

Willow Tree Housing Partnership Limited (WTHP) recognises that pets can be a great source of companionship and are important for many families. While we understand that you may want to keep a pet we also have to consider the impact your pet may have on your neighbours and your property.

As set out in your tenancy agreement, you will need to ask WTHP's permission before keeping a pet .

We expect pet owners to be responsible, to look after their pets, and to ensure that pets do not cause a nuisance to neighbours, or foul the communal areas.

## Pets Policy

Please speak to your Housing Officer **before** getting a pet, to check if pets are allowed in your home.

You are responsible for the behaviour of your pets at all times.

Dogs must not be allowed to foul on communal areas and must be kept on a lead while in the vicinity of the property or in any communal area.

If you wish to fit a cat flap in your property you will need to seek WTHP's permission first. Cat flaps are not permitted in uPVC doors, communal doors or flat doors unless the door leads straight outside.

Caged or tanked animals, such as birds, fish, rodents or reptiles are permitted, subject to WTHP approval.

Please note that in some flats, where WTHP is not the head landlord, pets are not permitted under any circumstances.

## Assistance Dogs

Assistance dogs are permitted, but would count as a pet for the property. For flats, the size restriction of a maximum of 10 kg is waived for assistance dogs, as long as evidence is produced to confirm their status.

## Poultry

Keeping poultry may be permitted, but only in properties with a larger garden and only in limited circumstances. If you would like to keep poultry you must contact us.

You will also need to check any local bylaws and planning restrictions.

## Withdrawing permission to keep a pet

We will contact you if there are any complaints about your pet. You will get the chance to put right any issues, except where a dog has been aggressive or has bitten someone.

Permission for pets may be withdrawn where:-

- The pet causes a persistent nuisance, for example by barking, being aggressive or causing a mess.
- The pet bites anyone who is not a member of your household in the locality of your home.
- We are concerned for the pet's welfare and you have not taken steps to deal with our concerns.
- The pet has fouled the communal area and you have not cleared up any resulting mess, or where there is persistent fouling.
- The dog has been left to roam the local area or has not been kept on a lead in communal areas.

Where permission is withdrawn, WTHP expects you to rehome your pet. If this does not happen within a reasonable time it may put your home at risk.

Where WTHP discovers a pet that does not have our permission, you may request retrospective permission, but this will be considered in line with the above conditions.

### **Permission granted prior to April 2020**

Residents with permission for pets granted before April 2020 may have agreements outside of this policy. Once the pet passes away the above policy will be applicable.

**Head Office registered at:**

Eastbridge House, Pill Road, Rooksbridge,  
Somerset BS26 2TN

**Devon Office:**

Floor 4, Studio 5-11 Millbay Road, Plymouth,  
Devon, PL1 3LF

**Tel: 01934 750780**

**[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)**

**[www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk)**