

**2023**

# **Housing Solutions Temporary Accommodation Pet Policy**

Communities and Place –  
Housing Services  
Nuneaton and Bedworth  
Borough Council  
18/03/2023

## Housing Solutions Pet Policy Quality Record

| Revision | Date          | Description    | Stage | Agreed             |
|----------|---------------|----------------|-------|--------------------|
| Draft    | February 2024 | First revision | Draft |                    |
| Final    | March 2024    | First revision | Final | 18/03/2024<br>ICMB |
| Reviewed | June 2026     | Policy review  | Final |                    |

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Please contact Housing Solutions if you require assistance.**

## Contents

| <b>Page</b> | <b>Description</b>                               |
|-------------|--|
| 3           | Introduction                                     |
| 3           | Purpose  |
| 3 to 5      | Responsibility                                   |
| 5 to 8      | Policy Statement                                 |
| 8           | Damage to Temporary Accommodation caused by pets |
| 8           | Related Documents                                |
| 8           | References                                       |
| 9           | Complaints Procedure                             |
| 10          | Equality & Diversity                             |
| 10          | Review Date                                      |

## **1.0 Introduction**

- 1.1 This policy outlines Nuneaton and Bedworth Borough Council's Housing Solutions Team's approach to the keeping of pets by its clients occupying temporary accommodation. The Council recognises the benefit that responsible pet ownership can bring; however, controls must be in place to prevent irresponsible ownership, which can cause suffering to animals; nuisance to other residents in temporary accommodation; and damage caused to properties that are occupied by pets.

This policy aims to ensure that pets are kept in-line with terms of this policy; complaints about nuisance are dealt with efficiently and effectively; advice and support is offered to residents about responsible pet ownership.

## **2.0 Purpose**

- 2.1 The purpose of the policy is to ensure that Nuneaton and Bedworth Borough Council's Housing Solutions Team have a consistent; fair; and transparent approach in the way it deals with permissions for pets to reside with their owners within its temporary accommodation that is suitable to house pets.

## **3.0 Responsibility**

- 3.1 The Housing Solutions Manager retains the overall responsibility for the implementation of this policy.
- 3.2 The Housing Solutions Team Leader and Landlord Solutions Team Leader are responsible for operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and reviewing; staff awareness and training; policy development; and communication to clients.

3.3 The clients placed in temporary accommodation also have a responsibility to ensure they are being a responsible pet owner and are adhering to their Pet Agreement; License Agreement; and Residents Handbook.

3.4 Where permission has been given to keep a pet in temporary accommodation, the Housing Solutions Officer must complete a risk assessment for pets and ensure the client has been issued with; read; signed; and given a copy of a Pet Agreement. The Pet Agreement includes what the Council expect clients to do to be considered a 'responsible pet owner', such as:

- Ensuring all pets are receiving flea & worming treatment.
- Ensuring pets are not to cause a nuisance or danger to residents or staff, including contractors in the temporary accommodation.
- Ensure all pets, particularly dogs & cats are microchipped with up-to-date contact details. NBBC will complete ad hoc checks with the Animal Warden to check chips.
- Ensure all pets are not free roaming in any shared areas. Dogs will be permitted to be in the shared hallways; stair wells; and gardens if they are accompanied with their owners and are kept on a lead.
- Ensure the accommodation is kept in a clean and hygienic condition.
- Ensuring the Housing Solutions Team are aware of pregnant pets and re-homing the babies when it is safe to do so.
- Ensuring no visiting pets, or pets without permission are being kept in the temporary accommodation.
- Ensuring pets have alternative care arrangements if residents are no longer able to care for them (holiday/hospital/custody etc).
- Ensuring any damage caused by residents' pets, will be recharged to the resident in-line with the Temporary Accommodation Rechargeable Repairs Policy.
- Ensuring no dangerous dogs are kept in temporary accommodation.

3.5 Clients keeping pets in temporary accommodation at Nuneaton and Bedworth Borough Council temporary accommodation, will be required to pay the following fees:

- £50.00 daily rent per day – this charge may be subject to variation by the Council. This may be covered by Housing Benefit, subject to the client’s entitlement. If there is a shortfall, it is the client’s responsibility to pay.
- £2.46 service charge per day to cover the cost of gas/electric/water/council tax. This will not be covered by Housing Benefit. It is the client’s responsibility to pay, this charge may be subject to variation by the Council.
- £2.46 per day to cover the cost of keeping their pets in temporary accommodation. This will not be covered by Housing Benefit. It is the client’s responsibility to pay, this charge may be subject to variation by the Council.

Temporary Accommodation not owned by Nuneaton and Bedworth Borough Council will set their own charges and any additional charges set for keeping pets will be determined at the time of booking the accommodation. This will not be covered by Housing Benefit. It is the client’s responsibility to pay a contribution of this cost that is considered reasonable, you will be advised of this cost by your Housing Solutions Officer.

## 4.0 Policy Statement

- 4.1 Anyone wishing to keep a pet in temporary accommodation that is suitable for pets must first obtain permission to keep their pet with them from their Housing Solutions Officer. Any client(s) found to have a pet in temporary accommodation without permission will be asked to rehome the pet(s) immediately, if clients fail to find alternative accommodation for their pets within the timescale provided, their stay in temporary accommodation will be ended.
- 4.2 The Council take a positive view about clients keeping suitable pets. If permission is granted, it will only be granted for no more than 2 pets to be kept in temporary accommodation with

Housing Solutions Temporary Accommodation Pet Policy

clients. The type of pet the Council consider suitable include, but not necessarily restricted to:

- Domesticated dogs
- Domesticated, non-feral cats.
- Domesticated rabbits and guinea pigs.
- Budgerigars and other caged birds.
- Domesticated rodents such as rats; mice; gerbils; and hamsters.
- Non-poisonous insects and spiders; and
- Non-poisonous snakes and reptiles under two feet in length fully grown.

4.3 All domesticated cats; rabbits; guinea pigs and domesticated rodents (see list above) must be kept as indoor pets whilst residing in temporary accommodation.

4.4 The Council recognises that some temporary accommodations are more appropriate for keeping certain types of pets than others.

4.5 There are certain overriding terms and conditions that must be satisfied in order for permission to keep a pet to be granted. They are:

- Unless explicitly agreed otherwise, no more than two domesticated pets (see list above) will be allowed in any one property; but there may be properties where size and/or layout means that only one may be kept.
- That any dog kept is not a breed that is prohibited by the Dangerous Dogs Act 1991.
- Dogs not listed within the Dangerous Dogs Act 1991; however, the dog has been reported to authorities for aggression; fighting; or frightening the public.
- No wild, dangerous, endangered, or poisonous creatures, or livestock, including horses; ponies; fowl; or game birds or similar animals covered by the Dangerous Wild Animals Act 1976 will be allowed.
- That the pet will not be subject of any breeding or business activity from the property or locality. If the pet(s) are pregnant at the time of placement, arrangements to rehome the litter(s) must be made immediately.

4.6 There are certain properties where consent to pet ownership will not be given, this includes some of our hostels and self-contained

Housing Solutions Temporary Accommodation Pet Policy

properties. Permission may however be given for registered guide or assistance dogs. Your Housing Solutions officer will advise you accordingly.

- 4.7 If the Housing Solutions Officer has given a client permission to keep a pet in their temporary accommodation, no further permissions will be given to clients for any additional pets unless it is a guide dog or a registered assistance pet. Should clients bring additional pets to their temporary accommodation without permission, the client will be asked to rehouse the additional pet(s) immediately. Failure to rehouse the additional pets within the timescale provided will result in their stay in temporary accommodation being ended.
- 4.8 The Housing Solutions Team will grant clients permission to keep their pets in suitable accommodation that is considered 'pet-friendly'. Some accommodation provided does have communal/shared areas such as gardens; corridors; stairwells; kitchens; bathrooms; and laundry rooms. No pets, unless registered assistance dogs will be permitted to enter shared kitchens; bathrooms; or laundry rooms. However, dogs will be permitted to enter the shared gardens; corridors; and stairwells when entering/leaving the building and they must be always kept on a lead.
- 4.9 If a client allows a friend's or family member's pet to visit the temporary accommodation, whether it is pet-friendly accommodation or not, they will be asked to remove the pet immediately. No permissions will be given by the Housing Solutions Team for client's friends or family member's pets to visit the accommodation, this includes permissions to look after the pet temporarily for their friend or family members.
- 4.10 If a client acquires a pet in a property where pets are not permitted and without consent from the Housing Solutions Team, the client will be required to find alternative temporary housing for their pets. If the client refuses to fail to secure alternative housing for their pets within the timescale provided, the clients stay in temporary accommodation will be ended.
- 4.11 If the pet owner refuses to behave responsibly in complying with relevant conditions above and set out in their licence agreement, permission to keep their pet(s) may be revoked or their stay in temporary accommodation could be ended.

- 4.12 When a client leaves temporary accommodation where they have been housed with their pets, the clients are responsible for taking their pets and pets belongings out of the accommodation upon check out.

## **5.0 Damage to Temporary Accommodation caused by pets**

- 5.1 Where a pet has caused damage to a property, including communal areas (such as communal corridors; stairwells; lifts; gardens; laundry rooms; kitchens; and bathrooms) the client will be responsible to cover the cost of the damages caused as outlined in the Temporary Accommodation Rechargeable Repairs Policy.

## **6.0 Related Documents**

- 6.1 This policy relates to the following documents:

- License Agreement
- Pet Agreement
- Risk Assessment for pets
- Residents Handbook
- Microchipping pets' booklet
- Banned dog breeds & information booklet; and
- Temporary Accommodation Rechargeable Repairs Policy

## **7.0 References**

- 7.1 This policy makes references to:

- License Agreement
- Pet Agreement
- Residents Handbook
- Temporary Accommodation Rechargeable Repairs Policy
- Animal Welfare Act 2006; and
- Dangerous Dogs Act 1991 (s/13)

Housing Solutions Temporary Accommodation Pet Policy

## 8.0 Complaints Procedure

8.1 If there is dissatisfaction with any part of the process or the Council's actions, a formal complaint may be raised in any of the following ways.

- Via the Council's website [www.nuneatonandbedworth.gov.uk](http://www.nuneatonandbedworth.gov.uk)
- By emailing Customer Services at [customer.services@nuneatonandbedworth.gov.uk](mailto:customer.services@nuneatonandbedworth.gov.uk)
- By letter to:  
Customer Services  
Nuneaton and Bedworth Borough Council  
Town Hall  
Coton Road  
Nuneaton  
CV11 5AA
- In person at the Town Hall.

Complaints should be resolved as soon as possible and within 10 days of the acknowledgement; for complex cases this may be extended for a further 10 working days.

If matters cannot be resolved within the maximum timescale of 20 working days, we will contact the complainant to let them know of the delay and advise when we will be able to respond by.

The Housing Ombudsman can also be contacted any at point to offer free, impartial advice to tenants and leaseholders. Their contact details are as follows:

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Telephone: 0300 111 3000

The Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Housing Solutions Temporary Accommodation Pet Policy

## **9.0 Equality and Diversity**

- 9.1 The Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any of the Protected Characteristics listed within the Equality Act 2010 and any other difference that can lead to discrimination or unfair treatment fully considering the principles of legislation.

The Council will also be fully compliant with the Public Sector Equality Duty and take this into consideration within any decision-making process.

## **10.0 Review Date**

- 10.1 This policy will be reviewed every three years or on the introduction to new legislation; regulation; or good practice guidance. Delegated authority to change; amend; and update this policy will be given to the Assistant Director for Housing Services in consultation with the Portfolio Holder.