

Pet Policy

Policy Owner:	Executive Director Customer Experience
Policy Lead:	Director of Neighbourhoods
Approved by:	Executive Team
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Purpose and scope of this policy

This policy explains how we'll deal with your requests to keep a pet, including when we may not be able to give permission and the terms you must comply with. It applies to you if you rent or lease a home from us. If you're not sure whether this policy applies to you, please get in touch.

Our Corporate Strategy sets our vision to be a Customer Pioneer and this policy supports two of the key priorities: 1) More focus on the customer delivering a great customer experience and 2) Creating more pride in homes and places.

1. Introduction

1.1 Pets can be a great source of companionship and enrich our lives. They can also offer health and social benefits to their owners. We want you to experience the benefits of pet ownership, while making sure your pet doesn't have a negative impact on neighbours. We aim to provide a pet friendly and common-sense approach to make it easy for you to have a pet.

1.2 You can contact us:

- by telephone: 0300 323 0011
- by email: customer@moat.co.uk
- on our online portal [myMoat](#)
- on web chat [Moat | Contact us](#)
- in person
- by writing to us at: Moat, Mariner House, Galleon Boulevard, Dartford DA2 6QE

2 Owning a Pet – Requesting and giving or refusing permission

2.1 Pets are part of the family which is why we try to avoid unnecessary restrictions which may prevent pet ownership.

2.2 Please get in touch if you're thinking about getting a pet so we can check your tenancy or lease agreement and confirm if it's OK for the pet to live with you.

2.3 Our aim is to approve all pet requests wherever we can. Most of our tenancy and lease agreements allow you to keep common domesticated pets in your home. You may keep small animals such as fish, hamsters and non-poisonous insects in a small cage or tank without seeking our permission.

2.4 However, for some blocks of flats, where we're not the owner of the building, there may be clauses within the lease agreement which say that pets, or certain types of pets, can't live in the building or homes.

2.5 We can't give you permission to keep certain types of dogs as detailed in the Dangerous Dogs Act 1991 or to keep wild, farm or poisonous animals or endangered species.

2.6 Where an animal is directly connected to your disability, we'll follow any responsibilities or obligations we have under the Equality Act 2010.

2.7 As stated above, our aim is to approve all pet requests wherever we can. We'll always confirm permission in writing.

2.8 If we refuse your request to keep a pet we'll explain, in writing, the reasons for our decision – for example, because giving permission would result in an

inappropriate number of pets living in your home, considering the type and size of pets, your home and the surrounding community.

3 Our Agreement

3.1 The main terms and conditions that you must comply with if we give you permission to keep a pet are:

- Being a responsible pet owner in line with the [Animal Welfare Act 2006](#)
- Your pet is not included on the list of breeds of the Dangerous Dogs Act 1991
- Any local by-laws or planning requirements related to poultry issued by the Department of Food, Environment and Rural Affairs must be followed.
- Your pet must not be the subject of any breeding or business activity.
- Dogs must be kept on a lead in the communal parts of your estate and estate grounds.
- You must comply with any legal requirements that relate to having the pet (for example, requirements that relate to microchipping).

4 Withdrawing permission

4.1 If your pet is causing a disturbance to others, we'll act to ensure problems are resolved as quickly as possible. We'll work with you to address pet-related issues or any circumstances that have led to such issues. This may include referrals to specialist animal welfare organisations for information, advice, and guidance.

4.2 A range of behaviours by pets can cause nuisance to neighbours. Pet nuisance includes and is not limited to:

- roaming and unattended pets.
- pet fouling in communal areas.
- consistent fouling in neighbours' and own gardens.
- excessive noise.
- aggressive behaviour.
- pets that attract vermin.

4.3 It can be an upsetting time if we have to tell you that you cannot keep an existing pet. To help you through this process we'll work with you to find a solution such as identifying an animal welfare agency who can assist in re-homing your pet.

4.4 We know that this can be an extremely upsetting time and we'll deal with the matter with care. However, in cases of extreme nuisance behaviour or mistreatment of pet(s) we will, if necessary, take legal action to remove your pet(s) from your home.

Equality, Diversity and Inclusion

This policy will be delivered in accordance with our Equality, Diversity and Inclusion Policy and the legal duty to make adjustments for disabled people / people with disabilities. While this policy requires us to confirm decisions and reasons for decisions in writing, we'll communicate with you in a way that meets your individual needs. An Equality Impact Assessment was completed for this policy and considered as part of the approval process.

Data protection

This policy will be delivered in accordance with our Data Protection Policy. A Data Impact Assessment was completed for this policy and considered as part of the approval process.

We'll process your data only for the purpose it has been provided and in compliance with data protection law. All information will be held securely and in accordance with our 'privacy statement' which is available at www.moat.co.uk/privacy-statement.

Related legislation and regulations

- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Animal Welfare Act 2006
- Equality Act 2010

Related policies and procedures

- Antisocial Behaviour Policy and Antisocial Behaviour Procedure
- Domestic Abuse Policy and Domestic Abuse Procedure
- Data Protection Policy
- Equality, Diversity and Inclusion Policy

Customer engagement

We consulted our Customer Advocates on a draft of this policy and have developed the policy, taking their views into account.

Document Revision History (Record of any changes made to the policy)

Date	Changes approved by	Details of changes made
26 November 2024	Executive Director Customer Experience	We added the following statement to paragraph 3.1: You must comply with any legal requirements that relate to having the pet (for example, requirements that relate to microchipping).