

PET POLICY – WHAT YOU NEED TO KNOW

Stoke on Trent Housing Society understands that pets can be an important part of people's lives and can support health and wellbeing.

This leaflet explains what pets' residents of Stoke on Trent Housing Society' are allowed, when permission is needed and your responsibilities as a pet owner.



PETS YOU CAN KEEP WITHOUT PERMISSION

- Up to **2 small caged or tank pets** (for example, guinea pigs, birds)
- **Fish** (no limit, in a reasonable sized indoor tank – heated tanks must have a lid)

LIVING IN A HOUSE OR MAISONETTE APARTMENT

- You may keep **up to 2 dogs or cats** without permission
- Pets must not be prohibited or dangerous breeds

LIVING IN A COMMUNAL BUILDING

A resident consultation will take place for each individual scheme and at least 60% of responses must support pets (i.e. dogs and/or cats) before we agree to accept pets at that scheme. Where pets are allowed:

- Permission must be requested first
- Limit: **one dog or one cat per home (cats must be neutered** to reduce the risk of nuisance to neighbours
- Permission may be refused if:
 - The property is unsuitable
 - There is a history of tenancy breaches
 - There are safety or nuisance concerns

HIGH-RISE BUILDINGS

Dogs and cats are **not permitted** at Dickson House, Hammond House and Northwood Court.

This is due to safety and shared-space concerns. Whilst emotional support animals are also not permitted, **Assistance dogs are allowed** (see below).

ASSISTANCE DOGS

Registered assistance dogs are allowed under the **Equality Act 2010**. Please notify us so we can make any necessary safety arrangements (note - assistance dogs must still comply with dangerous dog legislation).

PROHIBITED ANIMALS

You **cannot** keep:

- Animals banned by law
- Dangerous dogs including XL Bully types (unless legally exempt)
- Farm animals or livestock
- Venomous or dangerous reptiles
- Wild or non-domesticated animals
- Breeding animals is not allowed.

Permission may be **withdrawn** if a dog:

- Becomes aggressive
- Causes nuisance or antisocial behaviour
- Breaches legal or tenancy conditions

YOUR RESPONSIBILITIES AS A PET OWNER

All pet owners must:

- Ensure dogs and cats are microchipped
- Prevent noise, smell, fouling, or damage
- Clean up after pets immediately (a min. £60 charge will be applied to the owner if we must do this)
- Provide proper care, exercise, and veterinary treatment
- Take out suitable pet insurance
- Keep pets secure and prevent escape
- Get permission before installing cat or dog flaps (not allowed at all in fire doors)
- Ensure pets do not interfere with staff or contractors
- Pets must not be left alone for long periods or allowed to roam communal areas.

When using communal areas pets **must be**:

- On a lead (and muzzled if legally required)
- Always accompanied

Pets **must not**:

- Roam freely
- Use communal areas for exercise or fouling
- Any mess must be cleaned immediately (charges will apply where the Society must arrange cleaning)

IF THERE ARE PROBLEMS

We aim to work with residents first and offer advice where possible. However, serious or ongoing issues may lead to:

- Requests to rehome the pet
- Referrals to the council, police, or RSPCA
- Charges for damage
- Legal or tenancy enforcement action

EQUALITY & FAIRNESS

We are committed to:

- Treating everyone fairly and lawfully
- Making reasonable adjustments where needed
- Recognising the positive role pets and assistance animals can play

If you are unsure whether a pet is allowed, or need permission, please contact us before bringing a pet into your home, email info@stokeontrenthousingsociety.org.uk or call 01782 968566.