

# Animals in your home

You must have written consent from Victory to keep any animals, birds or pets. If you do not get written consent, you may be asked to rehome the pet.

This leaflet explains how to apply.



## Can I keep a pet?

Responsible pet ownership can bring lots of benefits. However, keeping pets can sometimes have an impact on your property, and your neighbours.

All Victory tenants must get written consent from us before taking ownership of a pet, to help avoid these situations.

### How do I ask for permission?

You need to complete our animal ownership request form to ask permission. You can do this on the Victory website using our online form. You can also download and print a form. Alternatively, call or email Customer Services to request one to be sent out to you.

### Assistance Pets

By law, we will not withhold permission for you to keep a guide dog or assistance pet. These are not classed as 'pets' but as an essential aid to daily living. However, we do still need to know about all the animals in your home, so please use the animal ownership request form to provide the details to us.

You **do not** need permission for:

- Fish kept in one tank with a capacity of less than 21 litres
- No more than two small domesticated rodents, for example hamsters, gerbils, guinea pigs or chinchillas

If these pets breed you'll need to reduce the number down once the offspring are independent, or apply for permission if you want to keep more than the numbers allowed.

## What information do you ask for when I apply?

The animal ownership request form asks for a range of information to help us to make an informed decision.

You will also be asked to sign a declaration to say you are responsible for the care, welfare and behaviour of your pets and you will ensure that they do not cause any nuisance or distress to others.

### You will need to tell us:

- If the animal is an assistance pet
- The type of property you live in
- Whether you have access to gardens or open space
- The type and breed of animal
- Whether the animal will be neutered or spayed
- If the animal is microchipped
- Any animals you already have
- When you are planning to get the pet
- Where you are getting it from
- How long it will be left each day
- What arrangements you will make for your pet when you are away
- Which vet it will be registered with
- A contact in case of emergency
- Any special licenses or documents required

If you are affected by animal nuisance, please contact our Customer Services Team.

## What happens to my request?

Victory's Community Management Team will consider your request and will write to you to let you know their decision. We aim to let you know within 10 working days. We will contact you if we need more information.

We will assess whether the home you live in is suitable for the type of pet you have requested and also consider if it is likely your pet will cause a nuisance.

We will look at any previous problems with pet ownership or anti-social behaviour and the way residents are managing their home. We also consider any pet-related problems in the immediate area.

We assess all requests in a fair and impartial way.

## Animals and the Law

The Animal Welfare Act 2006 makes owners and keepers responsible for ensuring that the welfare needs of their animals are met. These include the need:

- for a suitable place to live
- for a suitable diet, including fresh water
- to express normal behaviour
- to be housed with, or apart from, other animals, as suitable for that animal
- to be protected from pain, injury, suffering and disease

Anyone who is cruel to an animal, or does not provide for its welfare needs, may be banned from owning animals, fined up to £20,000 or even sent to prison.

### Dangerous animals

We **will not** give permission for tenants to keep:

- Dogs prohibited by the Dangerous Dogs Act 1991 or other similar legislation
- Any animal listed in the Schedule of Dangerous Wild Animals Act 1976

### Can I appeal if permission is refused?

If your request is refused and you do not agree with the reasons for the refusal, you can make a formal complaint. This does not necessarily mean the decision will be overturned. You can find out more about how to make a complaint on our website or by contacting our Customer Services Team.

### Can permission be withdrawn?

We have the right to refuse or revoke permission at any time under reasonable circumstances. These include:

- If the conditions given by Victory for keeping the pet have been breached
- If the pet causes nuisance, annoyance, disturbance or distress to neighbours
- If the cost of keeping the pet interferes with the tenant's ability to pay their rent
- If we believe the pet is neglected, malnourished or mistreated in any way.

If permission is revoked, we will write to let you know, giving the reasons why this has happened. We will give a reasonable timescale to arrange for the pet to be rehomed.

## **I live in sheltered housing. Can I keep a pet?**

We do not usually give permission for cats or dogs to be kept in sheltered housing schemes as they often have internal corridors and lifts. However, if a new tenant moving to sheltered housing already has a cat or dog, we may be able to grant permission as long as they live in a ground floor property. Permission for any additional pets would be refused.

## **Pets in internal communal areas**

Pets are not allowed in shared facilities such as communal lounges, laundry rooms or kitchens, except for assistance pets.

## **Is 'pet sitting' allowed?**

If you are asked to look after a pet in your home temporarily ('pet sit'), you will need permission from us before the pet arrives at the property.

Permission will be given for a limited amount of time (usually up to 28 days) unless there are exceptional circumstances surrounding the request.

We can refuse or revoke permission at any time under reasonable circumstances.

Contact our Customer Services Team to request permission for pet sitting.

## Your responsibilities as a pet owner

If you receive permission to keep a pet, it is your responsibility to ensure the pet is cared for and looked after properly. It is also your responsibility to ensure you are able to afford to keep the pet you have requested permission for.

Dogs must be kept on leads at all times in external communal areas. Owners must clean up after their pets immediately, especially if they foul in communal spaces.

It is your responsibility to put right any damage to your property caused by the pet at your own cost. Any damage caused by pets to the property at the time you leave the property will be put right by Victory, and the cost recharged to you.

It is your responsibility to ensure all the conditions and guidelines set out in your Tenancy Agreement are met, as well as any other conditions specified in the written consent from Victory.

Victory will check the accuracy of information about pets in your home every year.

# Contact Victory

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Call us any time on

**0330 123 1860\*** Charged at same rate  
as 01 and 02 numbers

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**Email:** [info@victoryhousing.co.uk](mailto:info@victoryhousing.co.uk)

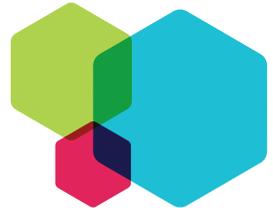
**Visit:** [www.victoryhousing.co.uk](http://www.victoryhousing.co.uk)

 **Twitter:** @VictoryHousing

 **Facebook:** [facebook.com/victoryhousing](https://facebook.com/victoryhousing)

**Write to:** Victory Housing Trust, Tom Moore House,  
Cromer Road, North Walsham NR28 0NB

**Visit us at:** Tom Moore House, Monday to Friday  
between 8:30am and 5pm



\*We record all phone calls that we make  
and receive, for quality and training purposes.

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