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## Pets

### Overview

This policy explains how we manage pets in our properties and make sure that we meet any legal and/or contractual requirements.

### Scope

This policy applies to all tenancies managed by St George Community Housing Limited and its subsidiaries (we, our and us).

### Guiding principles

- We understand that a pet can positively impact a person's wellbeing.
- Where possible and practical, we will allow our tenants to have a pet.
- We will ensure that pets don't unreasonably impact our neighbours.

### Requesting permission to keep a pet

If a tenant wants to have a pet, they must request permission from us, in writing or using the Pet application form. Any requests should include the type (including breed of dog/s), size of the animal and where it will be kept.

If the tenant lives in a leasehold property, we will not allow them to have a pet unless the landlord/owner gives us permission as the head tenant.

When assessing a request to keep a pet, we will consider:

- Whether the property is suitable for the type and size of pet that the tenant is seeking approval to keep
- Whether the pet is likely to interfere with the reasonable peace and enjoyment of neighbours
- Compliance with the terms of the Residential Tenancy Agreement and, if applicable, the *Companion Animals Act 1998* (NSW), strata by-laws, and any other relevant legislation.
- Any requirements of the relevant local council.
- The reason for requesting permission to have a pet (if provided)
- The length of time that the tenant has had the pet.
- The likelihood of the pet causing damage to the property.

### Our standards in responding to requests to have a pet

We will respond to request to have a pet in writing, within 21 calendar days of receiving the request, unless further documentation has been requested or we are waiting on a response from the landlord/owner of the property or someone else (e.g. local council, strata manager). The letter will also advise the tenant of their right of appeal if they disagree with our decision.

### Tenant responsibilities

Tenants are responsible for:



- Caring for the pet.
- Meeting the terms of their Residential Tenancy Agreement and making sure that their pet does not interfere with the reasonable peace and enjoyment of their neighbours.
- Telling us if the boundary of their home is not safe (e.g. broken fence panels) and needs fixing.
- Following any relevant local council regulations.
- Following the *Companion Animals Act 1998* (NSW) (if applicable) and any other relevant laws.
- Keeping their pet under control and on a leash at all times while in the common areas.
- Telling us if you have received a notice of intention, or a pet has been declared dangerous or menacing by the council or local court.
- Keeping cats inside the unit and making sure they do not stray in common areas.
- Keeping pets under control during inspections.

If we allow a tenant to have a pet in their property, we may ask the tenant to have the carpet professionally cleaned and/or the property fumigated as permitted by the *Residential Tenancies Act 2010*.

### Withdrawing permission to keep a pet

If a tenant's pet causes a nuisance or annoyance to neighbours, or in breach of any laws or regulations, we may withdraw our approval to keep the pet and ask the tenant to remove the pet from the property.

If we ask a tenant to remove a pet and the pet remains in the property, we may apply to the tenancy tribunal to have the pet removed or issue a termination notice.

### Breaches of this policy

If a tenant keeps a pet without approval, it will be a breach of their tenancy agreement and will be dealt with accordingly.

### Policy information

<b>Version:</b>	6
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<b>Responsible team/position:</b>	Customers and Communities