

Keeping pets in your home

You need to get our permission before you can keep a pet, unless it is an assistance dog.

Please ask us for a pet permission form to fill in. When we receive your completed form, we will look at the information you have given us and we may also visit your home to see if it is suitable for the needs of the pet you'd like to keep. We will then write to you to let you know if we give you our permission to keep a pet.

We will not allow you to have a pet if:

- your tenancy agreement does not allow it. For example, we do not allow dogs to live in flats without a private garden
- there have been issues with you keeping a pet before
- the pet you would like is not suitable for your home. We will ask the RSPCA or another professional animal organisation for advice. The welfare of the pet will always come first
- it would not normally be kept in the home. For example, farm animals like sheep, goats or pigs
- it is a breed of dog that is banned under the Dangerous Dog Acts of 1991 and 2006. For more up-to-date information please go to www.defra.gov.uk
- the pet you would like is listed under the 1976 Dangerous Wild Animals Act and you don't have a licence for it.

For more information please go to www.defra.gov.uk or [contact us](#).

How can you stop your pet becoming a nuisance?

If you have a pet, it is up to you to make sure it doesn't become a nuisance. Please think about it from your neighbours' point of view.

- Keep your pet under control. Don't leave dogs unattended in shared areas and private gardens.
- Don't let your pet foul in private areas, and pick up any mess in shared areas and your own garden immediately.
- Don't place cat litter trays in shared areas.
- Don't leave animal food around your property as it will attract vermin.

- Control their noise. Constant barking can become a nuisance, so get help from a professional trainer if you need to.
- Sort out any behaviour problems, like aggression, immediately.

What can you do if you are having problems with your neighbour's pet?

If you can, try talking to the owner to see if you can sort the matter out between you. Try to stay calm and listen to what they say.

If you do not feel confident about approaching the owner, then [contact us](#).

What can we do about nuisance pets?

We will listen to both sides and try to come up with a solution. If this does not work, there are a number of steps we can take. For example, we can:

- arrange for an independent mediator to talk to you both, to help you sort out the issue yourselves
- take back our permission for them to keep the pet in their home
- involve agencies such as the RSPCA or the police
- put a limit on the number of animals they can keep at the property
- make being a responsible pet owner part of an Acceptable Behaviour Contract. This is signed by the person causing the problem, us and in some cases a third party like the police
- get an injunction (court order) to stop the owner from doing certain things, or for the animal to be removed from the property
- take possession of the property (evicting the pet owner) in extreme cases, if there are no other alternatives.

Pets and the law

There are many laws to protect animals and people, including:

- **The Protection of Animals Act 1911**
It is against the law to be cruel to an animal or not care for it properly
- **The Abandonment of Animals Act 1960**
It is against the law to abandon or dump an animal
- **The Animal Welfare Act 2006**
Owners must give their pets food, water, medical treatment and a suitable place to live
- **The 1992 Control of Dogs Order**
Every dog, while in a public place, must wear a collar showing the owner's name and address.

More information

You can find out more about dealing with nuisance caused by pets on the [government website](#).

If you think an animal is being mistreated, call the RSPCA 24-hour cruelty line on 0300 1234 999.

Contact us

Online: www.a2dominion.co.uk/customers

By email: customer.services@a2dominion.co.uk

By phone: 0800 432 0077 (Monday to Friday, 8:30am to 5:30pm)

In person or by post: by visiting or writing to one of our main or local offices.

My Account

View your rent and service charge statement, update your contact details and track your repair online at www.a2dominion.co.uk/myaccount.

Translations

We'll consider requests for translations into other languages and formats including large print, audio and Braille.