



Pet Policy

1. Introduction

- 1.1 This policy sets out the principles for managing responsible pet ownership within Salvation Army Homes. This policy supports residents' wellbeing by enabling responsible pet ownership and sets out clear, compassionate processes for permissions and compliance support.
- 1.2 It covers the types of pets that are permitted, the conditions attached to keeping pets in our homes and how we address situations e.g. where permission has not been obtained, including supportive steps to resolve issues.
- 1.3 This policy should be read in conjunction with our:
 - Anti-Social Behaviour Policy
 - Complaints Policy
 - Hoarding Policy
 - Safeguarding Policy
 - Relevant tenancy and lease agreements (the Salvation Army Homes tenancy agreement clauses 3.20; 3.21 and 5.3 set out the contractual obligations for the tenant connected with the keeping of pets.)
- 1.4 If any damage is caused by a pet to Salvation Army Homes property, then Salvation Army Homes reserve the right to recharge the tenant for the cost of any required works.
- 1.5 The Neighbourhoods Team should always refer to the Tenancy Agreement conditions when considering granting permission for the keeping of pets, and particularly so when this relates to dogs as they are a common source of complaint and nuisance.

2. Policy Statement

Salvation Army Homes recognises that pets can play an important role in supporting residents' wellbeing, mental health, and quality of life. We aim to support responsible pet ownership while ensuring that pets do not cause nuisance, pose risks to health or safety, or damage our properties or neighbourhoods. We will consider individual circumstances and seek supportive, proportionate steps to resolve issues before any formal action.

3. Scope

The policy applies to all properties owned or managed by Salvation Army Homes, including general needs homes. Additional restrictions may apply in supported, older persons, temporary or supported accommodation.

4. Principles

- 4.1 We recognise that pets can support a residents' wellbeing, mental health and quality of life. We will always take this into account when considering any request. We will also give due consideration to the possibility that the keeping of a pet, for instance, a dog, could have a detrimental effect on a neighbour.

Our task when considering the request is to seek a balance between the need of the applicant, the impact on others and the availability of adequate space for the pet. This is not an exact science, and we will seek to be fair and transparent in our decision making. In general:

- Residents may keep pets where they do so responsibly and in line with this policy.
- There is an expectation by Salvation Army Homes that the pet owner will not permit their pet to cause nuisance, danger, or distress to others.
- Residents must obtain permission where required before keeping a pet.
- Permission to keep a pet is conditional and may be withdrawn if the terms of this policy are breached.
- Each request will be considered on its individual merits, considering the property type, the property location and condition, the pet, and the resident's circumstances.

This policy will be reviewed every three years or sooner if required due to changes in legislation or best practice.

4.2 Permission to Keep Pets

When Permission Is Required

Residents must obtain written permission from Salvation Army Homes before keeping any pet.

Pets Not Requiring Permission

Permission is not required for:

- Small Fish (in appropriate tanks)
- Small caged animals (e.g. hamsters, gerbils)

Assistance and Support Animals

Salvation Army homes recognises that some residents may request permission to keep an Assistance dog or recognised support animals. Permission must still be sought from Salvation Army Homes as, for instance, some homes are on a long leasehold agreement, and such animals may be prohibited under that agreement. Salvation Army Homes will make reasonable adjustments in accordance with the Equality Act 2010 and will not unlawfully discriminate against disabled residents.

4.3 Application Process

Residents applying to keep a pet must provide:

- Type, breed, and size of the pet
- Number of animals
- Confirmation that the pet will be kept in suitable conditions
- Any other information reasonably requested to assess the application (including any legal requirements such as microchipping and we encourage pet owners to register with a vet practice)
- Confirmation from appropriate third parties that the pet is required to provide support to the resident (e.g. assistance dog)

Complete the **Request to Keep a Pet – Application Form** (see Appendix 1). We offer pre-application advice and support with forms. A decision will normally be made within 10 working days.

Where accepted, a **Salvation Army Homes Pet Agreement** (Appendix 2) will need to be completed with the resident and Neighbourhood Manager or Scheme/Service Manager.

Refusals will follow this policies' criteria; we will explain the reasons for the decision and provide a way to request a review, including guidance on re-application timescales based on individual circumstances.

4.4 Types and Numbers of Pets Allowed

Unless otherwise agreed in writing:

- A maximum of **one OR two** domestic pets (e.g. cats or dogs) may be kept in a property (The final decision on the number of pets allowed will be made by Salvation Army Homes, based on factors such as property location, floor space, if on ground floor, access to gardens etc)
- Dogs listed under the Dangerous Dogs Act 1991 are not permitted
- XL Bully dogs require a certificate of exemption
- Exotic, venomous, or dangerous animals are not permitted
- Breeding animals for sale is not permitted

4.5 Property-Specific Restrictions

Permission is more likely to be refused or restricted where:

- The property is a flat with shared entrances and limited space
- The property does not have suitable outdoor access
- The accommodation is supported, older persons or temporary housing
- The pet's size or needs are unsuitable for the property

Each request will be considered on its individual merits, considering the property type, the property location and condition, the pet, and the resident's circumstances.

Responsibilities of Pet Owners

4.6 Residents who keep pets must:

- Ensure pets are properly cared for and treated humanely
- Always keep pets under control
- Prevent pets from causing noise, fouling, smells, or aggressive behaviour
- Immediately clean up and bag any mess caused by pets within the property, and communal internal and outdoor areas. For the purposes of this policy, communal garden areas and open spaces are treated in the same way as lifts, stairwells, and corridors. If pets are required to transport through these areas, then they must be on a lead and accompanied by their owner
- Respect that communal gardens and open spaces are not places for pet recreation and residents are not to use these areas for that purpose
- Ensure pets do not damage the property or communal areas
- Comply with animal health, welfare, and licensing requirements
- Not leave pets unattended for long periods where this may cause distress or nuisance
- Residents must not put a cat flap in a door or window, without first obtaining permission from Salvation Army Homes. If you proceed without permission, then we have the right to request you replace the door when you move out of your home
- You should never leave your pet alone in your home for a long period of time. This will vary from animal to animal. Where we suspect an animal has been left alone and is in distress, we will consider contacting the RSPCA and requesting their assistance
- It is the tenant's responsibility to keep their dog under control at all times – this includes no barking or disturbance to neighbours in the early hours of the morning or late at night
- It is a legal requirement for cats and dogs to be microchipped. This will help identify the dog and enable it to be returned to its owner if found alone

If you are struggling with care, please contact us for support and signposting before problems escalate.

Damage, Cleaning, and Costs

Residents are responsible for:

- Any damage caused by pets to the property, fixtures, fittings, gardens, or communal areas
- Any additional cleaning, pest treatment, or repairs required because of keeping pets
- Please note pets are not permitted in communal facilities such as laundry rooms and communal lounges.

Costs may be recharged to the resident where permitted by law and tenancy conditions.

4.7 Nuisance, Complaints, and Enforcement

Where a pet is alleged to be causing nuisance or breaches this policy, Salvation Army Homes will:

1. Investigate the complaint
2. Attempt informal resolution where appropriate
3. Issue written warnings if problems persist
4. Require specific actions to be taken by the resident
5. Withdraw permission to keep the pet if necessary
6. Take tenancy enforcement action as a last resort

Action will always be proportionate and in line with our policies on anti-social behaviour.

If we consider the nuisance to be serious or persistent then appropriate enforcement action can be taken against the pet owner. This may involve the following:

- Contacting the local Environmental Health Department to act under the Environmental Protection Act 1990 (e.g. incidents involving noise, fouling and smells)
- Contacting the RSPCA and or local authority dog warden service who have responsibility to ensure animal health and welfare
- Contacting the police if the pet is believed to be dangerous and/or covered under the Dangerous Dogs Act
- Seeking an injunction to prevent residents from keeping a pet in a particular property or taking pets to specific areas
- Seeking possession of a resident's home for serious and persistent breaches of their tenancy and/or lease

4.8 Keeping Colleagues safe

When colleagues are conducting home visits, it will be a requirement for the resident to allow the visit to take place in a room free from pets.

This is to protect our staff and to avoid instances, such as allergic reactions from occurring.

Salvation Army Homes also reserve the right to cancel home visits or contractor appointments in the event of a resident refusing to move their pets into a separate room.

4.9 End of Tenancy

At the end of the tenancy, residents must:

- Ensure the property is clean and free from pet-related odours
- Immediately clean up and bag any mess caused by pets within the property, and communal internal and outdoor areas
- Carry out flea or pest treatment on carpeted areas

Failure to do so may result in recharges.

5. Data Protection and Equality Impact

In developing this policy, we have carried out assessments to ensure that we have considered:

- Equality, Diversity and Inclusion
- Privacy and Data Protection

To request a copy of these full assessments, please contact the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk.

6. Further information

If you have any questions regarding this policy, please contact your line manager or the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk, who will direct your query to the relevant Policy owner.

Legislative and Regulatory Framework

This purpose of this policy is to ensure Salvation Army Homes meets its obligations under the following legislation and regulations (as amended):

- Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
- Dangerous Dogs Act 1991
- Equality Act 2010
- Anti-social Behaviour, Crime and Policing Act 2014
- Renters' Rights Act 2026

Document History Log

Lead Reviewer	Date			Version	Approval	
	Created:	Revised:	Expiry		By	Date
HoHCS	Jan 2026		March 2029	1.0	SMT	11.03.26

Appendix 1 Request to Keep a Pet – Application Form

If you're thinking of welcoming a pet to your home, that requires permission, you must obtain permission and apply for them beforehand. The first stage is to read the Pet Policy, chat with us and fill out this form.

Resident Details

Name:	
Address:	
Tenancy reference (if applicable):	

Pet Details

Type of pet (e.g. dog, cat)	
Breed (if applicable)	
Number of pets	
Is your pet insured	
Is your pet vaccinated	(All dogs must be vaccinated against Canine Parvovirus, Canine Distemper Virus, Leptospirosis, and Canine Adenovirus. Please provide proof of their vaccination.)
Has your pet been microchipped	(It is a legal requirement for dogs and cats to be microchipped. Please provide microchip number.)
Is your pet neutered	
Name and contact of vet	
Name / Contact in case of an emergency relating to pet	
Resident signature – <i>all information in this form is true to my knowledge and I have understood my responsibilities as outlined in the Pet Policy.</i>	
If you are signing on behalf of someone else (e.g., a guardian or supported person), your name:	
If signing for someone else, state their name and your relationship:	

Appendix 2 Salvation Army Homes Pet Agreement

This agreement sets out the conditions for keeping a pet in a home owned or managed by Salvation Army Homes. Permission to keep a pet is given on the understanding that these conditions are met at all times.

Resident Details

Name:	
Address:	
Tenancy reference (if applicable):	

Pet Details

Type of pet (e.g. dog, cat):	
Breed (if applicable):	
Number of pets:	

Conditions of This Agreement

By signing this agreement, I confirm that I will:

1. Care for My Pet Responsibly

- Ensure my pet is well cared for and treated humanely
 - Meet my pet’s health and welfare needs at all times
 - Keep my pet under proper control
 - Keep pets up to date with vaccinations, flea/worm treatment, and general healthcare
 - Seek veterinary care when needed
- Proof may be requested at any time.

2. Prevent Nuisance or Disturbance

- Make sure my pet does not cause excessive noise, smells, fouling, or fear
- Prevent aggressive or dangerous behaviour
- Ensure my pet does not disturb neighbours or visitors

3. Keep the Property and Communal Areas Clean

- Clean up after my pet immediately in communal and outdoor areas
- Not allow my pet to foul shared spaces, paths, gardens, or entrances

4. Prevent Damage

- Prevent my pet from damaging the property, fixtures, fittings, garden, or communal areas
- Accept responsibility for any damage or extra cleaning caused by my pet

5. Follow the Law and Housing Association Rules

- Comply with animal welfare, licensing, and control laws
- Not keep any animal that is illegal, dangerous, or prohibited
- Not breed animals for sale
- Follow the Housing Association’s Pets Policy at all times

6. Allow Action if Problems Arise

I understand that if my pet:

- Causes nuisance
- Causes damage
- Breaches this agreement or the Pets Policy

Salvation Army Homes may:

- Ask me to take steps to resolve the problem
- Withdraw permission to keep the pet
- Take tenancy or lease enforcement action as a last resort

7. When I Move Out

I agree that when my tenancy ends, I will:

- Leave the property clean and free from pet-related odours
- Repair or pay for any damage caused by my pet
- Arrange flea or pest treatment if required

Important Notes

- Permission to keep a pet applies only to the pet(s) listed above
- Permission is not transferable to another resident or another pet

Declaration

I have read and understood this Pet Agreement and agree to follow it.

Resident signature:	
If you are signing on behalf of someone else (e.g., a guardian or supported person), your name:	
If signing for someone else, state their name and your relationship:	
Date:	

For Salvation Army Homes:

Name:	
Signature:	
Date:	