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Happy Pets,
Happy Home,
Happy Neighbours

Our Keeping a Pet Guide

As Awen tenants, you have a contract with us. Your pet's behaviour and how you take care of it can affect this contract. By following our guide and keeping to some simple rules, you will keep your home safe and secure for your family, your pet and your neighbours.

What you must do:

- Ensure your pet does not cause a nuisance or danger
- Keep your pets and any visiting pets under control. This includes in your home and communal areas.
- Resolve pet-related issues amicably with neighbours, residents, and Awen.
- Be aware of your legal responsibilities and ensure you meet them
- Care for all pets properly, consider their specific needs and ensure they are housed in a suitable environment.
- Pets should be microchipped and neutered where appropriate.
- Dogs must wear a collar with the owner's name and address in public places & Communal Areas
- Make suitable arrangements for your pet if you are unable to take care of them.
- Have the means to pay for the upkeep of your pet, including food, insurance, and healthcare needs.
- You must ensure pets do not damage property and clean up after them. You will be charged for any necessary cleaning or repairs.
- Pets should be put in a separate room during staff visits.
- If you live in one of our Community Living Schemes you must apply for permission to keep a pet. Pets like dogs and cats will not normally be allowed here because we must be mindful of the comfort of all our residents (see below).

What you must not do:

- Non-domestic animals, dangerous animals, and those prohibited by law cannot be kept as pets.
- Pets are not allowed in communal lounges, laundry, or kitchen areas, except for registered assistance animals. Pets must be kept under control in corridors and entrance areas.
- Breed or sell pets or run a pet boarding business from your property.
- Keep more pets than you are allowed in your home.
- Modify your home to keep a pet without Awen's permission.
- Pets must not be left unattended for long periods.
- Bury a deceased pet in your garden without Awen's permission.

What happens if you don't follow this Guide?

It's important that you follow this guide. It has been created to make sure your family, your pet and your neighbours are safe and happy. If you are struggling, let us know. We can offer a range of support, or can put you in touch with specialists who can help.

Depending on the circumstances, not following this guide could result in consent to keep pets being withdrawn. It may even be considered a breach of contract, which could result in legal action.



Useful details and definitions:

Automatic Permission: If you do not live in a Community Living Scheme with a front door off a communal corridor, you are automatically allowed to keep domestic pets as per the terms of your contract as long as you follow our guidance. Registered assistance animals (e.g., guide dogs) are also automatically allowed.

Permission Required: If you live in a community Living Scheme with a front door off an enclosed communal corridor, you must obtain permission from Awen before keeping a pet. Roaming pets (e.g., cats or dogs) are generally not allowed unless they are registered assistance animals. Non-roaming pets (e.g., budgies or fish) are usually allowed. We understand that owning a pet can be very beneficial to your wellbeing and provide companionship, but we need to ensure that the wellbeing of all our scheme residents are considered before we grant permission to keep a pet.

Specific Conditions: In certain types of Community Living accommodation (e.g., bungalows or small blocks of flats), roaming pets may be allowed with permission. Non-roaming pets are automatically allowed.

Reapplying for Permission: If your pet passes away, you must reapply for permission to keep a new pet if required.

How to apply for permission to keep a pet

If you live in a Community Living Scheme then you have to ask us for permission to keep a pet but if you live in any of our other homes it would be a good idea to speak to us before you go ahead in case there is any useful advice we can offer that will make sure that keeping a pet does not lead you to breach some of your contract conditions.

Asking for permission is easy to do. You can call, write, email us live chat or send an enquiry through our website or speak to your Community Living Officer using the contact details below and let us know about the pet you want to keep. If you live in a community living scheme we will ask you to sign an agreement which will help you understand how best to enjoy your pet without disturbing your neighbours.

Call us: 0345 677 2277 (calls to and from Awen may be recorded)

Write to us: Awen Homes, Nant Y Pia House, Mamhilad Technology Park, Mamhilad, NP4 0JJ

Email us: We have a dedicated email address to allow you to ask for permission: **consent@awenhomes.co.uk**

Dangerous and Banned Dog Breeds

Awen will take the following preventative and enforcement actions to manage Dangerous Dogs being kept or bred in Awen properties.

Education and Engagement: We will work with local authorities and police to provide information about responsible dog ownership. This includes understanding the risks associated with certain breeds and the importance of proper training and socialisation. This is included in Awen's Keeping a Pet Guidance.

Early Intervention: If a dog is reported to be causing issues, we will issue warning letters or engage in discussions with the dog owner to address the behaviour early on.

Acceptable Behaviour Contracts (ABCs): These are agreements between the landlord and the dog owner outlining specific actions the owner must take to control their dog. Failure to comply can lead to further action including revoking consent to keep a pet.

Enforcement Actions: If the dog's behaviour does not improve, Awen may take more serious steps, such as seeking injunctions or Community Protection Notices (CPNs) under the Anti-social Behaviour, Crime and Policing Act 2014

Banned Breeds: Where banned breeds as outlined in the Dangerous Dogs Act 1991 are identified in properties, owners will need to provide proof of exemption and public liability insurance. It is illegal to own these breeds unless they have a Certificate of Exemption and where this is not in place Awen will alert the police. Awen will also consider this as a Breach of Tenancy, which may result in further legal action.