

Pet Policy	
CTJ Housing Trust	
Prepared by: C Fernandes – Maillard & Co	
Date Issued: June 2021	Review Date: 2025



1. Policy Statement

- 1.1 CTJ Housing Trust (CTJHT) recognises that having a pet(s) can contribute to the quality of the pet owner's life, providing companionship and security. However, CTJHT is also aware that irresponsible ownership can cause nuisance, annoyance and health hazards to other residents. This policy is intended to outline the conditions under which tenants may keep animals in accommodation owned by CTJHT. It is not exhaustive and CTJHT's Managing Agents, Maillard & Co may exercise their discretion in certain cases.
- 1.2 This policy has been prepared using the Pet Advisory Committee's Report 'Guidance on Pet Management for Social Housing Providers' (2010) which sets out best practice for keeping pets in social housing.
- 1.3 The purpose and aim of this policy is to provide to both Tenants and Property Managers a clear and consistent guidance on pet ownership in a CTJHT property and to provide a fair balance that ensures that pet ownership does not infringe on the rights of others to the peaceful enjoyment of their home. In all instances where a pet or pets constitute a nuisance, annoyance or health risk to tenant's or members of the public, CTJHT may request the tenant to remove the pet and will enforce this request through legal action if necessary. This applies whether the tenant has previously been given permission to keep the pet or not.

2. General

- 2.1 You will need to apply for permission to keep a pet from our Managing Agents, Maillard & Co if you want to keep any pet or pets in your home. This includes such animals as reptiles or amphibians. You will also be asked to complete and sign a 'permission for pet' application form which will be assessed by the Property Manager.
- 2.2 Tenants are responsible for the health and welfare of their pet(s).
- 2.3 The control of a pet(s) and or any pet(s) visiting the property is the responsibility of the tenant. Dogs must always be kept under control when in public areas and on a lead when being walked on CTJHT land.
- 2.4 If a cat(s) is allowed free access, the owner must take steps to ensure that they do not cause a nuisance to neighbours. A litter tray should always be provided and maintained.
- 2.5 Pet faeces and soiling must always be removed immediately. Dog faeces in tenant(s) gardens should be picked up on a daily basis and should not be allowed to accumulate, whilst dog faeces in public areas should be picked up immediately and disposed of. Dispose of faeces in a dog waste bin or take the bag home. If this is not possible, as a last resort double-wrap the faeces in two plastic bags and dispose of in a litter bin. Fouling in designated public areas, parks and footpaths is prohibited under the Policing of Roads (Jersey) Law 1959.

- 2.6 Tenants must make good any damage to CTJHT property caused by a pet(s).
- 2.7 Permission will be given for a guide/medical response dog unless it can be proven that said permission would be detrimental or have an adverse effect on the management function of the property.
- 2.8 Where permission has been given to keep a pet, any form of breeding will not be allowed.
- 2.9 Permission will not be given to keeping livestock such as horses, donkeys, goats, pigs, cattle, ducks, geese and chickens or the instalment of large fish tanks over 4 feet in length at a CTJHT property.
- 2.10 Where Anti-Social Behaviour has been caused by a tenant(s) and/ or the visitor(s) pet, permission to keep a pet will be withheld or withdrawn. Withdrawal of permission must be made in writing by the Property Manager. For avoidance of doubt examples of types of anti-social behaviour are specified below:
- Excessive barking or any other loud noise causing a disturbance.
 - Dogs or any other animals being used to intimidate people.
 - Pets causing damage to CTJHT property beyond reasonable wear and tear.
 - Any other behaviour considered to be causing a nuisance or annoyance.
- 2.11 Permission for a pet(s) will not be given to a tenant with unmanaged rent arrears.
- 2.12 If you are given permission to have a pet(s) this will be on the provision that as well as not allowing it to cause a nuisance, you ensure the pet receives up-to-date vaccinations and ensure that other necessary treatments such as de-fleaing and worming have been administered as this will reduce the risk of diseases and parasites spreading.
- 2.13 Permission will be withdrawn to have an animal in the property should we receive reports of roaming and unattended animals, excessive animal noise, nuisance, neglect or fouling.
- 2.14 Upon the death of a permitted pet(s), written permission is required again if the tenant wishes to have another/new pet(s).

3. Guidance on Number of Pets

- 3.1 It is not possible to state a definitive number of pets allowed as each property is different with regard to its suitability for certain pets. However, as a general rule the following approach will be taken:

Tenants in Houses with Gardens – permission will generally be given for a maximum of 2 small / medium sized pets. The examples outlined below are for guidance purposes and not intended as an exhaustive list.

Example One: One cat and one small to medium sized dog.

Or

Example Two: Two small to medium sized dogs and one cat.

Or

Example Three: One large dog and one cat.

Tenants in Flats – permission will generally be given for keeping a maximum of two cats if you live in a flat, although this will depend on the suitability of the flat, the surrounding common areas, size of the estate etc.

- 3.2 Permission will **not** be given for keeping a dog(s) if you live in a flat. Special permission may be granted if the flat has its own front entrance and exclusive use of a garden, however the number of neighbouring flats will also be considered as a factor to the suitability of whether permission for a dog should be granted.
- 3.3 Permission for other smaller pets will be given on a discretionary basis by the Property Manager depending on how many other pets you already have, as well as the suitability of the property.

4. Installing Cat Flaps

- 4.1 Where permission has been given to keep a cat, tenants will **not** be allowed to fit cat flaps themselves. However, if you have obtained permission from your Property Manager to keep a cat and have suitable external doors, CTJHT will consider fitting a cat flap for you, the cost of which will be recharged to you. Requests should be made to our Managing Agents, Maillard & Co.
- 4.2 CTJHT will undertake such works in order to prevent unnecessary damage to external doors. The cost of repairing such damage may be considered as a recharge and the tenant will be expected to meet the cost of this work.
- 4.3 CTJHT will only fit cat flaps to suitable doors. In most cases this will be a hardwood door but will not be fitted on fire doors. It should be noted that CTJHT will not fit cat flaps in blocks of flats.
- 4.4 The cost of the work will be recharged to the tenant and tenants will be expected to make payment in full within 30 days of receipt of the invoice.
- 4.5 Where UPVC doors have been fitted, the door will need to be inspected by an appropriate tradesman. The tenant will be advised that the cost of fitting a cat flap to such a door may be quite expensive as the work may need to be undertaken by the manufacturer. In such cases, the tenant will be provided with a quote for the work.
- 4.6 Should the tenant transfer to another property or exchange with another tenant, the tenant will be expected to pay for a cat flap in the new property if it is required.
- 4.7 If permission is refused, the Property Manager must write to the tenant and explain reasons by referring to one or more of the above considerations.

5. Procedure

- 5.1 Application to keep a pet should be considered by the Property Manager taking into consideration all of the above guidelines.
- 5.2 The Property Manager should provide a copy of this Policy with the application form (Appendix A) as well as a covering letter (Appendix B) to the applicant within 5 working days and confirmation of the decision within 7 days of its return. The Property Manager will provide confirmation of the decision by either stamping the relevant box with 'declined' or 'approved' along with their initials. A photocopy of the original stamped application should be taken for the Managing Agent's records and the original sent back to the tenant as confirmation.
- 5.2 Where an application has been declined the Property Manager must respond in writing stating the reasons for declining the application.

- 5.3 Appeals against a decision must be presented to the Head of Social Housing Department at Maillard & Co who will seek to provide a written decision, taking all factors into account, within 10 days of receiving the appeal application.
- 5.4 Complaints and/or concerns about pets - in the first instance CTJHT would expect that the person complaining should approach their neighbour/ the pet owner in order to discuss and highlight to them the nuisance that the animal is causing. They should also ask their neighbour to try and resolve the matter. Where pet nuisance continues, please contact your Property Manager who will speak to the offending tenant to seek a resolution to the problem.
- 5.5 Property Managers will seek to enforce the Pets Policy in consultation with the JSPCA and Environmental Health Department where appropriate. Measures will be taken to assess and attempt to resolve each individual case.



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Appendix A: Permission for Pet – Application Form

Please circle answers where appropriate

Tenant Name:	
Tenant Address:	

Description of animal being requested:

Dog / cat / other (please specify)		
Male / Female	Neutered / Sprayed	Breed:
Do you have any pets currently residing at your address? If yes, please specify what kind of pet you have	YES / NO	

Provisions made for your pet:

Type of property you occupy:	House / Flat	No of bedrooms:
Is there a garden attached to your property? If yes, how is it enclosed?	YES / NO	
Is there a communal garden attached to your property?	YES / NO	
Is it likely that your pet will be left alone in the property for long periods of time? If yes, for what length of time is your pet likely to be left alone?	YES / NO	
If your pet is left alone, will it be left inside or outside the property? If your pet is to be left outside, what appropriate accommodation and shelter will be provided for your pet?	INSIDE / OUTSIDE	

I hereby apply for permission to keep a dog / cat / other at the above dwelling. I have read and understand CTJ Housing Trust's Policy on Pets and agree to abide by the terms stated in this policy. I understand that if any of the details above change or complaints are received about my pet, the Trust can review and if seen fit revoke this permit.

In addition to the above CTJ Housing Trust may need to request a report from the Animal Shelter detailing the suitability of the property for this pet. If you are agreeable to this, please sign below.

SIGNED (TENANT):	
DATE:	
<i>Please return to:</i> CTJ Housing Trust c/o Maillard & Co, 31-33 New Street, St Helier, Jersey JE2 3RA	

FOR OFFICIAL USE ONLY
APPROVED/DECLINED BY:

Appendix B: Cover Letter



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[Click here and type address]

[Click here and type address]

[Click here and type address]

[Click here and type address]

[Click here and type address]

Our Ref: CTJHT-2021-PetPolicy.doc

"[Click here and type date]"

Dear [Click here and type salutation]

Re: Pet Permission - Application

Please find enclosed a copy of CTJ Housing Trust's Pet Policy. If you are confident that you can meet the obligations of this policy, please complete, sign and return the enclosed application form to Maillard & Co.

You will receive a response within 7 days with a decision. Please be advised that you must wait for formal confirmation before acquiring your pet.

Should you have any queries please do not hesitate to contact Maillard & Co.

Yours sincerely

[Click here and type name]

**For And On Behalf Of
CTJ Housing Trust**