the second most common type of pet in the UK. They are social animals that require a lot of company and exercise. Many dogs suffer from separation related behaviour (SRB) when they are left on their own. This can cause a public nuisance as they will bark continuously because of SRB when left alone. It is therefore reasonable to look for some assurance that a dog will not be left on its own all day while the owners are out.

Although dogs need their own allocated space, they only need a bed area large enough to allow them to lie flat on their side: the best place for this is likely to be the kitchen, utility room or hallway. As a result, a dog can be assessed to find out how appropriate it is for a specific home by examining how much space it needs and comparing this with the size of the relevant rooms. While size does matter, even giant breeds (such as Great Danes) can be kept successfully in small homes as long as they are looked after properly. In the same way, even small dogs can cause problems in large homes if they are not cared for.

If tenants are given permission to keep dogs in high rise buildings with balconies and walkways, some restrictions should be put in place to prevent both public nuisance and potential injury to the dog. In particular, both young and very old dogs may find it difficult to control themselves enough to get to an exercise area without fouling walkways. Over-friendly or aggressive dogs may also cause a public nuisance on walkways. To prevent this, dogs should always be kept on a lead and accompanied when in public areas.

Exercise achieves three functions for a dog. First, it allows the dog to keep physically fit; second, it is very important in providing a dog with environmental enrichment – a walk through a park to sniff at the smells is a real mental stimulant for

a dog. Third, the dog can toilet during exercise periods: it is this which is likely to cause public nuisance.

### 9.5. Cats

Cats are the most common pet in the UK and while they require less living space than dogs, they are more independent and less reliant on their owners. This can bring problems for local authorities and other housing providers in terms of owned cats straying, spraying and soiling. Un-neutered cats also tend to produce unplanned litters. However, with proper planning and an insistence on good husbandry, these issues can be overcome.



Although cats need a safe domestic area where they feel comfortable, they are usually happiest roaming around freely. However, some people choose to keep cats indoors because of safety, illness or age; cats kept in flats above ground level need to be kept indoors and provision made for their safety. As part of their natural

behaviour, cats will scratch and claw; this may cause damage to property. This problem can be resolved easily by insisting as part of the tenancy agreement that residents provide a suitable facility, such as a scratching post, to redirect the cat's attention and natural behaviour into a particular area. Indoor cats in particular need mental and physical stimulation and will very often settle better in pairs. However, as with dogs, the company of another cat is no substitute for the company of people.

Whether or not they have outdoor access, all cats need a litter tray (at least one per cat) and should be encouraged to use it to minimise the problems of cat fouling in other people's gardens and window boxes. Advice on litter training can be obtained from charities and local societies.

Housing providers will have to decide how many cats should be kept in a particular home. Influencing factors include:

- the size of the accommodation on offer
- whether it is at ground floor level or above
- whether it comes with a garden (either private or communal)
- whether the accommodation has a balcony and if so, whether or not the balcony is safe and secure
- the number of cats in the development for which you have already given permission

(Please see 'Guidance on numbers' on page 7)  
Housing providers should insist that all cats –

male and female – are neutered. This will eliminate sexually-related behaviour problems, such as roaming and caterwauling by females when in season. Microchipping should also be encouraged to identify straying cats so that they can be quickly reunited with the owner.

### 9.6. Birds

A huge range of birds are kept as pets. These vary from small finches weighing a few grams to parrots weighing several hundred grams and with a wingspan over 300mm. Larger birds tend to be kept as solitary specimens or in pairs while smaller birds are often kept as small flocks. Different species require very different types of accommodation, feeding and environment, so it is difficult to generalise.



It is illegal to keep a bird in a cage in which it cannot fully stretch its wings in every direction. It is unreasonable to keep a bird in such a restricted environment except on a temporary basis, such as overnight accommodation. Where more than one bird is kept in one enclosure it is essential that there is enough space for all birds to perch at the same time.

Most birds are relatively intelligent and active social animals, so need a lot of environmental enrichment, including the ability to fly. This may be provided by an aviary or by allowing free flight within the house. However, free access indoors raises health issues as birds do not defecate at regular times or in regular locations but do so when walking or flying. Birds' environments can also be enriched by placing objects, such as toys and mirrors, into their cages.

Some species of parrot also make a lot of noise and this can cause nuisance. Parrots naturally call to each other over significant distances in the wild and this behaviour carries through to those in captivity. It may make sense to prohibit the noisier species wherever houses are close to each other. Further advice on keeping specific types of birds can be obtained from specialist groups and specialist vets, who can be located either by contacting your local veterinary surgeon or the British Small Animal Veterinary Association (see the contacts directory for details).

Some tenants may wish to keep raptor species, such as the Harris Hawk. Again, seek advice on keeping or flying such species before making a decision.

### 9.7. Fish

From a housing provider's point of view fish are probably the most trouble-free pet available. There are a huge variety of available species. The only issue relevant to housing is the volume of water required to provide enough space for



large species or large numbers of small species. Even the smallest aquarium should contain no less than 30 to 40 litres of water and is therefore relatively heavy: 1 litre of water weighs

approximately 1Kg. Therefore, very large aquaria will weigh even more and so housing providers may wish to limit their size. For further information on the keeping of fish, contact the OATA (see the contacts directory in Section 4).

### 9.8. Rabbits

The common perception of rabbits in the general population as a cheap, easy to maintain children's pet could not be further from the truth. Rabbits are highly social animals that require careful feeding and care to live a full and healthy life. Neutering is recommended to prevent inadvertent breeding and fighting.



There are two main ways to keep rabbits properly. First, they may live in small neutered groups in a hutch with an attached exercise area. The hutch must be weatherproof, secure from predators, properly constructed so that it is sheltered from the elements and large enough for the rabbit to move around in. The hutch must always be tall enough for the adult rabbit to sit up on its hind legs, stretch out full length or perform three consecutive hops and so should be at least 1.8m x 0.9m x 0.76m in size. Where more than one animal is kept together, sufficient space must be available for them all to perform these activities at the same time once they have reached adult size.

The exercise area should be as large as possible and allow the rabbit to run, as opposed to hop. Putting it on a paved area will make it easier to clean and will also prevent the rabbit from digging. A permanent or movable run may also be sited on the grass to allow the rabbit to graze. It is essential to provide a secure lid, shade and bolt holes and the owner must be able to dispose of soiled bedding, either in the rubbish or by composting it.

Second, rabbits can also be kept as house pets. They can be easily trained to use a litter tray and, like dogs and cats, can have free run in the home. It is acceptable to have just one rabbit in situations where they will enjoy a lot of contact with humans, but it is preferable to have a second rabbit to keep them company. Rabbits are, however, prone to chew inanimate objects to control tooth growth; electric cables are therefore

significant risk and fixtures and fittings will also need some protection.

Further information on keeping rabbits can be obtained from the Rabbit Welfare Association. See also the Pet Advisory Committee: Rabbits Report, 2005 (available from [petadvisory.org.uk](http://petadvisory.org.uk)).

### 9.9. Domestic rodents

The most commonly kept of the domesticated rodents are hamsters, mice, gerbils, rats and guinea pigs. All can be kept indoors (although, space permitting, guinea pigs are best kept outdoors).

Domestic rodents do not need much living space but their accommodation, whether a cage or a stacked housing system, should be the right size for the species and numbers kept. The animals need to have appropriate outlets for physical and mental stimulation, such as digging and nest building; a running wheel alone is not enough. The accommodation should also be well-maintained and always hygienic.



The following minimum cage areas should be used as a guide for inclusion in tenancy agreements: dimensions shown are length x width x height:

<b>Individual hamster</b>	75cm	x	40cm	x	40cm
<b>Pair of mice</b>	75cm	x	40cm	x	40cm
<b>Pair of gerbils</b>	90cm	x	37.5cm	x	37.5cm
<b>Individual rat</b>	90cm	x	60cm	x	150cm
<b>Individual guinea pig</b>	120cm	x	60cm	x	60cm

Some species should be kept on their own and others as a pair. Where a pair of animals is kept, the owner should determine the sex of each animal when they are bought in order to prevent fighting and unwanted litters.

As a guide, the following should be kept:

<b>Hamsters</b>	individual (Syrian) pair – same sex (Russian)
<b>Mice</b>	pair – same sex
<b>Gerbils</b>	pair – same sex
<b>Rats</b>	pair – same sex
<b>Guinea pigs</b>	pair – same sex

### 9.10. Reptiles, amphibians and invertebrates

Reptiles have long been kept as pets, particularly tortoises and terrapins. In recent years there has been increasing interest in various snakes and lizards. Some of these (like geckos) are small, but others, such as some iguanas, can grow up to

two metres in size. Many people also enjoy keeping amphibian animals and invertebrates, whether frogs, stick insects, giant African land snails or spiders. Reptiles, amphibians and invertebrates can provide a fascinating hobby while also providing much of the companionship normally associated with rabbits, cats and dogs. If cared for well, many of these species can live a long time: some species of spiders and lizards, such as iguanas, can live for 15 years or more.



As with fish, birds and domestic rodents, this group includes a wide variety of species, each with its own particular needs. This makes it impossible to provide detailed guidelines. In general, the environment in which any animal is kept should be designed and constructed by someone with knowledge of their natural behaviour. This is as true for spiders as it is for dogs.

Many exotic animals and reptiles (such as iguanas, lizards, snakes, terrapins, snails and spiders) naturally carry bacteria and diseases that are transmissible and harmful to man. These can include salmonella, cryptosporidium, e.coli 157, campylobacter and meningitis. Care sheets provided by pet suppliers may give advice on this issue but residents who keep any exotic creatures should also discuss these issues with their vet or local environmental health department and find out whether they should carry out tests on the animal in order to protect themselves, their family and friends. Even if the tests are negative, owners should always wash their hands after handling such animals, either using hot water and soap or a suitable alcohol gel.



Before giving permission for any of these exotic pets, check that the prospective owner knows how to look after them. Do they know what size the animal can grow to, are they sure that they can provide enough space for it, do they know what temperature or humidity it needs, what it eats and how they plan to feed it properly? Is the

animal sociable or, like iguanas, is it best housed where it cannot intimidate other members of the species?

Many owners do not know enough about exotic animals like these and so cannot care for them properly: as a result, most only live a few months, instead of several years (Mader, 2002; Chitty, 2005). Further advice on the keeping of such species can be obtained from specialist groups and specialist exotic vets, who can be located either by contacting your local vet or the British Small Animal Veterinary Association.

### 9.11. Equines

Depending on their size, all horses, ponies and donkeys each require at least one to two acres of grassland to graze upon. More space is also needed if they are not ridden or regularly exercised away from their home premises. They also need constant access to a roofed shelter.

As most housing providers will be unable to offer residents this kind of space and because of their needs in general, housing providers should not allow residents to keep equines as pets. For further information, please contact the National Equine Welfare Council (see NEWC in the contacts directory).

## 10. Enforcing your pet policy

(see also 'Unauthorised pets' on page 6)

Housing providers should enforce their pet policy themselves and through other agencies with the necessary legal powers. Irresponsible owners who disregard pet policies should be held accountable for their actions. When pets cause a nuisance, housing providers often respond by removing the pet rather than dealing with the real cause: the irresponsibility of the owner.

It is a good idea to compile a list to help you manage common pet-related issues. This list should include enforcement agencies, such as the police, the environmental health department and the dog warden. The Chartered Institute of Housing provides details within their Housing Standards Manual (for further details contact the Chartered Institute of Housing at [housingmanual@cih.org](mailto:housingmanual@cih.org) or call 02476 851777). Also see 'Common pet management issues' and 'Animals and the law' in this booklet for further advice.

Mediation or arbitration services, rather than legal action, can also be used to deal with ongoing pet-related disputes or anti-social behaviour. If you do not have a contract with an arbitration or mediation service, you can always use commercial arbitrators (see the contacts directory for full details).

Persistent nuisance caused by pets can, in certain circumstances, be classed as anti-social behaviour, especially if the owner is also causing other anti-social behaviour. If you are a registered social

landlord or local authority you will already have a policy on dealing with anti-social behaviour and procedures for issuing anti-social behaviour orders and contracts. Other housing providers should contact their local authority for further advice.

If the matter remains unresolved and the behaviour of the owner does not change despite interaction through one or more of the above recommendations, legal action should be pursued through breach of the tenancy agreement.

## 11. Common pet management issues

### 11.1. Dog fouling

This is a problem most housing providers have to deal with and is one of the main reasons why many housing providers are reluctant to extend their pet policies to dogs in flats. However, many local authorities and housing providers are now tackling this problem head on by working



together through education, awareness and enforcement campaigns. Under the Clean Neighbourhoods and Environment Act 2005, failure to clean up after a dog is an offence subject to a level 3 fine. Many local authority environmental health departments now employ enforcement officers to issue on-the-spot penalty notices to deal with fouling as part of a larger issue to tackle anti-social behaviour.

Housing providers should consider the following when dealing with dog fouling.

- Link up with the local authorities: if you are a local authority, consider interdepartmental working groups.
- Make sure visible signs about penalties for fouling exist in problem areas, such as parks, land near housing estates and popular footpaths.
- Ensure information regarding fouling and new enforcement policies and fines are regularly sent to pet owners and residents as part of other mailing initiatives.
- Highlight the health risks (toxocara) associated with dog faeces.
- Make sure areas out of bounds to dogs are clearly marked.
- Provide dog exercise areas that are out of bounds to others; provide enough disposal bins in these areas that are regularly emptied.
- If owners refuse to clean up after their animals then you must enforce – and be seen to enforce – strict penalties: for example, in resident newsletters and on websites you could name and shame those fined or served fixed penalty notices.

- Make sure all staff know about enforcement procedures and who to contact with complaints from staff or residents on this issue.
- Stray dogs are often culprits so should be reported to the dog warden immediately.
- Use CCTV to gather evidence.



### See Case Study 2 – Ethologia

#### 11.2. Cat fouling

Cat fouling represents another issue that requires attention from local authorities and housing providers. Although cats tend not to foul public areas as dogs do, they do foul in private gardens, which can cause as much of a problem to other residents. However there is no specific legislation that relates specifically to fouling by cats.

Cats tend to roam and usually soil in the same areas. This is acceptable where the owner provides proper facilities, such as a regularly cleaned litter tray, but is unacceptable when the cat is routinely soiling in a neighbour's garden or window box. Providing a litter box should be included as a condition of the tenancy for cat owners.

Local authorities and housing providers should consider the following measures.

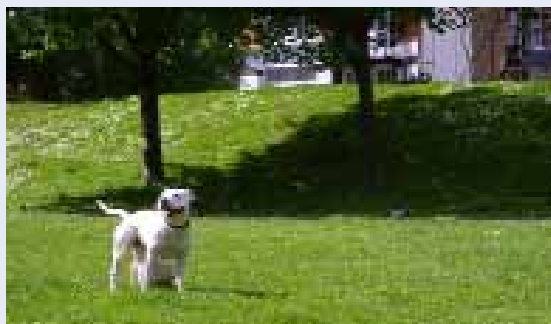
- Highlight the health risks associated with cat fouling.
- If owners refuse to clean up after their animals, you need to enforce – and be seen to enforce – the rules and apply the stated penalties.
- Ensure all staff know about the enforcement procedures and who to contact with complaints from staff/residents on this issue.
- Tell residents how to discourage cats from toileting on their properties: Cats Protection (see the contacts directory) have fact sheets that include the following suggestions:
  - eliminate food sources
  - install electronic motion sensors that emit a high-pitched sound audible only to cats
  - install an automatic garden spray
  - build a high, close-boarded fence next to a hedge, making it difficult for cats to visit
  - cultivate shrubs closely to prevent cats from finding a place to dig and cover the ground using stone chippings, pebbles or small rocks
- Use CCTV to gather evidence where possible.

#### 11.3. Noise

Residents should be told how to avoid common noise disturbances from pets (such as barking): this is available from animal welfare organisations. Residents on low incomes may also qualify for help from some animal welfare charities that provide subsidised veterinary care, behaviour advice and information on local training classes. Persistent

offenders should be referred to the local authority environmental health department, which has a legal duty to investigate complaints. The housing manager should liaise with the department.

#### 11.4. Roaming / straying animals



Stray dogs and other animals can be a danger to members of the public and are often responsible for persistent fouling. Housing staff should deal directly with the local authority dog warden service, which has a legal responsibility under the Environmental Protection Act 1990 (section 149) to collect and detain stray dogs. Under the Animals Act 1971, dog wardens can also impound any livestock that has strayed onto council land and can impound other animals. Registration and neutering initiatives can greatly reduce this problem.

However, animals more often stray or roam because of changed circumstances that mean that their owner can no longer cope with them. Any potential cases of neglect or cruelty to animals should always be investigated.

#### 11.5. Abandonment / neglect

Any member of staff or resident who suspects that an animal has been abandoned or neglected should contact the local authority dog warden. They will make initial enquires and may suggest rehoming; in some cases they will refer the matter to the RSPCA. Under recent animal welfare legislation it is an offence to cruelly abandon any animal, either temporarily or permanently, or to cause any unnecessary suffering to any domestic or captive animal (see 'Animals and the law' on page 15 for more information).

#### 11.6. Damage to property

Damage to property should be rare as long as pets are cared for responsibly (as specified in your pet policy) and owners do not keep inappropriate pets. Certain animals will naturally scratch soft furnishings but this can be avoided by installing scratching posts and toys: information and advice can be sought from the relevant animal charities. Please note that the de-clawing of cats should never be advised as a solution. Just as a tenant is liable for other damage, however, your policy should make it clear that they are also liable for any damage caused by their pets. Any reports of damage should always be investigated as it may

be a result of a pet being neglected by being left alone for long periods of time.

**Housing providers should have a standard procedure for dealing with common pet problems which housing staff can refer to for information. You should include information on how to avoid these common problems and the actions you will take if they occur in any pet-related information for residents.**

Never allow animals to be tethered on residential property: it can lead to injury and even death. Tethered animals can also be a danger to the public as they can become stressed and even aggressive. Animals that are tethered are often isolated from both human and animal company, do not receive adequate exercise and, if approached by predators, are unable to escape.

See the Protection Against Cruel Tethering Act 1988 in relation to horses under 'Animals and the law' on page 17. Although it is not a specific offence to tether other animals, such as dogs, under the new Animal Welfare Act 2006, it is likely to be mentioned in the code of guidance.



## Housing Provider Resource - Practical Guidelines on Pet Management for Housing Providers

### Section 3

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**“The housing resource pack is a well-presented, informative document which provides new ideas and areas for consideration. The pack is particularly useful when reviewing tenancy agreements and guidance on keeping pets” *Thanet Community Housing Association (part of Orbit Group) 2007***

### 12. Housing legislation and advice

Please refer to the homelessness codes of guidance for England, Wales and Scotland, which all refer to



the importance of acknowledging existing pets when allocating housing. Please refer also to the following legislation and guidance relating to pets.

- The Housing (Scotland) Act 2001
- The Unfair Terms in Consumer Contracts Regulations 1999
- Housing for Wales Regulatory Requirements for Registered Social Landlords (RSL) in Wales

### 13. Animals and the law

#### 13.1. Protection of animals

##### 13.1.1. Animal Welfare Act 2006

The Animal Welfare Act will increase penalties for those who inflict serious cruelty on animals and also introduces a welfare offence. This places a ‘duty of care’ on pet owners to provide for their animal’s basic needs, such as adequate food and water, veterinary treatment and a suitable living environment. The new offence means that animals do not have to suffer for owners to be prosecuted. Secondary legislation under the Act will eventually replace existing Acts, which will be repealed (these are marked below \*).

##### 13.1.2. Animal Health and Welfare Act (Scotland) 2006

This is a similar piece of legislation to the Animal Welfare Act but has different enforcing duties.

##### 13.1.3. Dangerous Wild Animals Act 1976

This Act promotes public safety by regulating how dangerous wild animals are kept by individuals. The Act contains a schedule of animals such as monkeys, venomous snakes and crocodiles that are considered dangerous and so require a licence from the local authority. The Act does not apply to any dangerous wild animals kept in a zoo, circus, pet shop or registered scientific establishment, largely because of other licensing requirements for these locations.

##### 13.1.4. \*The Breeding of Dogs Act 1973, The Breeding of Dogs Act 1991 and the Breeding and Sale of Dogs (Welfare) Act 1999

Under the 1973 Act (as amended by the 1999 Act), anyone who breeds and sells dogs as a business (more than four litters a year) requires a licence from the local authority. Local authorities have extensive powers to check on the standards of health, welfare and accommodation of the animals and are responsible for enforcing the requirements of the Act. The Breeding of Dogs Act 1991 extends their powers to obtain a warrant to enter any premises, excluding a private home, which is believed to house a dog breeding business. Although private homes are excluded from the Act, garages, outhouses or other structures are not (S.1(3)).

##### 13.1.5. \*Protection Against Cruel Tethering Act 1988

Under this Act it is an offence to tether any horse, ass or mule under such conditions or in such a manner as to cause that animal unnecessary suffering.

**See Environmental Protection Act 1990 (section 70 and 150) for further legislation relating to the protection of animals.**

## 13.2. Control of dogs

### 13.2.1. Control of Dogs Order 1992

This requires every dog in public to wear a collar bearing the name and address of its owner inscribed on it or on a disc attached to it. It is not sufficient that a dog has been microchipped or tattooed: if it is not wearing a collar when out in public, the dog may be seized by the local authority and treated as a stray. In addition, the owner, and any person responsible for taking it out in public without a collar, will each be guilty of an offence and may be prosecuted and fined up to a level five penalty. The Environmental Protection Act 1990 (S. 151) places the duty to enforce this requirement on local authorities.



### 13.2.2. Road Traffic Act 1988

Under this Act, it is an offence to have a dog on a designated road without being held on a lead.

### 13.2.3. Guard Dogs Act 1975

It is an offence to use or permit the use of a guard dog on any premises unless the handler is capable of controlling it, is present on the premises and has control of the dog at all times, except when the dog is secured. A warning that a guard dog is present must be clearly exhibited at each entrance to the premises. The Act also specifies controls and regulations for the keeping of guard dogs.

### 13.2.4. Dogs Act 1871

Under this Act, if a court has received a complaint, it may decide that a dog is dangerous and not kept under proper control and will then order the owner to resolve the situation or have it destroyed. There are times when the early use of this Act will prevent serious injury to humans.

### 13.2.5. Dangerous Dogs Act (DDA) 1991

The Act has two main sections.

**Section 1** makes it an offence to keep specific breeds of dogs. These breeds include Pit Bulls, Japanese Tosas, Dogo Argentinos and Fila Brazileros. Owners of these breeds have to comply with certain legal requirements, including having their dog registered, neutered, microchipped and tattooed. It is an offence to sell, breed, or exchange any of those breeds or allow them to be out of control. One of the main problems with this law is that the pit bull terrier is not a recognised breed in the UK. As a result, many owners of cross breeds which resemble a pit bull terrier 'type' have been charged under the Act.

*Of more relevance to dog owners in general is Section 3 of the Act.* This applies to all dogs and makes it a criminal offence to allow a dog to be dangerously out of control in a public place. This includes instances where there is simply fear that an injury might occur. Owners found guilty under either section of the Act face up to six months in prison, destruction of their dog and/or a fine up to £5,000.

### 13.2.6. Environmental Protection Act 1990

**Section 149: seizure of stray dogs.** This gives authorised council officers the power to seize and detain any dog it believes to be a stray. If the dog is not collected by the owner within seven days, ownership transfers to the local authority, which may rehome, sell, or humanely destroy it. The owner is liable to pay for all expenses incurred because of the dog's detention.

### **Section 150: delivery of stray dog to the local authority.**

A member of the public who finds a stray dog must return it to the owner or take it to the local authority for the area in which the dog was found. No other stray animal has the equivalent legal status to dogs. If any other kind of animal is picked up, its details should be recorded and a relevant animal welfare agency contacted.

**Section 70** of this Act also states that it is an offence to keep any animal in a place or a manner that is prejudicial to health, causes a nuisance or emits noise from a building that causes a nuisance. The civil law of nuisance covers keeping any animal in circumstances that cause a substantial discomfort or annoyance either to the general public or a particular person. Examples of such behaviour include excessive barking, a large number of dogs running loose or keeping an excessive number of cats.

## 13.3. Dogs and other animals / control

### 13.3.1. Animals Act 1971

Under this Act, owners of animals and those in control of them have a duty to take reasonable care to ensure that their animals do not cause injury or damage. The owner can be liable for any damage caused; for example, damage to livestock because of dog attacks.

## 13.4. Responsible ownership

### 13.4.1. Clean Neighbourhoods and Environment Act 2005

This Act replaces the Dogs (Fouling of Land) Act 1996 and local dog bye-laws with a new arrangement. This allows local authorities to tackle dog fouling, ban dogs from designated areas, require them to be kept on a lead and restrict the number that can be walked by one person. The Act also gives local authorities sole responsibility for strays (this was previously shared with the police).

#### 13.4.2. Litter Northern Ireland Order 1994

It is an offence to deposit and leave dog faeces on publicly accessible land and offences carry a penalty of £500. Under Section 4, authorised persons have the right to demand the name and address of offenders. A fixed penalty of £10 applies.

#### 13.4.3. Civic Government Scotland Act 1983 (section 48)

It is an offence to allow a dog to foul local authority land, such as a footpath or maintained recreational area. The offence carries a fine of up to £500.

#### 13.4.4. Dog Fouling (Scotland Act) 2003

It is an offence to let a dog foul on any public land. The Act allows local authorities and the police to issue fixed penalty notices from £40 to £60 instead of going through the courts.

#### 13.4.5. Litter (Animal Droppings) Order 1991 of the Environmental Protection Act (1990)

This places a duty on local authorities to keep designated areas clear of dog faeces. This applies only to England, Scotland and Wales. For Northern Ireland, the Litter Order 1993 gives local authorities a duty to keep land or roads clear of litter and refuse (which includes dog faeces).

#### 13.5. Bye-laws

Certain Acts of Parliament (such as the Local Government Act 1972, Public Health Act 1875 and the Open Spaces Act 1906) give local authorities the power to make bye-laws, which create criminal offences for certain acts carried out locally. Local authorities can make bye-laws on specified land which can require people to keep their dog on a lead at all times or if so directed, or can ban dogs from areas completely.

Local dog control orders can also be introduced through the Clean Neighbourhoods and Environment Act 2005. These can, for example, require people to clear up after their dogs, or exclude dogs from specific areas. For further information see 'Making Dog Byelaws - A guide for local authorities', available from the DEFRA website.

### 14. Older people and sheltered accommodation



As described previously in Section 1, pet ownership can bring many health and social benefits, particularly to older people (see 'The

benefits that pets bring people' on page 2). An increasing number of older people also participate in animal-assisted therapy and activity programmes in which pets and their owners visit people in their own homes. These activities are very often incorporated into therapeutic programmes overseen by health care professionals with measurable outcomes and benefits.

Unfortunately, much sheltered accommodation operates a no-pets policy, forcing many older people to give up their pets when they move in. Research for the Joseph Rowntree Foundation (1993) found that very few managers were aware of the therapeutic and social role of pets, or had considered the impact of pet loss. A study by Anchor Housing Trust (1998) showed that around 140,000 pets were given up every year by older adults when they had to move into sheltered housing or care homes; of these animals, 38,000 were put down as a result. There is also anecdotal evidence of older people refusing to move into sheltered accommodation because they could not take their pet. This damages their health and welfare and may increase the load on social care and medical services. It also raises an animal welfare issue. McNicholas and colleagues (1993) found that the effects of enforced pet loss on residents were significant and included:



- a much greater chance of making existing health problems worse or causing new ones
- a reduced sense of health and well-being
- disturbed sleep and appetite
- greater time needed to adjust to the move
- more problems integrating with other residents

When adopting a positive pet policy in a sheltered accommodation complex, housing providers need to consider many issues regarding animal welfare that are the same whatever the age of the owner: the suitability of the home for different types of pet, what kind of animal is best suited to the owner, animal welfare and responsible ownership. In addition, there are other factors that are particularly important for older pet owners, such as the changes that accompany ageing, especially deteriorating health. It is also even more important to ensure that the chosen pet matches the needs and experience of its older owner. The guidelines already outlined in this document should be followed and, where appropriate, advice should also be sought from experts such as veterinarians, local authority animal welfare officers and organisations run for specific species or breeds.

For older people, increasing mental or physical frailty can reduce their ability to care for themselves and/or their pets. This may threaten the continuation of the human-animal relationship and the pet may actually outlive the owner. Although this scenario is more likely for older owners, it can apply to pet owners of any age, so should not dissuade housing providers from allowing older residents to own pets.

In the USA, Canada, Greece, France and Switzerland, changes to the law have ensured that older people have the right to keep or maintain contact with animals whether they live independently, in sheltered accommodation or in long-term care homes (SCAS 1999). In 1981 a state law in California allowed pets in governmentally assisted housing for older people. Five years later, a survey of Californian housing managers (Hart and Mader, 1986) examined the impact of this law. It found that 50% of the managers rated the effect of having pets in their accommodation as positive, 34% were neutral and only 16% were negative - and most of these were not offering any support to ensure that the law could be implemented successfully. The managers reported that older people were very responsible owners and that having pets improved their mental attitude, increased regular exercise and helped them feel more secure. Managers also stated that pets contributed to community feeling and encouraged friendships between residents. Few other residents complained about pets.

Important to the success of this scheme - and for any other housing providers operating a positive pet policy - is careful planning and access to good advice and support services for older owners. A support plan for tenants can be extended to include literature on where to seek advice on pet-related issues, including selection and care, emergency pet cover and other support services: for example, help with paying vet fees or contact details of a person nominated to care for the tenant's pet in the event of emergencies. This helps to encourage responsible pet ownership and gives peace of mind to tenants as well as managers.

The Anchor Housing Trust (1998) found that nearly 25% of people applying for their accommodation are pet owners and more than 75% of older pet owners say being allowed to have a pet is the most important factor in choosing which home to move to. It is increasingly recognised that growing older should not be about what can no longer be done, but what enjoyable and fulfilling pastimes can still be done. For many owners, pets are one of their central lifestyle choices. Evidence shows that an older person can successfully choose to become or remain a pet owner when moving into sheltered accommodation in all but the most extreme of circumstances. Even then, contact with animals can often be made through visiting pet programmes.

A recent publication by the Society for Companion Animal Studies provides further information on pets and the elderly (Dono & Ormerod, 2005). Age Concern have also put together a guide, 'Keeping pets in private retirement and sheltered housing - A Good Practice Guide' (Age Concern, 2006).

## 15. Homeless pet owners and hostels



As with other owners, the stability, routine, love, responsibility and companionship brought about from looking after a pet benefits homeless people both psychologically and physically. However, they develop an especially close bond with their pet (most often a dog) because of their situation - their pet is often the only constant companion they have.

Because of this close bond, few homeless pet owners will give up their pet to access accommodation. In response, more and more providers of hostel-type accommodation are adopting a positive pet policy so that they can accept clients with pets. Hostels and similar establishments can easily adapt to pets with little more than a pet policy, some guidelines for clients and a few practical changes.

Dogs Trust has put together a 'Welcoming Dogs' booklet which gives advice and guidelines to hostels, daycentres and shelters to encourage them to accept clients with dogs. For a copy of this booklet and for further information email:

[hopeproject@dogstrust.org.uk](mailto:hopeproject@dogstrust.org.uk)

or go to

[www.dogstrusthopeproject.org.uk](http://www.dogstrusthopeproject.org.uk)

## Housing Provider Resource - Practical Guidelines on Pet Management for Housing Providers

### Section 4

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**"The CIEH welcomes this informative document aimed at giving advice to social housing providers on pets and housing. The information contained is up to date and will be invaluable to housing providers who are either thinking about formulating a pet policy or need particular guidance in specific areas; such as pet care, guidance on number of animals, legislation and issues of both health and safety that may potentially compromise human welfare. The booklet is essential reading for anyone involved in housing policy or housing management." CIEH 2007**

### 16. Case studies of effective working practice

The following case studies have been included as examples of current working practice in the UK and abroad.

#### 16.1. Case study 1

##### Manchester City Council - Working together and taking action

Manchester City Council's Dog Warden Service and Leisure Services work together to tackle dog fouling in their parks and public areas. Both council departments work closely with the local community to make sure their parks are both safe and attractive so that everyone visiting them can gain as much enjoyment as possible.

In response to nuisance caused by dogs and complaints about dog fouling, the two services implemented a 'Traffic Lights' system. This allows parks to be zoned into red (no dogs allowed), amber (dog allowed on leads) and green (dog off leads) areas. A fenced-off area allows dog owners to let their dogs off the lead to exercise and there is a specific area for dogs to toilet. Where the council is unable to zone a park, they make sure that all child play areas, multi-sport and other specific recreational areas have dog-proof fencing and provide enough waste bins around the park.

Graham Wightman, Manchester Central Parks Manager, explained: 'It was in the summer of 1998 when the local community in Crumpsall, Manchester worked with the Park Management to implement an effective way to control dog fouling. After a number of meetings, the idea of the traffic light system was created and there are now several

schemes running across Manchester.'

Both the dog warden and the park warden service work together to promote responsible dog ownership by enforcing the new scheme and the Clean Neighbourhoods and Environment Act 2005. Manchester City Council feels that the scheme has reduced dog fouling and stopped irresponsible dog owners allowing their dogs to roam and cause nuisance. They are keen to recommend partnerships between council departments to effectively tackle issues such as dog fouling and responsible dog ownership in conjunction with park users.

#### 16.2. Case study 2

##### Ethologia and the City of Jette - Dogs and people living side by side in urban areas



Ethologia (the Belgian Association for Study and Information on the Human-Pet Relationship) worked with the local authority of Jette to put together an animal policy to improve the way dog owners coexist with other citizens.

Belgium is a pet loving country, so it seemed sensible to address the issue of dogs in the community and to address common concerns over dog fouling and dogs off the lead that often caused tension in the community. As a result, the local authority, in partnership with Ethologia and the local community, took a two-pronged approach by setting up the following initiatives.



Dog sanitary areas, ranging in size from 2m<sup>2</sup> to 10m<sup>2</sup>, have been set up throughout the scheme range. The areas are marked out by pre-treated wooden beams and were covered with slaked lime (dolomite). Dog waste bins and signs have been erected and the areas are covered with vegetation wherever practical.

Dog free-run areas have also been set up. Closed off areas of between 20m<sup>2</sup> and 800m<sup>2</sup>, these are covered in grass, a hard-packed surface or slaked lime (but never with sand, stone, or grinded bark) and often include agility activities. These areas encourage owners to keep their dogs on a lead when not in a designated area.

In order to set-up, develop and promote these initiatives, a three tiered approach was followed.

### 1) Implementation of dog facilities

- choice of location
- installation of sanitary areas
- installation of free-run areas
- signposts
- extra equipment where practical, such as public benches, street lighting and waste bins

### 2) Maintenance

- daily cleaning and regular disinfection and deodorisation
- repairs in case of damage
- control of correct use; fines for incorrect use

### 3) Sensitisation of the population

- information and promotional materials
- press
- public discussion forums/community meeting
- local events
- satisfaction surveys

Sites are chosen with the help of the community and can be found in parks, on housing estates, along central reservations and on contracted private land. The areas are maintained by using gardeners from the Public Gardens Department. Waste bins in the sanitary areas are emptied and dog faeces

manually gathered every day. These sites are also disinfected once a week using a bacteriological culture and resurfaced with additional slaked lime once a month. To encourage dog owners to use the sanitary areas, higher fines than normal are issued to owners who allow their dogs to foul near these areas. The success of the scheme has encouraged many other areas across Belgium to adopt similar practices and more than 1,000 canine zones now exist.

The Pathway Group and PAC feel that similar schemes could be used by many local authorities and housing providers in the UK, especially in and around housing estates where little open parkland exists. They can be set up relatively easily at a small cost, as long as funding is available to make sure the areas are maintained and promoted to the local community.

“All local authorities and housing providers across the UK should consider such schemes within their future regeneration plans. Their existence will improve the environment and encourage responsible dog ownership.” (Pathway/PAC 2007)

**Please email [pathway@dogtrust.org.uk](mailto:pathway@dogtrust.org.uk) for further details on how to set up similar schemes in the UK.**

### 16.3. Case Study 3

#### Stevenage Borough Council - Working together to be positive about pets

Stevenage Borough Council's tenancy contract was drafted in partnership by officers, elected members and tenant representatives. One of the key issues it addresses is nuisance; the potential for pets to cause nuisance was one of the topics that produced much discussion.

The solution was suggested by tenant representatives; as a result, the council's tenancy contract now contains a section entitled, 'Conditions for keeping pets or animals'. These conditions are permissive; any tenant in any dwelling is allowed to keep pets or animals, subject to the stated conditions. These require the pet to be kept under proper control and state that it must not cause a nuisance or any damage and must not foul communal areas. Types of nuisance specified in the tenancy contract include noise and smell. The conditions also state that 'keeping a large number of animals may cause a nuisance even if each individual animal is acting in a normal manner.'

The conditions were decided by the tenant representatives themselves after much discussion. Although the council still bars some pets from certain types of sheltered accommodation, the general rule now is that all tenants have the right

to keep pets and even tenants in tower blocks are keen to ensure that these rights remain and that pets are not banned.

‘Officers thought that pets that were likely to cause messes, such as cats and dogs, would be banned by our tenants’, says Stevenage’s Tenancy Services Manager, Richard Stephens. ‘But our tenant representatives were very clear about the beneficial aspects of keeping pets, not just for elderly or lonely tenants, but for all tenants, including families with children. Even those tenants who have spent many years complaining about messy cats or messy dogs were keen to stress that they want people to be allowed to keep pets, provided any mess is cleared up and the pets do not cause a nuisance.’

Introductory tenants in Stevenage have the same right to keep pets and, since the council introduced the new tenancy contract in January 2004 (at the same time as it brought in introductory tenancies), the council has not needed to take enforcement action against any pet owner.

‘Rather than ban pets or animals, we wanted to ensure that their owners behaved responsibly’, Richard adds. ‘And this seems to be what has happened. Our caretakers report that there is a lot less dog and cat mess in our flat blocks and the lifts of our tower blocks - so it seems either the owners are behaving more responsibly, or the pets are!’

## 17. Draft pet policy

Policy	Comments
<p>XX accepts that keeping pets offers significant benefits to their owners and therefore encourages it. However, irresponsible ownership can also cause nuisance to others living nearby and so it is necessary to have some rules to ensure that neighbours are not adversely affected. This policy is intended to outline the conditions under which tenants may keep animals in accommodation managed by XX. It is not exhaustive and the housing manager may allow some relaxation of the policy in exceptional circumstances.</p>	<p><i>XX is used throughout this section of the document to refer to the name of the housing provider. It is important to point out the benefits which pets bring to their owners (see Section 1). It is difficult to lay down rules to cover every eventuality and it is advisable that some discretion should be allowed to senior managers to relax (but not tighten) the policy.</i></p>
<p>As stated above, XX encourages responsible pet ownership. However, ownership is a privilege, not a right, and tenants must comply with these guidelines and ensure their animals' welfare. Failure to do so will result in enforcement action by XX which might include eviction from the property.</p>	<p><i>Tenants need to be clear that the authority encourages responsible ownership but will act if the tenant transgresses for any reason.</i></p>
<p>As part of the tenancy agreement, tenants agree to make good any damage caused to the property by their pets. Most damage caused by pets is due to lack of supervision or control of the pet and therefore tenants must act responsibly to prevent this.</p>	<p><i>Damage would include damage to fixtures and fittings including irreversible leakage of odours, such as those made by male cats.</i></p>
<p>The number and type of pet which may be kept (visitors' pets are not included) in XX housing are listed in Annex A. In exceptional circumstances these guidelines may be changed by the housing manager. Any tenant who exceeds the number of pets permitted by their tenancy agreement may have enforcement action, including eviction, taken against them. All pets must be permanently identified by microchip or tattoo and the identification details must be registered with XX. To comply with current legislation dogs must also wear a collar and tag. Cats should be neutered.</p>	<p><i>A list of what may be kept can never be exhaustive but clear guidance is essential. It is also worth emphasising again that the consequences of ignoring the rules are potentially severe. Permanent identification allows the authority to identify any animal breaking the rules so it can take enforcement action against the keeper.</i></p>
<p>Dogs listed in the Dangerous Dogs Act 1991 and any animal listed in the Schedule of the Dangerous Wild Animals Act 1976 may not be kept. This is to protect the health and safety of any residents and employees of XX who may come into contact with them.</p>	<p><i>What is often more helpful is a list of what may not be kept so that housing provider staff are not faced with dangerous animals when maintaining or monitoring property.</i></p>



## 17. Draft pet policy *(continued)*

Policy	Comments
<p>Tenants are responsible for the health and welfare of their pets. Under the Animal Welfare Act 2006, this is called a duty of care. This requires proper day-to-day management and care of the pet. If tenants have any questions about the care of their pet they should contact their vet or one of the organisations listed at the back of this booklet. Routine healthcare must include regular control of parasites (fleas and worms), vaccination and neutering where appropriate. When applying to keep a pet you must provide the name of your vet and evidence from them that your pet is regularly treated.</p>	<p><i>All pet owners are required by law not to cause unnecessary suffering to their pet (see Section 2 3). More often than not, such suffering is caused by inadequate care rather than deliberate cruelty. Routine healthcare will go some way towards ensuring proper conditions are provided (see Section 2 on care for the most common species).</i></p>
<p>You must not breed any animal kept in XX property or offer any animal for sale from the property under any circumstances.</p>	<p><i>Breeding increases the risk of exceeding the permitted numbers of animals. The sale of pets from XX property is likely to cause a nuisance to neighbours and may require a licence from the local authority.</i></p>
<p>The control of your pets and any pets visiting the property are your responsibility. If cats are allowed free access outside then you must take steps to ensure that they do not cause a nuisance to your neighbours. Dogs must always be kept under control and on a lead when in public areas. They must never be allowed outside your property on their own - this includes communal balconies and stairwells. Dog faeces must always be removed immediately.</p>	<p><i>Proper control of pets limits the potential for nuisance to neighbours and the possibility of dogs fouling.</i></p>
<p>If you wish to construct outside accommodation, other than a hutch and exercise pen for small mammals, you must first seek written permission from XX. An application for such permission must include plans of the proposed construction and detail the species to be kept.</p>	<p><i>Residents who keep birds may wish to construct an aviary but such large constructions with some species in them can cause a lot of noise.</i></p>
<p>No pet should be left in the property when the tenant is away unless clear arrangements have been made to provide adequate care. In general this will require the pet to be boarded elsewhere but close supervision by a neighbour may be adequate for some animals.</p>	<p><i>It is illegal to leave a pet alone for any length of time.</i></p>



**18. Application to keep a pet in accommodation managed by XX (continued)**

**Pet 3:**

Species:	Dog	Cat	Small mammal	Reptile	Bird	Fish

Breed: ..... Sex: Female  Male  Neutered

Colour: ..... Name: .....

Age: ..... Approximate body weight: ..... Kgs

Microchip number: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

If necessary add further pets' details on a separate sheet.

I have read XX's guidelines and my pets comply with them.

I undertake to comply with all rules relating to pets and will ensure that all persons living with me and any visitors also do so.

**I understand that having a pet is a privilege and not a right and that if I infringe the rules it may affect my tenancy.**

Signature: .....

Date: .....

**Relating your pet policy to the tenancy/lease agreement**

To ensure that your tenant/resident is aware of their obligations you should attach the entire pet policy as an annex to the back of the tenancy/lease agreement. This will avoid any possible claims by a tenant/resident that they did not know the rules. However, you should add wording in your tenancy agreement relating to the annex so that the tenant/resident is bound by all the clauses in the pet policy. This is very important as housing providers often do not provide their tenants with a full pet policy but, instead, just add a few clauses to their tenancy agreement. Suggested wording for your tenancy/lease agreement when attaching your pet policy as an annex could be:

"The tenant/lessee shall be bound by the obligations contained in the pet policy (attached) for the duration of the tenancy/lease from this date."

## 19. Directory of useful contacts

### 19.1. Animal health, assistance and rehoming

#### Association of Dogs & Cats Homes

Secretariat  
C/o Battersea Dogs Home  
4 Battersea Park Road  
London  
SW8 4AA  
Tel: 020 7627 9204  
Fax: 020 7622 6451  
Email: [adch@dogshome.org](mailto:adch@dogshome.org)  
[www.abdch.org](http://www.abdch.org)



#### Battersea Dogs & Cats Home

4 Battersea Park Road  
Battersea  
London  
SW8 4AA  
Tel: 020 7622 3626  
Fax: 020 7622 6451  
Email: [info@dogshome.org](mailto:info@dogshome.org)  
[www.dogshome.org](http://www.dogshome.org)

#### Blue Cross

Shilton Road  
Burford  
Oxfordshire  
OX18 4PF  
Tel: 01993 822651  
Fax: 01993 823083  
Email: [info@bluecross.org.uk](mailto:info@bluecross.org.uk)  
[www.bluecross.org.uk](http://www.bluecross.org.uk)

#### British Small Animal Veterinary Association

Woodrow House, 1 Telford Way  
Waterwells Business Park  
Quedgeley  
Gloucester  
GL2 2AB  
Tel: 01452 726700  
Fax: 01452 726701  
Email: [adminoff@bsava.com](mailto:adminoff@bsava.com)  
[www.bsava.com](http://www.bsava.com)

#### Cats Protection

National Cat Centre  
Chelwood Gate  
Haywards Heath  
RH17 7BR  
Tel: 08702 099 099  
Fax: 08707 708 265  
Email: [helpline@cats.org.uk](mailto:helpline@cats.org.uk)  
[www.cats.org.uk](http://www.cats.org.uk)

#### Dogs Trust

17 Wakley Street  
London  
EC1V 7RQ  
Tel: 020 7837 0006  
Fax: 020 7833 2701  
Email: [info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)  
[www.dogstrust.org.uk](http://www.dogstrust.org.uk)

#### National Animal Welfare Trust

Tyler's Way  
Watford-By-Pass  
Watford  
Hertfordshire  
WD25 8WT  
Tel: 020 8950 0177  
Fax: 020 8420 4454  
Email: [reception@nawt.org.uk](mailto:reception@nawt.org.uk)  
[www.nawt.org.uk](http://www.nawt.org.uk)

#### ISPCA

National Animal Centre  
Derryglogher Lodge  
Keenagh  
County Longford  
Ireland  
Tel: 043 250 35  
Fax: 043 250 24  
Email: [info@ispca.ie](mailto:info@ispca.ie)  
[www.ispca.ie](http://www.ispca.ie)

#### Pets As Therapy

3 Grange Farm Cottages  
Wycombe Road  
Saunderton  
Princes Risborough  
Bucks  
HP27 9NS  
Tel: 0870 977 0003  
Fax: 0870 706 2562  
Email: [reception@petsastherapy.org](mailto:reception@petsastherapy.org)  
[www.petsastherapy.org](http://www.petsastherapy.org)

#### Peoples' Dispensary for Sick Animals (PDSA)

Whitechapel Way  
Priorslee  
Telford  
Shropshire  
TF2 9PQ  
Tel: 01952 290999  
Fax: 01952 291035  
Enquiries: 0800 917 2509  
Eligibility: 0800 731 2502  
[www.pdsa.org.uk](http://www.pdsa.org.uk)

**RSPCA**

Wilberforceway  
Southwater  
Horsham  
West Sussex  
RH13 9RS  
Tel: 0870 3335999  
Fax: 0870 7530284  
www.rspca.org.uk

**SCAS (Society for Companion Animal Studies)**

The Blue Cross  
Shilton Road  
Burford  
Oxon OX18 4PF  
Tel: 01993 825597  
Fax: 01993 825598  
www.scas.org.uk

**Scottish SPCA**

Braehead Mains  
603 Queensferry Road  
Edinburgh  
EH4 6EA  
Tel: 0131 339 0222  
Fax: 0131 339 4777  
Email: enquiries@scottishspca.org  
www.scottishspca.org

**Wood Green Animal Shelters**

King's Bush Farm  
London Road  
Godmanchester  
Cambridgeshire  
PE29 2NH  
Tel: 0870 3335999  
Fax: 01480 832379  
Email: info@woodgreen.org.uk  
www.woodgreen.org.uk

**USPCA**

PO Box 103  
Belfast  
BT6 8US  
Tel: 028908 14242  
Email: shauna@arrc-uspca.co.uk  
www.marine-media.co.uk/uspca/

The Animal Warden Service within each local authority should also be able to provide assistance.

**19.2. Behaviour problems**

**Battersea Dogs & Cats Home Behaviour Hotline**

Tel: 0905 020 0222

**The Association of Pet Behaviour Counsellors**

PO Box 46  
Worcester  
WR8 9YS  
Tel: 01386 751151  
Fax: 01386 750743  
Email: info@apbc.org.uk  
www.apbc.org.uk

**UKRCB - UK Registry of Canine Behaviourists**

North Lodge  
North Street  
Winkfield  
Berkshire SL4 4SY  
Tel: 01344 883955  
Email: ptc.northlodge@virgin.net  
www.dogbehaviourists.com

**Association of Pet Dog Trainers**

PO Box 17  
Kempsford  
GL7 4WZ  
Tel: 01285 810811  
Email: APDToffice@aol.com  
www.apdt.co.uk



**19.3. Pet bereavement**

**Pet Bereavement Support Services**

The Blue Cross  
Tel: 0800 0966606  
Email: pbssmail@bluecross.org.uk  
www.bluecross.org.uk

**19.4. Subsidised veterinary treatment**

Check with organisations listed above to see if they operate in your area and what, if any, eligibility criteria they have.

**19.5. Lost dogs**

Contact the Animal Warden Service within your local authority. (Environmental Health Services Department)

**Battersea Dogs & Cats Home Lost Dogs and Cats Line**

Tel: 0901 477 8477  
lostdogs@dogshome.org  
(Within the M25 area)

**Missing Pets Bureau**

Freepost SEA999  
Primrose Lane  
Croydon  
Surrey  
CR9 8WZ  
Tel: 08701 999000  
Fax: 08701 999011  
www.missingpetsbureaux.com

**Petsearch UK**

Tel: 01225 705175

**PetLog at the Kennel Club**

(National Microchip Pet Identification Scheme)  
Tel: 0870 606 6751  
Email: petlogadmin@the-kennel-club.org.uk  
www.petlog.org.uk

**19.6. Birds**

**National Council for Aviculture**

4 Haven Crescent  
Werrington  
Stoke on Trent  
Staffordshire  
ST9 0EY  
Tel/Fax: 01782 305042  
nca.mysite.wanadoo-members.co.uk

**National Birds of Prey Centre**

Newent  
Gloucestershire  
GL18 1JJ  
Tel: 0870 990 1992  
Email: kb@nbpc.co.uk  
www.nbpc.co.uk

**19.7. Equine**

**International League for the Protection of Horses**

Anne Colvin House  
Snetterton  
Norfolk  
NR16 2LR  
Tel: 0870 870 1927  
Fax: 0870 904 1927  
Email: hq@ilph.org  
www.ilph.org

**NEWC, Stanton**

10 Wales Street  
Kings Sutton  
Banbury  
Oxon  
OX17 3RR  
Tel/Fax: 01295 810060  
Email: info@newc.co.uk  
www.newc.co.uk

**Blue Cross**

(see page 29 for contact details)

**19.8. Fish**

**OATA: Ornamental Aquatic Trade Association**  
www.ornamentalfish.org

**19.9. Rabbits**

**Rabbit Welfare Association**

PO Box 603  
Horsham  
West Sussex  
Tel: 0870 0465249  
www.rabbitwelfare.co.uk

**19.10. Reptiles and amphibians**

**Federation of British Herpetologists**

Email: enquiries@f-b-h.co.uk  
www.f-b-h.co.uk

**The Reptile and Exotic Pet Trade Association**

Tel: 02392 214047  
Email: emsworthaquaria@btinternet.com  
www.repta.info



**19.11. Fostering services**

**Cinnamon Trust**

Tel: 01736 757900  
Email: admin@cinnamon.org.uk  
www.cinnamon.org.uk  
Operates a network of dog walkers and foster carers across the UK for the elderly and terminally ill.

**Pet Fostering Service Scotland**

Tel: 01877331496  
www.pfss.org.uk  
Pet fostering service for people in need across Scotland.

## 19.12. Pet fostering services for women fleeing domestic violence

### Dogs Trust Freedom Project

Tel: 0800 298 9199 - Greater London  
Tel: 0800 0834322 - Yorkshire  
Email: [freedomproject@dogstrust.org.uk](mailto:freedomproject@dogstrust.org.uk)  
[www.dogstrustfreedomproject.org.uk](http://www.dogstrustfreedomproject.org.uk)

### Paws for Kids

(covers Lancashire, Greater Manchester, North Cheshire & Merseyside)  
Tel: 01204 698999  
Email: [info@pawsforkids.org.uk](mailto:info@pawsforkids.org.uk)  
[www.pawsforkids.org.uk](http://www.pawsforkids.org.uk)

### PetRetreat RSPCA

West Regional HQ  
(covers Cornwall, Devon, Somerset, Avon, Dorset, South Wiltshire, Hampshire, West Berkshire, Surrey and Isle of Wight. Also Wales and West)  
Tel: 07715540182

### PetRetreat

Covers Leicestershire, Rutland and South Lincolnshire  
Tel: 079107 21797

## 19.13. Environmental, housing and other useful contacts



### Chartered Institute of Environmental Health

Chadwick Court  
15 Hatfields  
London  
SE1 8DJ  
United Kingdom  
Telephone: 020 7928 6006  
Fax: 020 7827 5862  
Email: [info@cieh.org](mailto:info@cieh.org)  
[www.cieh.org.uk](http://www.cieh.org.uk)

### Chartered Institute of Housing

Octavia House  
Westwood Way  
Coventry  
CV4 8JP  
Tel: 024 7685 1700  
Fax: 024 7669 5110  
Email: [customer.services@cih.org](mailto:customer.services@cih.org)  
[www.cih.org](http://www.cih.org)

### Community Hygiene Concern

Manor Gardens Centre  
6-9 Manor Gardens  
London  
N7 6LA  
Tel: 020 7686 4321  
Fax: 020 7686 4322  
Email: [bugbusters2k@yahoo.co.uk](mailto:bugbusters2k@yahoo.co.uk)  
[www.chc.org](http://www.chc.org)

### ENCAMS

Elizabeth House  
The Pier  
Wigan WN3 4EX  
Tel: 01942 824620  
Fax: 01942 824778  
Email: [information@encams.org](mailto:information@encams.org)  
[www.encams.org](http://www.encams.org)

### Department for Environment, Food & Rural Affairs

Nobel House  
17 Smith Square  
London  
SW1P 3JR  
Tel: 08459 33 55 77  
Email: [helpline@defra.gsi.gov.uk](mailto:helpline@defra.gsi.gov.uk)  
[www.defra.gov.uk](http://www.defra.gov.uk)

### The Good Dog Campaign

1 Bedford Avenue  
London  
WC1B 3AU  
Tel: 020 7255 1100  
Fax: 020 7255 5454  
Email: [gdc@grayling.co.uk](mailto:gdc@grayling.co.uk)  
[www.ndwa.co.uk/gdc/](http://www.ndwa.co.uk/gdc/)

### The Pet Health Council

1 Bedford Avenue  
London  
WC1B 3AU  
Tel: 020 7255 5408  
Fax: 020 7631 0602  
Email: [phc@uk.grayling.com](mailto:phc@uk.grayling.com)  
[www.pethealthcouncil.co.uk](http://www.pethealthcouncil.co.uk)

### Royal College of Veterinary Surgeons

Belgravia House  
62-64 Horseferry Rd  
London  
SW1P 2AF  
Tel: 020 7222 2001  
Fax: 020 7222 2004  
[www.rcvs.org.uk](http://www.rcvs.org.uk)  
See website for 'Find a Vet' facility.

## 19.14. Mediation

### Advice Services Alliance

12th Floor  
New London Bridge House  
25 London Bridge Street  
London  
SE1 9SG  
Tel: 020 7378 6428  
Email: info@asauk.org.uk  
www.adrnow.org.uk

### Mediation UK

Alexander House  
Telephone Avenue  
Bristol  
BS1 4BS  
Tel: 0117 904 6661  
Fax: 0117 904 3331  
Email: enquiry@mediationuk.org.uk  
www.mediationuk.org.uk



### Mediation Northern Ireland

10 Upper Crescent  
Belfast  
BT7 1NT  
Tel: 02890 438614  
Fax: 02890 314430  
Email: info@mediationnorthernireland.org  
www.mediationnortherireland.org

## 20. Further reading

### Age Concern:

#### Keeping pets in private retirement and sheltered housing - A Good Practice Guide.

Age Concern AIMS, 2006. Can be downloaded from [www.ageconcern.org.uk/aims\\_pets.asp](http://www.ageconcern.org.uk/aims_pets.asp).

### Anderson WP, Reid CM and Jennings GL: Pet Ownership and Risk Factors for Cardiovascular Disease

Medical Journal of Australia Vol. 157 (pp 298-301)1992

### Appleby D:

#### Ain't Misbehavin': A Good Behaviour Guide for Family Dogs

Broadcast Books, 1997

### Bailey G:

#### Perfect Puppy - How to Raise a Problem Free Dog

Hamlyn, 1995

### Beck, A. and Katcher, A:

#### Between Pets and People, Indiana

Purdue University Press, 1996

### Becker M:

#### The Healing Power of Pets - Harnessing the Ability of Pets to Make and Keep People Happy

Hyperion Press, 2002

### Birch, Ph.D Mary R. and Bailey, Ph.D, Jon S: How Dogs Learn

Wiley Publishing, 1994

### Bryant, I. and McBride, E.A:

#### Pets, Policies and Tenants: Report on PATHWAY housing provider 'Pet Policy' survey

PATHWAY, 2004 (available from [www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk))

### Coppinger, R & L:

#### Dogs

Crosskeys Select LTD, 2001

### Fisher J:

#### Why does my Dog?

Souvenir Press Ltd, 1999

### McGreevey, P:

#### Why does my Horse?

Souvenir Press Ltd, 2000

### Hart, LA and Mader, BA:

#### The Successful Introduction of Pets into California Public Housing for the Elderly

Californian Veterinarian, Sept/Oct, 1986:17-27

### Heath S:

#### Why does my Cat?

Souvenir Press Ltd, 2000

### Holmes J:

#### The Family Dog

Its choice and training 12th Ed, Ebury Press, 1997

### McBride A:

#### Why does my Rabbit?

Souvenir Press Ltd, 2000

### Pet Advisory Committee:

#### Rabbits Report, 2005

(available from [www.petadvisory.org.uk](http://www.petadvisory.org.uk))

### PATHWAY:

#### Pets and Housing - Guidelines for Housing Providers

Pathway, 1996 (available from [www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk))

### PATHWAY:

#### Pets and People - A Perfect Partnership

Pathway, 2001 (available from [www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk))

### Robinson, IH:

#### The Waltham Book of Human-Animal Interactions

Pergamon Press, 1995

### RSPCA:

#### Housing Pets and People

Animal welfare guidance and advice for housing providers 2004 (available from [www.rspca.org.uk](http://www.rspca.org.uk))



**Sandy-Winsch, G:**  
**'The Dogs Law Handbook'**  
Shaw and Sons Ltd, (1993 - updated June 2000)

**SCAS:**  
**Death of an Animal Friend**  
SCAS, 1990

**Dono, J.A, & Ormerod, E:**  
**Older People and Pets, a comprehensive guide**  
SCAS, 2005

**Wilson, C. and Turner, D. Eds:**  
**Companion animals in human health, California**  
Sage Publications, 1998



## 21. References

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*Losing a friend to find a home: a survey of pets, animal sanctuaries and older people.*  
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McNicholas, J., Collis, G.M. and Morley, I.E. 1993. Pets and people in residential care: towards a model of good practice. Published by the Joseph Rowntree Foundation.

Parsons D. 2004 'Perceptions held by pre-adolescents of their relationships with their companion animals' Unpublished MSc thesis, School of Psychology, University of Southampton.

Roberts, C.A., Horn, S.A. & McBride, E.A. 2004 'What factors affect the physical and psychological well-being of community-dwelling older adults: pets, people or both? A questionnaire study using Regression Analyses'. 10th International Conference on Human-Animal Interactions, Glasgow.

### Pathway

**Chairman: Roger Gale, MP**

Anchor Trust  
Blue Cross  
Cats Protection  
Dogs Trust  
SCAS  
University of Southampton  
Wood Green Animal Shelters  
[www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk)

### PAC

**Chairman: Lou Leather**

Blue Cross  
British Small Animal Veterinary Association  
British Veterinary Association  
Cats Protection  
Chartered Institute of Environmental Health  
Dogs Trust  
Feline Advisory Bureau  
Kennel Club  
National Office of Animal Health  
Pet Care Trust  
Pet Food Manufacturers' Association  
Royal Society for the Prevention of Cruelty to Animals  
Scottish Society for the Prevention of Cruelty to Animals  
[www.petadvisory.org.uk](http://www.petadvisory.org.uk)

### Pathway & PAC joint committee on pets and housing policy

**Co-Chairmen: Michael Jenkins and Roger Gale, MP**

Cats Protection  
Dogs Trust  
Blue Cross  
SCAS  
University of Southampton

"The Chartered Institute of Housing welcomes this comprehensive guide to assist housing providers in developing positive guidelines on keeping pets in rented accommodation. It provides all the information necessary to draw up and implement successful pet policies, including case studies, key legislation, exemplar policy and an extensive list of useful contacts."

**CIH – Professional Practice 2007**

"The CIEH welcomes this informative document aimed at giving advice to social housing providers on pets and housing. The booklet is essential reading for anyone involved in housing policy or housing management."

**CIEH 2007**

"I welcome these authoritative and well balanced guidelines on pet management for social housing providers. This invaluable document brings together the relevant laws, rules and best practice guidance on the keeping of companion animals, and should help housing providers ensure that, where pets can be kept, everybody is clear about their duties. These guidelines are in keeping with our aim of encouraging responsible pet ownership."

**Ben Bradshaw MP, Minister of State ( Local Environment, Marine and Animal Welfare)**

"I am pleased to welcome this informative resource aimed at Social Housing Providers. Responsible pet ownership is of benefit to owners and animals alike."

**David Drew MP, Chair of the All-Party Parliamentary Group on Housing Co-operatives and Community Controlled Housing 2007**

"The housing resource pack is a well-presented, informative document which provides new ideas and areas for consideration. The pack is particularly useful when reviewing tenancy agreements and guidance on keeping pets."

**Thanet Community Housing Association (part of the Orbit Group) 2007**

The BVA welcomes the timely publication of this excellent guide and commends it as an indispensable resource for housing providers and local authorities.

**BVA 2007**



**Pet Advisory Committee (PAC):**

c/o 1 Bedford Avenue  
London WC1B 3AU  
Tel: 020 7255 5489  
[www.petadvisory.org.uk](http://www.petadvisory.org.uk)



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c/o Dogs Trust  
17 Wakley Street  
London EC1V 7RQ  
Tel: 020 7833 7671  
Email: [pathway@dogstrust.org.uk](mailto:pathway@dogstrust.org.uk)  
[www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk)