



Hellens Residential Policy on the Keeping of Domestic Pets

August 2025

Purpose of policy

We at Hellens Residential understand the benefits that pets can bring to our residents. We want wherever possible to support responsible pet ownership. This policy aims to establish clear and practical guidelines that support a flexible approach to pet ownership.

Objectives

This policy will seek to fulfil the following objectives:

- Promote responsible pet ownership.
- Safeguard animal welfare.
- Ensure fair and equal treatment.
- Achieve good practice standards.
- Take proportionate and appropriate enforcement action when required.

Conditions for Keeping Pets

- Residents will normally be allowed to keep pets in their home, as long as they are well cared for and responsibly kept. There are restrictions on the numbers and types of pets that can be kept. There are exceptions and the property must be suitable for their needs.
- Residents must not keep more than two cats or two reasonably sized dogs (by reasonably sized we mean no larger than a Labrador) in a Hellens Residential property.
- Some properties are not suitable for keeping pets. In most circumstances, residents are not allowed to keep cats or dogs in properties with a communal entrance although we will make exceptions e.g. if the dog is an assistance dog provided the lease allows this.
- Residents can keep rabbits and guinea pigs in gardens provided that the garden is a private garden. Residents cannot keep pets in communal gardens.
- Residents should keep pets securely where they cannot escape and make sure all animals have enough room for exercise.
- Residents should not make alterations to their property (such as the installation of a cat flap) without consent from Hellens Residential.
- Residents should make sure that their pet does not create any damage to the Hellens Residential property. If any damage should occur, then repairs should be made as soon as possible and will be chargeable.
- 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.



Animals which are not allowed

- There are breeds of dangerous dogs which are illegal – Pit Bull Terriers, Japanese Tosas, the Dogo Argentinos and the Fila Brasileiros. Cross breeds of these dogs are also illegal. Dangerous dogs or any illegal breeds are not permitted under any circumstances in a Hellens property.
- Residents must not keep any type of wild animals.
- Residents must not keep any animal which may be a danger to others.
- Hellens Residential will not allow livestock and horses, poultry or pigeons in our properties.
- Commercial breeding is not permitted in Hellens Residential properties.
- Residents should be made aware that staff working for Hellens (or their subcontractors) should be shown a duty of care when visiting their property and that residents are responsible for ensuring their pets do not cause a nuisance or are aggressive towards staff members. Staff can request that pets are kept in a separate room whilst a visit is being undertaken.
- Residents must obtain permission for large structures in allotment gardens, e.g. aviaries. Permission will not be given for hutches in communal areas. Pets may not be kept in garages.

Pet Nuisance

Pet related nuisance can affect the quality of life for neighbouring residents and can also be a sign of animal ill treatment. Nuisance behaviour by a pet includes (this list is not exhaustive):

- Roaming and unattended animals.
- Pets fouling in communal areas and in owners' gardens and this not being cleared up immediately.
- Pets fouling in neighbours' gardens.
- Excessive noise.
- Over-population of animals within a household.
- Unpleasant odours from pets.
- Aggressive animals.
- Fleas.
- Public health hazards.
- Where there are instances of pet nuisance, Hellens Residential will try to resolve the issue informally. If this does not resolve the issue, the following actions may be considered:
- Enforce the conditions within a tenancy agreement.
- Mediation.
- Restricting the number of animals.
- Making responsible pet ownership part of an Acceptable Behaviour Contract.
- Involving statutory organisations such as the Police or the Local Authority.
- Involving voluntary organisations such as the RSPCA.
- Serving an injunction to oblige the owner to start or stop undertaking certain actions or to remove the animal.
- Serving a Notice of Seeking Possession.
- Any other legal remedy available to Hellens Residential



Monitoring and Review

This policy will be reviewed at least every 3 years (or earlier if there are changes to legislation, regulation or good practice).

Equality and Diversity

This policy is applied in line with Hellen Equality and Diversity Policy. At Hellens we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Beyond these protected characteristics we also take into consideration additional factors such as socio-economic status and language barriers which may also play a part. Our vision is for everyone to be treated fairly, have equality of opportunities, freedom, respect and access to our services.

Data Protection and Privacy

We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for Hellens Residential which, along with its associated procedures, must be followed throughout the operation of this policy.