



Pet Policy

Approved/last reviewed by Policy Sub Committee : 2nd September 2026

Date due for review : September 2029

Equality and Diversity Policy Statement

This policy can be provided in a range of accessible formats, such as large print, audio, or translated versions, depending on individual needs.

Our equality and diversity statement sets out the commitments that shape all our services, from employment practices to the support we provide to tenants and other customers.

We are guided by core values of fairness, inclusion, and equal treatment. These principles underpin our Equality and Diversity Policy and inform how we put it into practice across the organisation.

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Hillhead Housing Association 2000 is a Scottish charity, (SC029908) , a Registered Social Landlord with the Scottish Housing Regulator (326) and a Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 Register number 2562R (S)

1. INTRODUCTION

Hillhead Housing Association understands that pets can be important family members and make a house a home. Pet ownership can help tenants maintain a healthy and active lifestyle, give a sense of purpose, and offer significant benefits to a person's wellbeing. The purpose of this policy is to ensure that tenants and their pets can live together safely and happily within their homes and neighbourhoods. This is achieved through promotion of responsible pet ownership and fostering trust between the Hillhead Housing Association staff and tenants.

Hillhead Housing Association's Scottish Secure Tenancy Agreement (SST) sets out the tenants' responsibilities in respect of their pets in Section 2.6.

Tenants should be aware that failure to keep control of household pets can cause great distress to other residents and could also result in damage to the property.

2. LEGISLATION

The following legislation and regulations have been taken into consideration when developing this policy:

- The Animal Health and Welfare (Scotland) Act 2006
<https://www.legislation.gov.uk/asp/2006/11/contents>
- The Control of Dogs Order 1992
<https://www.legislation.gov.uk/uksi/1992/901/contents/made>
- The Dog Fouling (Scotland) Act 2003
<https://www.legislation.gov.uk/asp/2003/12/contents>
- Dangerous Dogs Act 1991
<https://www.legislation.gov.uk/ukpga/1991/65/contents>
- Dangerous Wild Animals Act 1976
<https://www.legislation.gov.uk/ukpga/1976/38/contents>
- The Microchipping of Dogs (Scotland) Regulations 2016
<https://www.legislation.gov.uk/ssi/2016/58/contents>
- The Control of Dogs (Scotland) Act 2010
<https://www.legislation.gov.uk/asp/2010/9/contents>
- Antisocial Behaviour etc. (Scotland) Act 2004
<https://www.legislation.gov.uk/asp/2004/8/contents>
- Environmental Protection Act 1990
<https://www.legislation.gov.uk/ukpga/1990/43/contents>
- The Wildlife and Countryside Act 1981
<https://www.legislation.gov.uk/ukpga/1981/69/contents>
- Housing (Scotland) Act 2025
<https://www.legislation.gov.uk/asp/2025/13/contents>

3. PERMISSION TO KEEP PETS

- Pets are permitted in all property types.
- It is generally expected that tenants shall not have more than one pet in their home, however requests will be considered on a case-by-case basis. For example, for pets required to be kept in pairs for welfare reasons we will generally grant permission (provided there are no other reasonable grounds for refusal). Permission to keep additional pets will not be refused unreasonably and full information on any refusal will be provided.
- Tenants should request permission for a pet by filling out the form attached at Appendix A and returning it to their Housing Officer. Tenants can also contact their Housing Officer in person or over the phone to request permission and be supported to provide the relevant information.
- Tenants are responsible for keeping Hillhead Housing Association up to date with any changes in pet circumstances.
- Permission requests will be dealt with within 30 calendar days. Hillhead Housing Association will provide written confirmation of the decision reached.
- If Hillhead Housing Association does not reply within 30 days of the request being made, permission is automatically granted.
- Hillhead Housing Association will not refuse the request without good reason. If permission is refused, reasons will be given. Reasonable refusal grounds include but are not limited to:
 - previous animal welfare complaints
 - previous animal nuisance complaints
 - current legal action against tenant
 - condition of the property
 - previous pet permission refusal (within the last 6 months).
- If a tenant objects to Hillhead Housing Association's decision, they can appeal using the normal complaints procedure - https://www.hillheadhousing.org/data/Complaints_Handling_Procedure_2024_07_18_11_52_07_540.pdf?v=1721299928
- This policy will not be implemented retrospectively, and permission does not need to be granted for pets that were obtained before this policy was in place (September 2026).
- If Hillhead Housing Association discovers that additional pets are being kept at a property without permission, the tenant will be contacted to discuss options. Available options will depend on the circumstances and welfare of the pets and could include the tenant being given 2 months to find alternative homes for the pets.

Permitted pets:

- Dog*
- Cat
- Domestic bird
- Rabbit
- Small rodent (e.g. hamster, guinea pig, rat, gerbil, mouse)

- Ferret
- Fish in a home aquarium
- Small reptile or amphibian in a vivarium or tank (e.g. snake, lizard, turtle)
- Insects or arachnids (kept in a terrarium or tank)

This list is not exhaustive, and permission must be sought for any pets not listed. Keeping of any animals listed under the schedule to the Dangerous Wild Animals Act 1976 is not permitted under any circumstances. Permission will not be granted for livestock or captive bred Schedule 4 birds.

*Permission can be granted for dogs prohibited under the Dangerous Dogs Act 1991, provided they are registered on the Index of Exempted Dogs. Owners must have a Certificate of Exemption and follow [rules](#) which can be found on the Scottish Government website. Tenants must notify Hillhead Housing Association if they own an exempted dog.

4. CONDITIONS FOR KEEPING A PET

- Tenants are responsible for the welfare and behaviour of a pet owned by them or anyone living with or visiting them.
- Tenants must take all reasonable steps to supervise and keep the pet under control in communal areas. The tenant must ensure the pet is not left unattended in common or open areas. It is advised to keep dogs on a lead and other pets contained in a carrier in communal areas (with the exception of outdoor cats).
- Tenants must take all reasonable steps to prevent a pet causing nuisance, annoyance or danger to their neighbours and visitors to their home. This includes excessive noise. Details on how to deal with unwanted behaviours can be found in the pet information pack.
- Pets must not be allowed to foul inside the property, except for caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately from the garden or outside areas and disposed of safely.
- Tenants must take reasonable care to ensure that a pet does not cause damage to their neighbour's property, anything belonging to Hillhead Housing Association or anything Hillhead Housing Association is responsible for such as common parts.
- Tenants must ensure that their pets will not cause damage to the property if they are left unsupervised. For dogs it is generally recommended that they are not left alone for more than 4 hours, although each dog is individual and tenants may wish to seek advice from their vet regarding this.
- Tenants must not leave their pets in the property when they are away unless clear arrangements have been made for their care.
- Tenants may not breed animals or offer for sale any animal in the property. Hillhead Housing Association understands that unplanned situations can occur and if a tenant's pet gives birth, the tenant must let Hillhead Housing Association know to discuss options. These could be recommendations for neutering or finding alternative homes for the animals. In certain circumstances, the tenant will be given 2 months to find alternative homes for the animals.

- Running a business such as breeding animals, or operating boarding kennels from a property is not permitted.
- Pets must not be kept on balconies.
- A tenant with a ban on keeping animals is not allowed to keep pets at Hillhead Housing Association properties.
- Tenants must not carry out adaptations to their property (such as installation of a cat flap) without seeking permission from Hillhead Housing Association.
- Dog owners are responsible for their dog at all times and should be aware that it is a criminal offence to allow their dogs to frighten or injure a person in a public or private space.
- It is a legal requirement to ensure that any pet dog wears a name tag displaying the owner's name and address while outside the home. Inclusion of a telephone number is also recommended.

Breach of conditions:

- If a pet causes damage in the property or to anything Hillhead Housing Association is responsible for, please let Hillhead Housing Association know as soon as possible to discuss options.
- Where there is a breach of conditions as outlined in this policy, Hillhead Housing Association will first contact the tenant to try and resolve the situation. This may involve signposting to relevant animal charities for support.
- If no satisfactory action is taken, Hillhead Housing Association will issue one formal warning to the tenant. This will specify what action is required to remedy the situation. Where the matter is not resolved satisfactorily, Hillhead Housing Association can withdraw permission for the tenant to keep the pet. Where necessary, legal action may be initiated to have the pet removed from the home.
- If a tenant objects to Hillhead Housing Association's decision, they can appeal using the complaints procedure - https://www.hillheadhousing.org/data/Complaints_Handling_Procedure_2024_07_18_11_52_07_540.pdf?v=1721299928
- If Hillhead Housing Association believes that a pet kept in the property has been neglected or abandoned, they will report it to an appropriate animal welfare organisation.

5. RESPONSIBLE PET OWNERSHIP

This guidance is intended to help owners provide the best care for their pets and meet their welfare needs. By understanding and addressing these needs, owners can not only improve their pets' well-being but also enjoy a stronger, more rewarding bond with them.

- Looking after a pet can be expensive, including significant time and financial costs such as vet bills and food. Tenants should consider registering their pet with a local veterinary practice, and either take out pet insurance or have savings in case

of any costly veterinary bills. Low-cost veterinary care options may be available, please see information pack for further details.

- Keeping pets up to date with vaccinations and tick, flea and worming treatment is recommended.
- Tenants should consider neutering pets and speak with a vet about their individual animals. Neutering can stop unwanted pregnancies and may prevent some behavioural issues and certain illnesses. Some tenants may qualify for discounted neutering, please see information pack for further details.
- Microchipping is compulsory for dogs and recommended for other pets. It is permanent way to identify your pet and keep them safe. Microchip details must be kept up to date for all animals.
- Providing pets with suitable physical and mental stimulation will help to keep them happy and healthy. Please find further details in the pet information pack provided.

6. DATA PROTECTION

Hillhead Housing Association will treat tenants' personal data in line with its obligations under the current General Data Protection Regulation and its own Privacy Statement. Information regarding how tenants' data will be used and the basis for processing data is provided in the Association's Privacy Notice.



APPLICATION FOR PERMISSION TO KEEP A PET

Hillhead Housing Association understands that pets can be important family members and make a house a home. Pet ownership can help tenants maintain a healthy and active lifestyle, give a sense of purpose, and offer significant benefits to a person's wellbeing. The purpose of this policy is to ensure that tenants and their pets can live together safely and happily within their homes and neighbourhoods. This is achieved through promotion of responsible pet ownership and fostering trust between the Hillhead Housing Association staff and tenants.

The Scottish Secure Tenancy Agreement (SST) sets out the tenants' responsibilities in respect of their pets in Section 2.6. Hillhead Housing Association's Pet Policy sets out full information on pet ownership.

Tenants should be aware that failure to keep control of household pets can cause great distress to other residents and could also result in damage to the property.

Please complete the form overleaf.

How to complete this form:

- Please fill in the tenant and pet details sections then return the form to your Housing Officer.
- Please read the Pet Policy before returning this form/obtaining a pet.

Tenant details *indicates a required field

Tenant name*	
Address*	
Contact number or email address*	
Next of Kin details (to be contacted in emergency)*	

Pet details

Name of pet(s) (<i>if known</i>)	
Type of animal(s)*	
Number of animal(s)*	
Breed(s) (<i>if dog</i>)*	
Is your pet microchipped?	Yes/No
Is your pet neutered?	Yes/No
Address of veterinarian	
Have you read and understood the Pet Policy? *	Yes/No

Once the Association has received and reviewed this form, permission requests will be dealt with within 30 calendar days. Hillhead Housing Association will provide written confirmation of the decision reached. If Hillhead Housing Association does not reply within 30 days of the request being made, permission is automatically granted.

If permission is granted, you will be sent an information pack containing information on pet welfare and support / pet related resources and information.

Signed:

Date:

The Association keeps a supply of “Poop Scoop” Bags for use when walking a dog. If you require these, please call into the office.