

# Pets Policy 2024-27



# Contents

<b>1</b>	<b>Aims</b>	<b>1</b>
<b>2</b>	<b>Scope</b>	<b>1</b>
<b>3</b>	<b>Policy Statement</b>	<b>1</b>
3.1	Application and permission for pets and other animals . . . . .	1
3.2	Suitable types of pets and accommodation . . . . .	2
3.3	Reasons for refusal / withdrawing permission . . . . .	7
3.4	Encouraging responsible pet ownership . . . . .	8
3.5	Managing pet issues . . . . .	8
3.6	Pets Kept Without Permission . . . . .	8
<b>4</b>	<b>Monitoring and Delivery</b>	<b>9</b>
<b>5</b>	<b>Legislation and Regulation</b>	<b>9</b>
<b>6</b>	<b>Related Policies and Procedures</b>	<b>10</b>
<b>7</b>	<b>Document Control</b>	<b>10</b>
	<b>Appendices</b>	<b>11</b>

# 1 Aims

1. The objective is to ensure that controls and procedures are in place that allows customers to keep pets, whilst ensuring that other people are not adversely affected by this. Jigsaw Homes aims to encourage responsible pet ownership and ensure that issues of pet nuisance or of cruelty or neglect are dealt with appropriately and effectively.
2. This policy takes into consideration the 2020 social housing white paper, which includes encouragement that all social landlords should give permission for residents to keep pets, dependent on location. Jigsaw Homes' Service Adjustments Policy will also support approval decisions within this policy.
3. The policy also considers the recommendations made by the RSPCA to encourage housing providers to take positive steps to ensure responsible pet ownership in the properties they own and manage.

## 2 Scope

4. This Policy and Procedure applies to all residential properties within the group

## 3 Policy Statement

5. The procedure will specify the following:
  - Conditions and property types under which customers will be granted permission to keep pets
  - Instances where permission will not be granted
  - Action that will be taken where conditions are broken

### 3.1. Application and Permission for Pets and Other Animals

#### Permission

6. Jigsaw Homes requires all customers to obtain written permission before acquiring a pet(s) or other animal(s). Customers must not keep a pet(s) or animal(s) without written consent from Jigsaw Homes.
7. When giving consent; Jigsaw Homes will consider, the type of pet, suitability of the accommodation for the pet, the number of pets at the property, and the local area. Customers will be expected to abide by certain terms and conditions depending on their accommodation and the type of pet; this is to ensure the welfare of the pet and to prevent pets from becoming a nuisance.

8. When deciding how many pets or animals can be kept at a property, Jigsaw Homes will consider whether the space or facilities allow for proper care to ensure the welfare of the pet or animal.

### Tenancy Agreement Clause in Relation to 'Domestic Animals'

9. The tenancy agreement specifically states the need for permission to keep a pet and the rules around keeping animals at the property. The policy appendices highlight the procedure tenants must follow when requesting permission to keep a pet.

### Definition of Pets

10. **Domestic pets include:** dogs, cats, small caged birds, rodents, fish, house rabbits, non-venomous insects and non-venomous reptiles, such as a non-venomous snake, terrapin or tortoise and non- poisonous insect or amphibian, such as a newt.
11. **Non-domestic pets include:** chickens, ducks, pigeons and bees. When giving consent for non-domestic pets, Jigsaw Homes will consider the local circumstances including geographical and physical constraints, and the views of adjoining neighbours.

## 3.2. Suitable Types of Pets and Accommodation

12. Applications to keep uncaged animals will be considered on an individual basis; however, this will be dependent on a number of factors including:
  - Size and suitability of accommodation
  - Type, breed and size of the animals
  - Availability of garden or proximity of other exercise and toileting area
  - History of any previous or current pet ownership
  - Ability of the customer to ensure the welfare of the animals.
13. When giving consent Jigsaw Homes will consider the following guidance and consider any exceptional circumstances in line the Service Adjustment Policy.

Type of accommodation	Pets usually permitted
Properties with their own access	Up to 2 uncaged domestic animals such as dogs or cats, small caged birds, rodents, house rabbits, fish, non-venomous insects and non-venomous reptiles.
Properties with access via communal areas	Small caged birds, rodents, house rabbits, fish, non-venomous insects and non-venomous reptiles.
Properties with suitable outside space where facilities exist for proper care	Chickens, rabbits, ducks, pigeons, and bees.
Independent Living properties with access via communal areas	Small caged birds, rodents and fish, non-venomous insects and non-venomous reptiles.

Type of accommodation	Pets usually permitted
Independent Living properties with their own access and private outdoor space	Up to 2 uncaged domestic animal such as dogs or cats, small caged birds, rodents and fish, non-venomous insects and non-venomous reptiles
Independent Living properties with their own access but with shared outdoor space	Small caged birds, rodents and fish, non-venomous insects and non-venomous reptiles.

### Properties with Own Access

14. Customers, both new and existing, must request written permission from Jigsaw Homes to keep up to 2 uncaged domestic animals, such as a dog or cat, or for any exotic species of animal. Permission must also be sought for fish tanks with a volume of 33 gallons (155 litres) or more and for more than one fish tank under 33 gallons.
15. Written permission is not required for small caged animals and birds or for 1 fish tank under 33 gallons (155 litres).

### Properties with Access Via a Communal Area

16. Permission will not be granted for uncaged animals such as a dog or cat in non-designated communal accommodation except in the case of permitted assistance dogs.
17. In exceptional cases Jigsaw Homes may grant permission following consultation with other customers of the block.
18. Written permission must be requested for all exotic pets.
19. Written permission must be sought for fish tanks with a volume of 33 gallons (155 litres) or more and for more than one fish tank under 33 gallons
20. Written permission is not required for small caged animals and birds or for 1 fish tank under 33 gallons (155 litres).

### Hens and Rabbits

21. Section 12 of the Allotments Act 1950 overrides Jigsaw Homes' tenancy conditions and states the abolition of contractual restrictions on keeping hens and rabbits:-
  - (1) Notwithstanding any provision to the contrary in any lease or tenancy or in any covenant contract or undertaking relating to the use to be made [of any land], it [shall be lawful for the occupier of any land to keep, otherwise than by way of trade or business, hens or rabbits in any place on the land] and to erect or place and maintain such building or structures on the land as are reasonably necessary for that purpose.
22. Provided that nothing in this subsection shall authorise any hens or rabbits to be kept in such a place or in such a manner as to be [prejudicial to health or a nuisance] or affect the operation of any enactment

23. Jigsaw Homes' customers are therefore permitted to keep hens and rabbits in their gardens however; this is subject to it not being prejudicial to health and not causing nuisance. Customers wishing to keep hens and rabbits must provide details of the number they wish to keep, the structures or buildings to be used to house them, copies of either the planning permission for the buildings and/or structures or a letter from the Local Authority that planning permission is not required and written confirmation from the Local Authority to say that they are satisfied with the living condition and the venue of the hens and/or rabbits. Customers must notify Jigsaw Homes if they cease to keep the hens and/or rabbits and make good the garden.

### Assistance Animals

24. Written permission is required for registered assistance animals and customers are also responsible for their animal's behaviour and its welfare.
25. Medical evidence or a letter of support from a health professional will be required in these cases, alongside a review of the suitability of the specific property.
26. Jigsaw Homes' will also refer to its Service Adjustment Policy when making decisions regarding pets.

### Customer Obligations for the Keeping of Pets

27. If suitability is accepted by Jigsaw Homes, agreement for customers to keep pets will be in the form of an agreement letter adhering to include the following conditions: Customers are responsible for the behaviour of any pets owned by themselves or by anyone visiting or living with them. They must ensure that pets are supervised, kept under control, and do not cause nuisance or annoyance to neighbours and visitors, including fouling, excessive or continuous noise and odours. Dogs must always be kept on a lead when visiting common areas or Jigsaw Homes Group owned grounds and are not allowed outside a customer's property unaccompanied unless within an enclosed garden area.
28. Customers must ensure their pets do not cause damage or deterioration to their home; their neighbour's property; any other Jigsaw Homes owned property; any common parts, any garden or landscaped area. Jigsaw Homes will require that any such damage is either made good by the customer or it will be treated as a rechargeable repair.
29. Customers are responsible for cleaning up faeces of their pets immediately.
30. Jigsaw Homes will reserve the right to withdraw any permission and require the removal of a pet which is causing nuisance, damage or is uncontrolled and the customer has either been unable to remedy the situation or has refused to take any remedial action. Replacement of pets or future pet ownership in these circumstances will require written consent.
31. Customers are legally responsible for the health and welfare of any pet, and they must ensure it has a suitable environment; a suitable diet; receives sufficient exercise; is able to exhibit normal behaviour patterns; and is protected from pain, suffering, injury and disease. The animal's need to be housed with or apart from other animals should also be considered.

32. Customers must ensure that their pet receives veterinary attention where necessary, standard routine healthcare, such as vaccinations and regular parasite control measures, as well as appropriate treatment for any illness(es). All animals that are large enough should be micro chipped.
33. Customers must make suitable provision for a pet should they become unable to take care of it, either on a temporary or permanent basis. In such circumstances, if this is not in place, Jigsaw Homes will contact the appropriate authorities to arrange for the care of a pet. i.e. RSPCA. The customer will be recharged for all costs incurred.
34. Customers must not normally leave any uncaged animal(s) alone in the property for any length of time if they are away, and never overnight, unless clear, suitable arrangements have been made to provide adequate care.
35. Customers are prohibited from breeding or selling animals on a commercial basis from any Jigsaw Homes owned property or premises.
36. Customers are prohibited from keeping venomous reptiles in any Jigsaw Homes owned property or premises.
37. Customers wishing to construct outside accommodation for a pet must apply for prior written permission from Jigsaw Homes. This would be applicable and approved only where a Jigsaw Homes' property has a garden for a customer's sole use. Any such application must include details of the species of animal.
38. Customers must indemnify Jigsaw Homes against any cost, claims, demands and liabilities which may arise as a result of granting and keeping animals in the property.
39. Where it is Jigsaw Homes' opinion that a customer is unable to look after the welfare of a pet and fulfil their responsibility for keeping it under control, permission will not be granted.
40. Jigsaw Homes may consider any history of pet ownership the customer may have in any other tenancy with Jigsaw or that with any other landlord, when reaching a decision. Permission may be refused where records show a previous history of neglect or cruelty; or instances of irresponsible pet ownership, such as failure to control an animal. If a customer is found to be keeping an uncaged pet(s) without Jigsaw Homes' permission, then they must apply in writing within two weeks.
41. Where permission is granted, the customer must agree to abide by the conditions set out within the acceptance letter. Where permission is refused, the customer must re-home the pet within two weeks.
42. Jigsaw Homes will reserve the right to impose any other condition on a specific case where, it is felt to be appropriate in the interests of other customers, staff or the animal(s) itself.

### XL Bully - Changes to the Law from 1 st February 2024

43. The UK Government has added XL Bully to the list of dogs that are banned within the UK under the Dangerous Dogs Act 1991 by way of the Dangerous Dogs (Designated Types) (England and Wales) Order 2023. This implementation of the law is in two stages: From 31 December 2023, the offences in section 1(2) of the Dangerous Dogs Act 1991 will apply to the XL Bully, and it is against the law to:

- Sell an XL Bully dog.
- Abandon an XL Bully dog or let it stray.
- Give away an XL Bully dog.
- Breed, or breed from an XL Bully dog.
- Have an XL Bully dog in public without a lead and muzzle.

44. As of **1st February 2024** it is a criminal offence to own or possess an XL Bully dog in England and Wales unless the owner has a valid **Certificate of Exemption**. As well as obtaining a Certificate of Exemption, the law states that to keep an XL Bully, it must be:

- Neutered (confirmed by a vet). If the dog is less than one year old on 31st January 2024, they must be neutered by 31st December 2024. If the dog is older than one year old on 31st January 2024, they must be neutered by 30th June 2024.
- Microchipped.
- Kept on a lead and muzzled at all times when in public - for Jigsaw Homes tenants this would also include any communal areas, including inside blocks of flats.
- Kept in a secure place so it cannot escape.
- Owned by an adult over the age of 16.
- The owner must also take out insurance against their dog injuring other people.

Once the XL Bully has been exempted the owner must adhere to all the above conditions otherwise, they could be committing a criminal offence, and their dog could be seized. The owner must be able to show the Certificate of Exemption when asked by a Police Officer or Council Dog Warden, either at the time or within five days.

45. Further information is on the Government website here: .

46. Further information on how to check if a dog is an XL Bully:

47. **XL Bully - What does this mean for Jigsaw Homes tenants?**

48. For any Jigsaw Homes tenant who owns an XL Bully and does not hold a Certificate of Exemption on 1 February 2024 to legally keep their dog, they will be committing a criminal offence and breaching their tenancy agreement. If a tenant has not applied for the Certificate of Exemption, they must contact the Police. New exemptions after 1 February 2024 can only be authorised by court order.

49. Any tenant who owns an XL Bully dog must contact us immediately. The tenant is fully expected to comply with all legal requirements and show proof they have complied. Jigsaw Homes will request a copy of the Certificate of Exemption, and if the tenant fails to provide it, we will report this to the relevant authorities and take appropriate action.



50. If any person believes that a Jigsaw Homes tenant has a dangerous or banned dog in their property, they should contact us to let us know. We will then work with the Police to establish if the animal is licensed and exempt or whether further action needs to be taken.

### **3.3. Reasons for Refusal / Withdrawing Permission**

51. Jigsaw Homes will not refuse permission without good reason but reserve the right to withdraw any permission granted in the following circumstances: -

1. Where a customer has been negligent in their care of a pet including not removing faeces; or where a customer can no longer meet the basic welfare needs of a pet and is unable to or has refused to make alternative arrangements for its care.
2. Where Customers move into high rise flats or Independent Living accommodation from a different property type, they will not be permitted to keep dogs, with the exception of permitted assistance dogs.
3. Permission will not be granted for uncaged animals, that is a dog or cat, in non-designated communal accommodation, except in the case of a permitted assistance dog.
4. Permission will not be granted for a customer to replace a pet where the property or environment has become unsuitable.
5. Jigsaw Homes will not provide consent for customers to keep a dog or allow a dog to visit their home where the dog is classified as dangerous under the Dangerous Dogs Act 1991 except in circumstances where exemption certificates have been granted and legislation is being adhered to.
6. Jigsaw Homes will not provide consent for customers to keep any animal which is classified as dangerous under the Dangerous Wild Animals Act 1976.
7. Customers must not keep or allow to be kept at the property any pet(s) or animal(s) which through continuous or excessive noise, number, behaviour or smell, frightens, cause nuisance or annoyance to other persons in the local area.
8. Jigsaw Homes will not provide consent for customers to keep or allow to be kept at the property, any pets or animals where the space or facilities do not allow for proper care. Permission will not be granted for a customer to keep livestock or farm animals; for example sheep, goats, pigs, cattle, horses, ducks or ferrets.

### **Recording Cases**

52. Jigsaw will apply a warning marker for any cases where there is a risk or perceived risk to other tenants, staff, contractors and other animals. These alert flags will be held on customer records and visible for all Jigsaw Homes staff. These alerts will be periodically reviewed in line internal procedures
53. Jigsaw Homes will keep a record of all instances where permission to keep a pet has been provided, along with records of all refused requests for keeping a pet.

### **3.4. Encouraging Responsible Pet Ownership**

- 54. Jigsaw Homes aims to encourage responsible pet ownership; welfare and training where appropriate of their pets or other animals and ensure that they do not cause a nuisance to others. Jigsaw Homes will encourage customers to consider what kind of pet or animal would fit in with their lifestyle and be realistic about their physical abilities when considering getting a pet.

### **3.5. Managing Pet Issues**

- 55. In instances of customers being placed in emergency or temporary housing due to major repair, damage or danger to the property or the customer and being unable to take their pet(s) with them, Jigsaw Homes will support them in sourcing suitable accommodation for the animal(s) with the appropriate bodies.
- 56. We will support pet owners and provide information on pet and animal care to support responsible pet ownership.
- 57. Where we receive complaints about a customer's pet or other animal, we will investigate the complaint and work with the customer to resolve the issue.
- 58. If we have reason to believe that any pets or other animals are being neglected, we will work with other agencies to assess whether they have been neglected, and we will serve a notice on the customer to remove some or all of them permanently.
- 59. Where customers allow their pets to cause a nuisance, or keep a pet without our permission, we will work with the customer to resolve the issue and may serve a notice on the customer to remove any animal from the customer's home permanently.
- 60. If we think that the number of animals kept at a customer's home is unreasonable, we will serve a notice on the customer to remove some or all of them permanently.

### **3.6. Pets Kept Without Permission**

- 61. Where customers are keeping pets without permission, consideration should be given to whether Jigsaw Homes would have given permission. If yes, then provided the conditions for keeping a pet are accepted retrospective permission can be given. The customer will need to request this in writing, If permission was previously refused or where permission would be refused the customer will be visited and an explanation provided as to why the pet should be removed. This should be confirmed in writing and a timescale of 2 weeks set for the pet's removal.
- 62. If the animal is not removed, we will investigate any issues raised according to breach of tenancy procedures and/ or the complaints policy as appropriate. We will also seek legal advice and may injunct the tenant/ owner of the pet via the courts.
- 63. Jigsaw Homes will aim to ensure that customers receive advice and support on pet management issues necessary to help them keep their pet and resolve any problems to the satisfaction of all parties concerned.
- 64. However, Jigsaw Homes will reserve the right to withdraw its permission and require the removal of a pet where remedial action fails to resolve an issue and no other

solution is available. In such cases, the customer must make arrangements for the pet's permanent removal from the property within two weeks of the permission being withdrawn.

- 65. Legal action to end a tenancy would only be taken as a last resort where a customer refused to co-operate to address concerns in relation to a pet; or where a problem could not be managed, and no other course of action was available.
- 66. If a customer faces eviction, every effort would be made to determine the presence of a pet or pet(s) and ensure the customer had made suitable arrangements for them.
- 67. If it has been found that a customer has neglected a pet's welfare, or mistreated or caused unnecessary suffering to a pet, then Jigsaw Homes will notify the appropriate authorities. Where this is brought to the attention of Jigsaw Homes by a third party, then they will also be advised to report it to the appropriate authorities. In such cases, permission to keep a pet in a Jigsaw Homes property may be withdrawn and we may also look to take legal action against the customer for any possible criminal offence.
- 68. Abandoned animals
- 69. If pets are found to have been left behind in a property, Jigsaw Homes will contact the appropriate authorities to arrange for their safe removal and care. The same action would apply in the case of abandonment. The customer will be recharged for all costs incurred.

## **4 Monitoring and Delivery**

- 70. This Policy will continue to be monitored for its effectiveness, based on complaints of nuisance in relation to animals. Delivery of the guidance will fall in the main to the Lettings and Tenancy Officers, Neighbourhood Safety Officers and Connect staff handling enquiries.
- 71. Employees will be provided with training on this policy.

## **5 Legislation and Regulation**

- 72. The Allotments Act 1950
- 73. Animal Welfare Act 2006
- 74. Housing Act 1988 amended in 1996
- 75. Disability Discrimination Act 2005
- 76. The Equality Act 2010
- 77. Animal Welfare Act 2006
- 78. Dangerous Dogs Act 1991
- 79. Dangerous Wild Animals Act 1976
- 80. The Dangerous Dogs (Designated Types) (England and Wales) Order 2023

# 6 Related Policies and Procedures

- 81. Allocations and Lettings Policy
- 82. Service Adjustment Policy
- 83. ASB Policy and Procedure
- 84. Tenancy Policy

# 7 Document Control

Responsible Officer/s:	Emily Mathias
Date of Approval:	30 October 2024
Approved by:	Operational Directors Group
To be Reviewed Every:	Three years

# Appendices

## Appendix 1

### Application to keep a pet

Date of Application .....

I herewith apply for permission for .....(tenant's name)

To keep the pets detailed below at: (address of Jigsaw Homes accommodation)

.....  
.....  
.....

#### PET

DOG

☐

CAT

☐

BIRD

☐

Other

☐

NAME .....

BREED .....

COLOUR .....

AGE ..... Approximate Body weight KG

MICROCHIP NUMBER .....

CERTIFICATE OF EXEMPTION COPY REQUIRED (XL BULLY) .....

#### VET

Name .....

Address .....

.....

.....

Telephone .....

**A) If your Pet is a Dog please complete:**

<b>Conditions</b>	<b>Yes</b>	<b>No</b>
I agree that my dog will be always on a lead when I am in the communal areas.		
I agree that I will not leave my dog unattended in the communal areas.		
I agree that I will pick up any dog faeces that are within the grounds on the property of Jigsaw Homes or in my own property.		
I agree that I will look after my dog correctly and ensure it is well cared for and visit the vet when required.		
I agree that I will ensure that I provide adequate food for my pet.		
I agree that I will ensure my dog is free from fleas and treated accordingly. I also agree that I will update Jigsaw Homes staff if my dog has fleas.		
I agree that I will not allow my dog on any balcony.		
I agree that I will walk my dog on a regular basis to ensure it receives adequate exercise.		
I agree that if I go on holiday or into hospital, I will ensure my dog is looked after away from the scheme by one of my emergency contacts.		
If I am no longer able to look after my dog, I will ensure that it is rehomed safely.		
I will ensure that I will take appropriate advice if my dog is causing a nuisance to others (i.e., noise).		
If my dog causes any damage to Jigsaw Property I agree that I am responsible for any costs to replace or repair damage.		
I agree that I will treat my dog for any worms or parasites.		
I agree that when any staff or contractors visit my property my dog is controlled (e.g., on a lead or in another room for example if work is being carried out at the property).		
<b>XL Bully dog owners</b> - I agree that my dog will be kept on a lead and muzzled at all times when in public - this includes any communal areas, including inside blocks of flats.		
<b>XL Bully dog owners</b> - I agree that my dog will be kept in a secure place so it cannot escape.		
<b>XL Bully dog owners</b> - I agree that I will follow the government rules regarding keeping an XL Bully		

**B) If your pet is a Cat please complete:**

Conditions	Yes	No
I agree that I will not let my cat on any balcony.		
I agree that I will not leave my Cat unattended in the communal areas.		
I agree that I will look after my Cat correctly and ensure it is well cared for and visit the vet when required.		
I agree that I will ensure that I provide adequate food my cat		
I agree that I will ensure my cat is free from fleas and treated accordingly. I also agree that I will update staff if my cat has fleas.		
I agree that if I go on holiday or into hospital, I will ensure my cat is looked after by one of my emergency contacts away from the scheme.		
If I am no longer able to look after my cat, I will ensure that it is rehomed safely.		
I will ensure that I will take appropriate advice if my cat is causing a nuisance to others (i.e., noise)		
If my cat causes any damage to Jigsaw Property I agree that I am responsible for any costs to replace or repair damage.		
I agree that I will treat my cat for any worms or parasites		

**C) If your pet is a Bird please complete**

Conditions	Yes	No
I agree that I will look after my Bird to ensure it is well cared for i.e., enough water and food.		
I agree that I will keep the bird cage clean on a regular basis.		
I agree that if a member of staff or contractor visits my property, I will put my bird in the cage prior to any visit.		
I agree that if I let my bird to fly free this will be within my own apartment and not in the communal area of the scheme.		

**Once Completed please ensure that you complete the Pet Care Information Sheet - Appendix 2**

I have read Jigsaw Homes Policy and guidelines relating to pets and my pet comply with them. I understand that I am bound by the policy, and I have been given a copy of the policy. I understand that all persons living with me and I and visitors to my property will abide by the policy. I have completed Pet Care Information Sheet (Appendix 2) with full details of emergency contact details about my pet.

I understand that if after having received permission to keep a pet, I fail to comply with Jigsaw Homes policy, permission may be withdrawn, and written notice will be given for me to re-house my pet.

**I understand that having a pet is a privilege and not a right and if I infringe the rules, it may affect my tenancy.**



## Fair Collection Statement

All information that we hold concerning you as an individual will be held and processed by the Organisation strictly in accordance with the provisions of the Data Protection Act 1998; in signing this form you give permission for the exchange of information between The Jigsaw Group and other parties to verify the information you have provided or where it is a necessary part of the activities we undertake.

Such data will be used by the Organisation to administer our relationship with you as a valued customer. We will not, without your consent, supply your information to any third party except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by law.

We may also collect "sensitive" personal information which includes details around your age, disability, ethnic origin, religion, sexual orientation, and medical conditions. We understand that you may not feel comfortable answering some of these questions and you may consider them private but we ask these questions firstly to make sure that we do not discriminate against any of our customers but secondly because we recognise that a person's age, disability, ethnic origin, religion, sexual orientation or medical condition may affect their choice of home, the area they want to live in or the services we provide.

As an individual, you have a right under the Data Protection Act 1998 to obtain your information from us. Should you have any queries concerning this right or any other area of Data Protection, please contact our Data protection Officer on 0300 111 1133 or [DPO@Jigsawhomes.org.uk](mailto:DPO@Jigsawhomes.org.uk) or visit our website at [www.Jigsawhomes.org.uk](http://www.Jigsawhomes.org.uk)

Signature (s) ..... Date .....

Signature(s) ..... Date .....

## Office Use Only

Date Received by Jigsaw Homes .....

Name & signature of Neighbourhood Safety Officer/ Housing Officer / Lettings and tenancy Officer / Scheme Coordinator

.....

Approved Yes /No (if no complete below)

Date of Approval

Approved By (Name/Role) .....

Updated Customer of outcome Yes /No

Reasons for Refusal .....

## EMERGENCY CONTACT DETAILS

(Contact details for 2 people who are willing to take care of the pet in the event of an emergency)

1<sup>ST</sup> Emergency Contact Name .....

Address .....

.....

Telephone Number .....

2nd Emergency Contact Name .....

Address .....

.....

Telephone Number .....

---

## Re-Homing Contact Details

(Contact Details if the Pet must be re-homed)

Contact Name .....

Address .....

.....

Telephone Number .....

Mobile Number .....

---

## Fair Collection Statement

All information that we hold concerning you as an individual will be held and processed by the Organisation strictly in accordance with the provisions of the Data Protection Act 1998; in signing this form you give permission for the exchange of information between The Jigsaw Group and other parties to verify the information you have provided or where it is a necessary part of the activities we undertake.

Such data will be used by the Organisation to administer our relationship with you as a valued customer. We will not, without your consent, supply your information to any third party except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by law.

We may also collect "sensitive" personal information which includes details around your age, disability, ethnic origin, religion, sexual orientation, and medical conditions. We understand that you may not feel comfortable answering some of these questions and you may consider them private but we ask these questions firstly to make sure that we do not discriminate against any of our customers but secondly because we recognise that a person's age, disability, ethnic origin, religion, sexual orientation or medical condition may affect their choice of home, the area they want to live in or the services we provide.

As an individual, you have a right under the Data Protection Act 1998 to obtain your information from us. Should you have any queries concerning this right or any other area of Data Protection, please contact our Data protection Officer on 0300 111 1133 or [DPO@Jigsawhomes.org.uk](mailto:DPO@Jigsawhomes.org.uk) or visit our website at [www.Jigsawhomes.org.uk](http://www.Jigsawhomes.org.uk)

## Appendix 2

### Pet Care Information Form

---

#### OWNERS DETAILS

Name of Tenant (s) .....

Address .....

.....

.....

Telephone Number .....

Mobile Number .....

---

#### PET DETAILS

Breed of Pet .....

Name of Pet .....

Description of Pet .....

.....

Certificate of Exemption Copy attached (XL Bully) Yes / No

Photograph of Pet attached Yes /No

Microchip Details .....

Name of Vet .....

Address of Vet .....

.....

.....

Telephone Number of Vet .....

---

As a Tenant(s) of Jigsaw Homes; I hereby agree to adhere to Jigsaw Homes Pet Policy and what is outlined in my tenancy agreement. Any changes to my circumstances I will update Jigsaw Homes immediately. I (we) will take full responsibility for my pet and arrange for alternative care arrangements in the event I (we) are no longer able to care for my pet.

Signature of Tenant .....

Signature of Tenant .....

As a nominated person in the event of re-homing the pet; I hereby agree to take responsibility to rehome the pet. I agree to adhere to guidance within the Jigsaw Homes Pet Policy and I will ensure that the pet is cared for in a suitable home.

Signature of Re-homing Contact

.....

As a nominated emergency contact for the above tenant (S). I hereby agree to look after the pet in the event of an emergency and adhere to the guidance within jigsaw Homes Pet Policy up until the Tenant (s) can look after the pet.

Signature of Emergency contact (1)

.....

Signature of Emergency contact (2)

.....

## Appendix 3

NFA

Your Ref:  
Our Ref:  
Doc Ref:  
Ask for: Connect Housing Management  
Direct 0161 331 2000  
Line:  
E-mail: [tamesidehousingmanagement@jigsawhomes.org.uk](mailto:tamesidehousingmanagement@jigsawhomes.org.uk)  
Date:

Dear NFA,

### Re: Permission for Pet

Further to your phone call to this office regarding the above.

I can confirm that as you live in a property with a sole entrance and you have advised me that you do not have any current pets then permission is granted for you to have (a dog/cat\*) at the property.  
(delete as appropriate\*)

Permission is granted in line with the terms below;

1. Customers are responsible for the behaviour of any pets owned by themselves or by anyone visiting or living with them. They must ensure that pets are supervised, kept under control and do not cause nuisance or annoyance to neighbours and visitors; including fouling, excessive or continuous noise and odours. Dogs must always be kept on a lead when visiting common areas or Jigsaw Homes Group owned grounds and are not allowed outside a customer's property unaccompanied unless within an enclosed garden area.
2. Customers must ensure their pets do not cause damage or deterioration to their home; their neighbour's property; any other Jigsaw Homes owned property; any common parts, any garden or landscaped area. Jigsaw Homes will require that any such damage is either made good by the customer or it is treated as a rechargeable repair.
3. Customers are responsible for cleaning up faeces of their pets immediately.
4. Jigsaw Homes will reserve the right to withdraw any permission and require the removal of a pet which is causing nuisance, damage or is uncontrolled and the customer has either been unable to remedy the situation or has refused to take any remedial action. Replacement of pets or future pet ownership in these circumstances will require written consent.
5. Customers are legally responsible for the health and welfare of any pet and they must ensure it has a suitable environment; a suitable diet; receives sufficient exercise; is able to exhibit normal behaviour patterns; and is protected from pain, suffering, injury and

disease. The animal's need to be housed with or apart from other animals should also be considered.

6. Customers must ensure that their pet receives veterinary attention where necessary, standard routine healthcare, such as vaccinations and regular parasite control measures, as well as appropriate treatment for any illness(es). All animals that are large enough should be micro chipped.
7. Customers must make suitable provision for a pet should they become unable to take care of it, either on a temporary or permanent basis. In such circumstances, if this is not in place, Jigsaw Homes will contact the appropriate authorities to arrange for the care of a pet. i.e. RSPCA - Home for life scheme. The customer will be recharged for all costs incurred.
8. Customers must not normally leave any uncaged animal(s) alone in the property for any length of time if they are away, and never overnight, unless clear, suitable arrangements have been made to provide adequate care. In general, pets would require to be boarded elsewhere. However close supervision by a friend or neighbour may be adequate for some animal species.
9. Customers are prohibited from breeding or selling animals on a commercial basis from any Jigsaw Homes owned property or premises.
10. Customers are prohibited from keeping venomous reptiles in any Jigsaw Homes owned property or premises.
11. Customers wishing to construct outside accommodation for a pet must apply for prior written permission from Jigsaw Homes. This would be applicable and approved only where a Jigsaw Homes' property has a garden for a customer's sole use. Any such application must include details of the species of animal.
12. Customers must confirm in writing that they will indemnify Jigsaw Homes against any cost, claims, demands and liabilities which may arise as a result of granting and keeping animals in the property.
13. Where it is Jigsaw Homes' opinion that a customer is unable to look after the welfare of a pet and fulfil their responsibility for keeping it under control, permission will only not be granted, where the customer can evidence that alternative arrangements will be put in place. Permission would not be granted if Jigsaw Homes were of the opinion that the pet would be at risk of suffering.
14. Jigsaw Homes may consider any history of pet ownership the customer may have in any other tenancy with Jigsaw or that with any other landlord, when reaching a decision. Permission may be refused where records show a previous history of neglect or cruelty; or instances of irresponsible pet ownership, such as failure to control an animal. If a customer is found to be keeping an uncaged pet(s) without Jigsaw Homes' permission, then they must apply in writing within two weeks.
15. Where permission is granted, the customer must agree to abide by the conditions set out within this acceptance letter. Where permission is refused, the customer must re-home the pet within two weeks.

16. If the customer fails to comply, they will be in breach of their Tenancy Agreement. This may result in further legal action which may result in eviction.

This letter will be held on your file as a record of your consent to have a pet.

Yours sincerely

Connect Housing Management



## Creating homes. Building lives.

Jigsaw Homes Group Ltd.

Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT

<https://www.jigsawhomes.org.uk>  
0300 111 1133  
[info@jigsawhomes.org.uk](mailto:info@jigsawhomes.org.uk)

Regulated by the Regulator of Social Housing Registration No. LH 4345

Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R

Document produced on 22 November 2024.