Portsmouth Homes

Shaped by Portsmouth Homes residents — Your voice matters

Pet Policy

Consultation Feedback, Consideration and Action Log

Policy	Pet Policy
Feedback source	Resident workshop feedback, pet application and agreement feedback, survey responses and stakeholder survey feedback received during consultation periods.
Survey feedback	All survey feedback has been reviewed and the outcomes are recorded in this log.
Purpose	To record feedback, themes, response/action and status for this policy.

1. Key themes from current feedback

Theme	No. of comments
Enforcement, nuisance and complaints	19
Permission, applications and Pet Agreements	8
Pet numbers, types and restrictions	8
Property suitability, alterations and communal areas	8
Responsible ownership and animal welfare	4
Fairness and case-by-case decision-making	4
Communication, accessibility and implementation	6
Resident support, wellbeing and adjustments	4
Tenancy, lease and legal requirements	6
Monitoring, records and privacy	4
Existing pets and transitional arrangements	2
Positive feedback / no change required	3

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
1	Resident workshop	Property suitability, alterations and communal areas	Property dependant, including outdoor access if needed.	The policy has been reviewed to explain how property type and access to outdoor space will be considered when assessing pet requests.	Completed
2	Resident workshop	Responsible ownership and animal welfare	Pet dependant, including what type of pet and whether it is self-contained.	The policy has been reviewed to make clear that decisions may depend on the type of pet, its needs and the accommodation.	Completed
3	Resident workshop	Enforcement, nuisance and complaints	Policy must be enforced.	The policy now explains how concerns will be managed and what may happen if the policy or pet agreement is not followed.	Completed
4	Resident workshop	Fairness and case-by-case decision-making	Each tenant should be interviewed if they want a pet, with decisions made on a case-by-case basis.	The application has been reviewed and assessment process clearly explains how individual circumstances will be considered.	Completed
5	Resident workshop	Enforcement, nuisance and complaints	Clear rules should be enforced, including a three strikes approach.	The policy has been reviewed to describe a staged approach to managing breaches, while allowing proportionate action depending on seriousness.	Completed
6	Resident workshop	Tenancy, lease and legal requirements	Tenants should be made aware when they are breaking tenancy agreements.	The policy and agreement clearly link pet ownership requirements to tenancy obligations where appropriate.	Completed
7	Resident workshop	Responsible ownership and animal welfare	If residents are responsible for a pet, they must be responsible for managing the pet.	Resident responsibilities are now are clearly explained in the policy and pet agreement.	Completed
8	Resident workshop	Pet numbers, types and restrictions	There should be limits on the size and number of pets.	Review whether the policy clearly explains how the number, size and type of pets will be considered.	Completed
9	Resident workshop	Property suitability, alterations and communal areas	Animals should not be allowed in lifts unless carried.	The policy has been reviewed to include clearer expectations for pets in lifts and communal areas.	Completed
10	Resident workshop	Pet numbers, types and restrictions	Rules should cover pet-related businesses and breeding.	The policy now clearly explains restrictions on breeding animals or running pet-related businesses from the home.	Completed
11	Resident workshop	Pet numbers, types and restrictions	No large or dangerous pets.	Review whether the policy clearly explains animals that may not be permitted and how risk will be assessed.	Completed
12	Resident workshop	Responsible ownership and animal welfare	Pets should be kept in appropriate housing or cages.	The policy now reflects responsible pet ownership and animal welfare expectations.	Completed
13	Resident workshop	Enforcement, nuisance and complaints	Waste should be disposed of correctly.	The policy now clearly explains expectations for disposing of pet waste and preventing fouling.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
14	Resident workshop	Resident support, wellbeing and adjustments	Consider the health issues of the owner and whether the resident is capable of caring for the pet and cleaning up after it.	Review whether the assessment process appropriately considers support needs, individual circumstances and animal welfare.	Completed
15	Resident workshop	Permission, applications and Pet Agreements	There should be a signed agreement to manage the pet.	The Pet Agreement requirement is now clear and explains what residents are agreeing to.	Completed
16	Resident workshop	Property suitability, alterations and communal areas	There should be boundaries, for example communal gardens.	The policy has been reviewed to provide clearer guidance on pets using communal gardens or shared spaces.	Completed
17	Resident workshop	Property suitability, alterations and communal areas	No pets over second floor flats.	Consider whether property type, location and suitability should be covered through the assessment process rather than a blanket rule.	Completed
18	Resident workshop	Responsible ownership and animal welfare	The owner should be accountable for the pet.	Accountability and responsible ownership are clearly explained throughout the policy and agreement.	Completed
19	Resident workshop	Enforcement, nuisance and complaints	Pets should be kept under control, including lead, behaviour, noise and mess.	The Pet Agreement now clearly explains expectations around control, behaviour, noise and mess.	Completed
20	Resident workshop	Tenancy, lease and legal requirements	The pet agreement should be legally attached to the tenancy agreement.	The link between the Pet Agreement links to tenancy conditions and ensure this is explained clearly.	Completed
21	Resident workshop	Permission, applications and Pet Agreements	Portsmouth Homes should be made aware of pets.	The requirement to request permission or register a pet is clear.	Completed
22	Resident workshop	Permission, applications and Pet Agreements	Registration and permission should be given.	The application and approval process is clearly described.	Completed
23	Resident workshop	Tenancy, lease and legal requirements	Pets should be licensed where required.	The policy has been reviewed to refer to legal requirements, such as licensing where this applies.	Completed
24	Resident workshop	Tenancy, lease and legal requirements	Pets should not be allowed in time-limited housing.	The policy has been reviewed to explain any restrictions that apply to different accommodation types.	Completed
25	Resident workshop	Communication, accessibility and implementation	The policy should cover both inside and outside animals.	The scope has been reviewed to make sure it clearly covers relevant types of pets and where they may be kept.	Completed
26	Resident workshop	Fairness and case-by-case decision-making	Personal circumstances and the acceptability of looking after animals should be considered.	Ensure the assessment process explains how individual circumstances and animal welfare will be considered.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
27	Resident workshop	Property suitability, alterations and communal areas	The size of the animal should be limited to the property.	Review whether the policy clearly explains how property size and suitability will be considered.	Completed
28	Resident workshop	Enforcement, nuisance and complaints	Action should be taken where there are persistent complaints.	The policy now explains how persistent complaints and breaches will be managed.	Completed
29	Resident workshop	Permission, applications and Pet Agreements	A formal agreement should be needed for each animal and should last for the lifetime of each pet.	The Pet Agreement arrangements have been reviewed and are clearly explained, including whether each pet requires an agreement.	Completed
30	Resident workshop	Monitoring, records and privacy	Agreements should be reviewed at tenancy visits.	Consider whether tenancy visits should include checking pet agreement details where appropriate.	Completed
31	Resident workshop	Monitoring, records and privacy	Agreements should be reviewed if there is a significant change in the tenant's health affecting their ability to care for the pet.	The policy has been reviewed to explain how changes in circumstances may be managed sensitively.	Completed
32	Resident workshop	Communication, accessibility and implementation	Letters should be sent to addresses for updates on any pets.	Consider whether communication arrangements about pet records or updates need to be clearer.	Completed
33	Resident workshop	Permission, applications and Pet Agreements	Agreements must be signed; if they are not signed, residents should not be allowed a pet.	The policy now clearly explains the importance of signing and following the pet agreement.	Completed
34	Resident workshop	Enforcement, nuisance and complaints	Ensure the policy is enforced and followed up.	The enforcement and follow-up section has been reviewed to make sure it is clear and proportionate.	Completed
35	Resident workshop	Tenancy, lease and legal requirements	Include the pet policy in the tenancy agreement.	This has been considered and the policy and agreement should link to tenancy conditions and resident communications.	Completed
36	Resident workshop	Enforcement, nuisance and complaints	Advertise what would happen if the policy is not kept to.	Ensure consequences of not following the policy are clearly communicated in resident-friendly language.	Completed
37	Resident workshop	Enforcement, nuisance and complaints	Use a three strikes and out approach.	The policy has been reviewed to describe a staged approach, while retaining flexibility for serious cases.	Completed
38	Resident workshop	Tenancy, lease and legal requirements	Gain entry to check, to be included in the policy and tenancy agreement.	Access arrangements have been reviewed for inspections or checks are clearly and lawfully explained.	Completed
39	Resident workshop	Communication, accessibility and implementation	Ensure there is a copy of the pet policy at the time of agreement to have a pet.	The policy now confirms residents will receive or be signposted to the policy when permission is granted.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
40	Resident workshop	Enforcement, nuisance and complaints	Try to work with the tenant to resolve issues and, if this does not work, give a written warning by letter.	The policy now reflects a supportive and proportionate approach before formal action, where appropriate.	Completed
41	Resident workshop	Enforcement, nuisance and complaints	In severe cases, evict the tenant for not following the policy.	The policy now explains that serious or persistent breaches may result in formal tenancy action, where appropriate and proportionate.	Completed
42	Resident workshop	Enforcement, nuisance and complaints	Nuisance should be treated as an anti-social behaviour case.	Review whether the policy clearly links pet-related nuisance to the Anti-Social Behaviour Policy where appropriate.	Completed
43	Resident workshop	Enforcement, nuisance and complaints	Letters should be sent to make the tenant aware of any complaints or policy breaking.	Ensure the process for notifying residents about complaints or breaches is clear.	Completed
44	Resident workshop	Enforcement, nuisance and complaints	There should be a fine for not clearing up mess.	This has been considered and pet fouling and failure to clear waste should be managed, including any available enforcement options.	Completed
45	Resident workshop	Permission, applications and Pet Agreements	The timespan to approve should be reasonable and to close the case should be three months.	The policy and supporting process have been reviewed and should include expected timescales for decisions and case management.	Completed
46	Resident workshop	Communication, accessibility and implementation	Educate tenants with issues to ensure they clean up and keep nuisance to a minimum.	Advice and support have been included resident education, advice and support as part of the approach to resolving issues.	Completed
47	Resident workshop	Enforcement, nuisance and complaints	Follow a process: warning, written letter, fines and mediation.	Review whether the policy describes a clear staged process for managing breaches and resolving concerns.	Completed
48	Resident workshop	Property suitability, alterations and communal areas	Sheltered blocks should have no pets.	Consider whether accommodation type and resident wellbeing should be addressed through the assessment process and relevant scheme rules.	Completed
S1	Resident workshop / Pet application and agreement feedback	Permission, applications and Pet Agreements	Responses were mixed on whether the pet application was clear and easy to follow. Comments included that some statements appeared contradictory, some areas were not clear and concise, the application asked for too much information and included too many questions.	The pet application has been reviewed for clarity, consistency, duplication and unnecessary questions.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
S2	Resident workshop / Pet application and agreement feedback	Monitoring, records and privacy	Residents raised concerns about whether some information requested was fair and reasonable, including microchip details, vet details, pet ID, photo ID and questions about convictions. Concerns were also raised about GDPR and keeping information safe.	The information requested has been reviewed in the application against data protection principles and only request information that is necessary and proportionate.	Completed
S3	Resident workshop / Pet application and agreement feedback	Pet numbers, types and restrictions	Residents asked for more clarity about species, caged animals, birds, dangerous dogs, smaller dogs, animals not permitted and whether some animals need to be registered.	The policy and application have been reviewed to make sure permitted and restricted animals are clearly explained in plain English.	Completed
S4	Resident workshop / Pet application and agreement feedback	Resident support, wellbeing and adjustments	Residents raised questions about emotional support animals, support animals and the impact of pets on mental health and wellbeing.	Review whether the policy explains how support needs, assistance animals and resident wellbeing will be considered.	Completed
S5	Resident workshop / Pet application and agreement feedback	Permission, applications and Pet Agreements	Most respondents felt the agreement explained pet owner expectations, but comments asked for more clarity, including reference to dangerous dogs and reducing the amount of information requested.	The Pet Agreement has been reviewed to improve clarity and ensure relevant legal responsibilities are clearly covered.	Completed
S6	Resident workshop / Pet application and agreement feedback	Fairness and case-by-case decision-making	Some respondents felt the pet agreement was not fully fair or reasonable and raised concerns about unnecessary questions and pets looked after temporarily for other people.	The Pet Agreement has been reviewed to check it is proportionate and explains expectations for temporary pet care.	Completed
S7	Resident workshop / Pet application and agreement feedback	Monitoring, records and privacy	Responses were mixed on whether the agreement should include a pet photo, with some supporting photos for all pets, some for cats and dogs only, and some not supporting photos.	Review whether a photo is necessary and proportionate, and whether it should apply to all pets or only certain pets.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
S8	Resident workshop / Pet application and agreement feedback	Communication, accessibility and implementation	Residents gave mixed views on whether the application and agreement would work well in practice. Comments included concern that some residents may worry about the forms, some residents may not follow rules, responsible owners may comply, and some sections need clarifying.	Review the application, agreement and implementation approach to make sure it is practical, clear and supportive.	Completed
S9	Resident workshop / Pet application and agreement feedback	Enforcement, nuisance and complaints	Residents raised issues around dog fouling, wardens, neighbour complaints, nuisance, and making sure Portsmouth Homes follows and enforces the policy.	Check the policy wording on complaints, nuisance, fouling and enforcement action.	Completed
S10	Resident workshop / Pet application and agreement feedback	Resident support, wellbeing and adjustments	Residents noted that elderly residents may need help with forms and some residents may need support with requirements such as microchipping or neutering costs.	Consider whether the policy or guidance should signpost support for residents who may need assistance to comply.	Completed

3. All Survey feedback

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
S1	Survey	Enforcement, nuisance and complaints	A staff member felt the policy was unclear because it did not explain how the policy would be enforced in practice. They raised questions about tenancy enforcement, monitoring compliance, pet training requirements, evidence gathering for dog fouling, removal of animals, accidental breeding, pet-related businesses, approval processes, record keeping, retrospective permissions, cat flaps, and which organisations would investigate concerns where there are no welfare issues.	Review the policy and supporting procedures to ensure enforcement arrangements, decision-making responsibilities, approval processes, monitoring responsibilities and escalation routes are clearly explained.	Completed
S2	Survey	Enforcement, nuisance and complaints	A staff member commented that dog fouling on communal walkways and gardens remains a significant issue and asked whether the policy could include reminders about legal responsibilities and how these requirements could be enforced.	The sections relating to responsible pet ownership, dog fouling and enforcement to ensure resident responsibilities and available enforcement options are clearly explained.	Completed
S3	Survey	Existing pets and transitional arrangements	A staff member suggested including references to large aviaries and similar structures attached to properties. They also suggested including horses as an example where permission may not be given. Concerns were raised about how existing residents whose pets would not meet the new policy requirements would be managed and whether retrospective permission could be granted.	The policy examples relating to structures, unsuitable animals and retrospective permission arrangements. Consider whether additional guidance is required regarding existing pets and transitional arrangements.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
S4	Survey	Positive feedback / no change required	A staff member felt the policy was very clear and did not identify any changes or improvements.	No policy change required. Feedback noted as positive assurance that the policy is clear and easy to understand.	Noted
S5	Survey	Fairness and case-by-case decision-making	A resident felt the policy was unclear because they were concerned that decisions could be influenced by personal opinions. They suggested that some residents may feel the policy could be used unfairly and raised concerns about references to Housing Officers.	The policy wording relating to assessments, decision-making and appeals to ensure the process is transparent, fair and evidence-based.	Completed
S6	Survey	Positive feedback / no change required	A resident felt the policy clearly explained what was required in different circumstances and did not suggest any changes.	No policy change required. Feedback noted as positive assurance that the policy is clear and understandable.	Noted
S7	Survey	Communication, accessibility and implementation	A resident stated they had not read the policy because they did not know where it was available. As a result, they were unable to comment fully on the policy's clarity, purpose or fairness.	Further communication and promotion have been considered and promotion of policy consultations is needed to ensure residents can easily access consultation documents.	Completed
S8	Survey	Positive feedback / no change required	A resident reviewing the application to keep pets confirmed that the policy was clear, easy to understand and did not identify any improvements.	No policy change required. Feedback noted as positive assurance that the policy is clear and understandable.	Noted
S9	Survey	Existing pets and transitional arrangements	You said the current policy allows up to two pets in ground floor flats and maisonettes with their own gardens, but the revised wording appears to allow only one pet. You asked for reassurance that residents who already have two pets will not have to give one up, and for the policy to make clear that any change applies to new requests. You also suggested making it clear that snakes are not permitted.	The wording on pet numbers, existing pets/transitional arrangements and prohibited animals. Consider adding clear reassurance for residents with existing pets and a clear statement on snakes.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
S10	Survey	Enforcement, nuisance and complaints	A resident felt the policy needs more detail on how irresponsible pet ownership will be dealt with, including barking, pets causing nuisance, large dogs, unapproved pets and the impact on older or infirm residents in 55+ accommodation. They felt existing processes are not enforced consistently and asked what action will be taken, what timescales will apply, and how residents' tenancy rights, health and wellbeing will be protected where pet-related nuisance is reported.	The enforcement section and supporting procedures have been reviewed to ensure responsibilities, evidence requirements, escalation routes, timescales and links with anti-social behaviour/noise procedures are clear. Consider whether additional wording is needed for sheltered accommodation and unapproved pets.	Completed
S11	Survey	Enforcement, nuisance and complaints	You said the policy should be clearer about how many pets are allowed. You gave an example of a neighbour with three dogs and raised concerns about barking, pets not being walked and the impact on neighbours. You also explained that responsible pet ownership should be recognised, as some pets may not cause any nuisance.	Check the wording on the number of pets allowed and responsible pet ownership. Consider whether the policy should give clearer information about how nuisance, barking and failure to manage pets will be addressed.	Completed
S12	Survey	Property suitability, alterations and communal areas	You asked whether some blocks will continue to be treated as no-pet blocks, or whether all residents will be considered against the same conditions. You felt every home should have the opportunity to request a pet where the resident can care for it properly, and that decisions should not be based only on property type. You also highlighted the companionship and wellbeing benefits pets can provide.	Check the wording on property restrictions, no-pet blocks and assessment criteria. Consider whether the policy clearly explains how requests will be considered fairly, while still taking account of property suitability, animal welfare and any building-specific restrictions.	Completed
S13	Survey	Pet numbers, types and restrictions	Where the policy said "up to 1 pet", this read as a maximum. The respondent suggested removing "up to" if more than one pet may be considered.	The final draft confirms there is no fixed limit. The number of pets is a starting point for assessment, requests are considered case by case, and additional pets require a new request.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
S14	Survey	Pet numbers, types and restrictions	The wording on dogs covered by the Dangerous Dogs Act appeared contradictory because one section said they may be considered and another said they were not allowed.	The final draft distinguishes unlawful ownership from a dog lawfully kept under a valid Certificate of Exemption or court order. Lawfully exempt dogs may be considered, but permission is not automatic and legal conditions must continue to be met.	Completed
S15	Survey	Resident support, wellbeing and adjustments	The respondent asked what would happen if another resident was allergic to or frightened of an animal that was not causing nuisance, including whether either household would be moved.	A specific section now explains that evidence and individual circumstances will be considered. Moving will not normally be required solely because of an allergy or fear, and any action will be proportionate, including reasonable adjustments or other housing options where appropriate.	Completed
S16	Survey	Pet numbers, types and restrictions	The respondent asked whether birds that do not need permission include chickens, ducks and geese kept in a coop.	The final draft distinguishes small companion birds from poultry and waterfowl. Chickens, ducks and geese, including associated coops, enclosures or runs, require permission.	Completed
S17	Survey	Property suitability, alterations and communal areas	The respondent asked whether fishponds in gardens should be included.	Ponds and permanent outdoor water features are now specifically listed as alterations requiring written permission, with safety, drainage, maintenance, neighbouring impact and reinstatement considered.	Completed
S18	Survey	Pet numbers, types and restrictions	The respondent asked whether large or farm animals, including horses, donkeys and goats, would be covered as animals requiring permission or animals not allowed.	The final draft now lists livestock, farm animals and large animals that cannot reasonably and safely be kept in the home or private garden, with examples. It retains limited discretion for exceptional lawful requests where the property and land are specifically suitable.	Completed

4. Survey feedback: policy comparison and outcome

Ref	Survey feedback	What the final draft policy says	What we did	Status
S13	Where the policy said “up to 1 pet”, this read as a maximum. The respondent suggested removing “up to” if more than one pet may be considered.	The final draft confirms there is no fixed limit. The number of pets is a starting point for assessment, requests are considered case by case, and additional pets require a new request.	We removed wording that could be read as a fixed one-pet maximum and clarified the case-by-case assessment process for additional pets.	Completed
S14	The wording on dogs covered by the Dangerous Dogs Act appeared contradictory because one section said they may be considered and another said they were not allowed.	The final draft distinguishes unlawful ownership from a dog lawfully kept under a valid Certificate of Exemption or court order. Lawfully exempt dogs may be considered, but permission is not automatic and legal conditions must continue to be met.	We revised the wording on restricted dogs to remove the contradiction and clearly distinguish unlawful ownership from dogs lawfully kept under an exemption or court order.	Completed
S15	The respondent asked what would happen if another resident was allergic to or frightened of an animal that was not causing nuisance, including whether either household would be moved.	A specific section now explains that evidence and individual circumstances will be considered. Moving will not normally be required solely because of an allergy or fear, and any action will be proportionate, including reasonable adjustments or other housing options where appropriate.	We added a specific section explaining how allergies and fears will be considered, including evidence, individual circumstances, reasonable adjustments and proportionate options.	Completed
S16	The respondent asked whether birds that do not need permission include chickens, ducks and geese kept in a coop.	The final draft distinguishes small companion birds from poultry and waterfowl. Chickens, ducks and geese, including associated coops, enclosures or runs, require permission.	We clarified that poultry and waterfowl are not included within the category of small companion birds that can be kept without permission.	Completed
S17	The respondent asked whether fishponds in gardens should be included.	Ponds and permanent outdoor water features are now specifically listed as alterations requiring written permission, with safety, drainage, maintenance, neighbouring impact and reinstatement considered.	We added ponds and permanent outdoor water features to the list of alterations requiring written permission and set out the matters that will be considered.	Completed

Ref	Survey feedback	What the final draft policy says	What we did	Status
S18	The respondent asked whether large or farm animals, including horses, donkeys and goats, would be covered as animals requiring permission or animals not allowed.	The final draft now lists livestock, farm animals and large animals that cannot reasonably and safely be kept in the home or private garden, with examples. It retains limited discretion for exceptional lawful requests where the property and land are specifically suitable.	We added clearer examples of livestock, farm animals and other large animals that would not normally be suitable, while allowing limited discretion for exceptional suitable cases.	Completed

5. Draft You Said / We Did summary

You said	We did / will do
You wanted the policy and Pet Agreement to be clear, practical and easy to follow.	We simplified and clarified the policy, application and Pet Agreement, removed duplication and made responsibilities easier to understand.
You wanted clear rules on responsible pet ownership, including behaviour, noise, mess, waste and communal areas.	We strengthened the sections on resident responsibilities, pet control, nuisance, communal areas, fouling and safe disposal of waste.
You wanted pet requests to be assessed fairly and case by case.	We explained that decisions are evidence-based and consider the pet, property, household, neighbours, building layout, animal welfare and individual circumstances.
You wanted clearer information about how many pets are allowed and what happens to existing pets.	We removed the impression of a fixed one-pet limit, confirmed that requests are considered case by case, and clarified existing permissions and requests for additional pets.
You wanted clearer and more consistent information about restricted dogs and dangerous animals.	We clarified the difference between dogs prohibited by law and dogs lawfully kept under an exemption or court order, and explained the evidence and conditions that may apply.
You asked whether chickens, ducks and geese were included as birds that do not need permission.	We clarified that poultry and waterfowl require permission and that coops, runs and the likely impact on neighbours will be assessed.
You asked for fishponds and other permanent outdoor water features to be covered.	We added ponds as alterations requiring written permission and explained the safety, drainage, maintenance and reinstatement considerations.
You wanted clarity about large and farm animals such as horses, donkeys and goats.	We added clear examples of livestock, farm animals and large animals that would not normally be suitable, while retaining limited discretion for exceptional lawful and suitable arrangements.
You asked what would happen where another resident has an allergy or fear of an animal.	We added a dedicated section explaining that concerns will be considered proportionately, moving will not normally be required solely because of allergy or fear, and reasonable adjustments or other options may be considered.
You wanted concerns, nuisance and breaches to be dealt with consistently.	We set out a supportive and proportionate approach covering advice, agreed actions, conditions, warnings, withdrawal of permission and tenancy or lease action where appropriate.
You raised concerns about privacy and the amount of information requested.	We reviewed the information requested and limited it to information needed to make a fair decision, manage records or meet legal requirements.
You said some residents may need help with forms or understanding the requirements.	We added clear wording about support and reasonable adjustments for residents who need help with the request process.
“You Said, We Did” – Summary for Communications Team	

You said	We did / will do
You said: You wanted the Pet Policy to be clear, fair and practical, with straightforward information about permission, pet numbers, existing pets, responsible ownership, restricted animals, communal areas, nuisance and support for residents.	We did: We simplified and clarified the policy, introduced fair case-by-case assessments, removed the impression of a fixed one-pet limit, protected existing pets from automatic removal solely because the policy changed, strengthened responsibilities and proportionate enforcement, clarified restricted dogs, poultry, ponds and large animals, and improved information about support, reasonable adjustments and appeals.