

Dolphin Square Charitable Foundation & Dolphin Living Limited

Resident Pet Policy

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1. Introduction and aim of the policy

Dolphin Living recognise that pets provide a range of benefits to their owners, including companionship.

This policy sets out Dolphin Living's approach to the keeping of pets by its residents. Whilst we recognise the benefits that responsible pet ownership can bring to owners, controls must be in place to prevent irresponsible pet ownership which can cause suffering to animals and nuisance to neighbours.

This policy will assist Dolphin to manage future pet permission requests, reports of pet nuisance and/ or animal welfare within Dolphin properties.

All Dolphin residents sign a tenancy agreement that has a clause on pet ownership. Therefore, all residents must seek permission to keep pets, other than small pets that can be housed in a small tank or cage, and as a variation to the tenancy agreement. Residents do not have to seek permission to keep small pets held in a tank or cage.

Where we receive complaints about pet nuisance and the resident has not had permission for the pet, we will require the resident to request permission retrospectively. Residents granted permission to keep a pet must retain evidence to substantiate this in case it is required by Dolphin or Touchstone. Permission is subject to withdrawal if the conditions are not being adhered to.

1.1 Conditions of pet ownership in a Dolphin Living property

Unless stated otherwise, residents can keep small animals that are housed in tanks, bowls, and cages inside the home without seeking permission. For all other pets residents must seek permission from Dolphin Living, and Dolphin review each case on its own merit.

Dolphin Living will not withhold permission unreasonably, however, are within their right to refuse authorisation of a pet based on the following grounds:

- Size of the pet compared to the size of the apartment
- The apartment and building is impractical and not suitable to animals
- If the pet is a dog it must not be left unattended for more than 4 hours per day
- If the pet is a cat it must not be left unattended for more than 12 hours per day
- A cat or dog flap is required
- The tenant has a previous history of pet nuisance or anti-social behaviour
- The tenant has a previous history of animal welfare issues
- The condition of the home means that it is not suitable for the proposed pet
- The pet is pregnant
- Planning/ lease restrictions prohibit the request

Permission must be sought for each animal and no more than two animals will usually be allowed per home; although Dolphin will use their discretion in this decision. Permission is non-transferable to a different animal or property.

1.2 Exceptions

Where Dolphin Living has developed or owns a property in conjunction with another owner or developer it may be that a “no pets” policy applies. In such a situation, Dolphin Living residents must abide by the terms of the ‘no pets’ policy.

1.3 Assistance dogs

Dolphin Living will consent to the keeping of guide dogs or other assistance dogs for residents with a proven medical need. As with all pets permission is subject to behaviour rules. The resident will need to provide supporting evidence for an assistance dog. Assistance dogs may be permitted at properties that have a “no pet” policy in accordance with the Equality Act 2010.

1.4 Emotional Support Animals

Dolphin Living are not legally bound to accommodate requests for emotional support animals (ESA). ESA is an animal that has been licensed by a therapist, psychologist, doctor, psychiatrist, or any other licensed mental health professional to provide comfort and minimise negative symptoms to a person with an emotional or psychological condition. Dolphin Living will consider ESA requests taking into account the grounds considered for all requests to keep a pet.

2. Requesting permission

Permission for a pet should be requested in writing by letter or email, providing full details of the pet, your living situation and household members. Residents must wait for a final response before getting a pet. It is important that residents do not assume that permission will be granted. A member of the Dolphin team may ask to visit the property to confirm whether it is suitable to house a pet.

Emails to be sent to: info@dolphinliving.com or sent to the relevant Property Manager at Touchstone.

2.1 Decision and appeals process

Dolphin Living will review all requests received and a written response will be sent to the resident within 20 working days of receipt of the request indicating whether consent is given. Where consent is not given the residents may appeal in writing to the Customer Services Director within 5 working days of receiving the decision letter. A full response to the appeal will be sent in writing within 10 working days following receipt of the appeal.

3. Pet welfare and behaviour

Residents are responsible for the health and safety of their pets. This requires day to day management and care of the pet. All pets must be given proper care, including a proper diet; protection from pain, suffering, injury or disease; the ability to exhibit normal behaviour

patterns and a suitable environment to live with or apart from other animals; and are not left unattended for a significant amount of time.

We expect all residents with pets to follow these behaviour rules:

1. All pets must be kept under proper control and not cause a nuisance to other households. This includes dogs being kept on a lead in communal areas, not entering play areas and being under control when Dolphin Living and Touchstone employees or contractors attend a property.
2. All dogs must wear a collar displaying the owners name and contact details.
3. All dogs and cats must be microchipped.
4. No fouling in communal areas.
5. Owners must actively seek to prevent unpleasant odours being emitted from their property due to their pet(s).
6. Cat or dog flaps cannot be installed as this will compromise the fire safety of the property. If the cat or dog requires an exit flap, permission will be denied.
7. Animals must not damage any Dolphin Living property, including communal parts of the building and neighbouring properties. Pet owners will be charged for any repairs or cleaning which are needed as a result of damage caused by their pet.
5. At the end of your tenancy the cost of any works required as a result of keeping a pet in the property will be recovered from the resident's deposit.

All pets must be kept in accordance with the 'Animal Welfare Act 2006'

4. Withdrawing permission

Permission may be withdrawn by asking residents to rehome their pet, and action taken against any resident who allow nuisance or annoyance to their neighbours. Examples of what is considered a breach of this policy include:

- Noise, including barking
- Unpleasant odours due to pets
- Fouling in communal areas or individual gardens
- Damage caused to a Dolphin property by the pet
- Pets left alone in a property for prolonged periods of time
- Too many animals within a household
- Breeding of pets
- Aggressive animals causing distress to other residents or animals

This is not an exhaustive list.

Dolphin Living may also find it necessary to contact the RSPCA if there is a concern over an animal's welfare. In some cases, it may be appropriate to consider remediation rather than legal action. In other cases, Dolphin Living may take enforcement / legal action against a resident who refuses to remove an animal from the property. Any costs incurred by Dolphin Living in relation to enforcement action will be passed onto the resident.

5. Unauthorised pets

Dolphin Living may be forced to act in cases where residents take in a pet without having obtained permission. Enforcement action may include:

- Requiring the residents to re-home the pet
- Refusing an internal transfer to another Dolphin owned property until the matter is resolved.
- Termination of tenancy and eviction in the most serious cases

In all cases we will work with the resident to find a resolution to the situation to avoid enforcement action if possible.