

Supporting wellbeing through responsible pet ownership

We know that pets can bring comfort, companionship, and structure to daily life. We must also consider the needs of all residents and ensure shared spaces remain clean, safe, and welcoming for everyone.

This factsheet summarises our pet policy and should be read alongside our Pet Permission Application form.

Applying to keep a pet

You must always request our permission before bringing a pet into your home.

If you're being considered for one of our homes and already have a pet, we'll ask you to complete the application process before we can confirm any offer.

We will always approve requests for **assistance dogs** and will carefully consider applications supported by a medical practitioner recommending a dog for therapeutic reasons.

Requests for **dogs in schemes with shared communal areas** will only be considered where:

- Responsible ownership can be clearly demonstrated.
- Shared areas are respected.
- The pet is unlikely to impact other residents.

We may approve an **outdoor cat** if your home has its **own entrance**. If you access your home through communal spaces, only an **indoor (house) cat** will be considered, as we do not permit cats to roam in shared corridors.

In **extra care schemes**, permission for a dog or cat will only be granted where:

- The request is strongly supported by **Adult Social Care**.
- The pet's needs are included in your **care plan**.

What we'll ask you to do

To help us make a fair decision, we'll ask you to:

- Complete our Pet Permission Application Form, with details about the animal and how it will be cared for.
- Provide the name of someone who can look after your pet in the event of a **planned or emergency absence**.
- Agree to a home visit if required.

We aim to respond to your application within 28 days.

If permission is granted, this usually applies to **one cat or one dog per household**.

How we assess requests

Each application is considered on its own merits. We take into account:

- The design and location of your home (e.g. access to outside space).
- The size, breed and temperament of the pet.
- Any risk of nuisance, such as barking, chewing or roaming.
- Your ability to meet the animal's needs, including vet care and insurance.
- Whether you have named someone who can care for your pet if you're unwell or admitted to hospital.
- Evidence of good research and realistic expectations around ownership.

We may also seek advice from reputable agencies or pet welfare websites. You're expected to do the same and include relevant information in your application.

Ongoing responsibility

- You remain fully responsible for your pet's welfare and for any damage or nuisance caused.
- If we receive complaints or there is a breach of conditions, we may withdraw consent.
- You must notify us if your pet changes or if your circumstances change.

People, Places, Partnerships in practice

Pets can enrich lives and support wellbeing – but they also bring responsibilities.

For **people**, responsible pet ownership means ensuring animals are cared for and neighbours are respected.

In the **places** we manage, it means keeping shared areas safe, clean, and accessible.

Through **partnerships** – between you, our team, and services like Adult Social care – we can support pet ownership where it's safe and sustainable.

By working together, we can make space for pets and people to live well – without compromising the comfort of others.