Portsmouth Homes

RSPCA. PAWPRINTS 2026 Housing BRONZE AWARD

Pet Policy Guidance - Quick Guide (V1.0).

What this policy is about

This guide explains when you need permission to keep a pet, what we consider when making a decision, and your responsibilities as a pet owner.

Who it applies to

The policy applies to tenants, leaseholders and shared owners, including pets kept at home, in private gardens or communal areas, and visiting pets. Tenancy, lease or legal requirements may take priority where they apply.

Do I need permission *(See policy: Pets that do not normally need permission p.6 & pets that need permission p6-7)*

You normally **do not need permission** for:

- small animals safely kept indoors in suitable enclosures
- small indoor companion birds
- fish in suitable domestic aquariums.

You **need written permission** for cats and dogs, exotic or specialist pets, poultry or waterfowl, other pets not listed above, and large or specialist aquariums.

There is **no fixed limit on pets**. Requests are considered individually.

Visiting pets: Occasional visits do not need permission, but regular or ongoing stays may

How to ask for permission *(See policy: Pets that need permission p6 & how to apply for permission p9)*

Complete a Pet Permission Request Form and wait for written permission before bringing the pet home. If approved, you must complete a Pet Agreement.

Permission applies to the approved pet and your current home. Contact us before getting another pet or if you move.

We aim to decide completed requests within **28 calendar days**

Already have a pet?

If you already had a pet when the policy came into effect, you **will not be asked to remove it simply because of the policy**. We may ask for details so we can update our records.

Assistance dogs and support animals *(See policy: Assistance dogs and other special requests p.14-15)*

Assistance dogs are not treated as pets. We will make reasonable adjustments where required.

Support and emotional support animals are considered individually, including whether a reasonable adjustment is appropriate.

What will we consider? *(See policy: How we decide whether a pet is suitable p.10)*

We consider each request fairly, including:

- the type, size, behaviour and number of pets
- the pet's welfare needs
- whether the home and outdoor space are suitable
- the effect on neighbours and shared areas
- any building, safety or legal requirements.

Your responsibilities *(See policy: Your Responsibilities as a Pet Owner p.12)*

You must:

- meet your pet's welfare needs and keep it under control
- prevent persistent noise, nuisance, fouling, damage or safety concerns
- keep dogs on a lead and under control in shared areas
- arrange suitable care when you are away
- keep required licences, registrations and microchip details up to date
- get permission for another pet or pet-related alterations
- tell us if an approved pet dies or is permanently rehomed.

Animals and activities we cannot permit

Some animals cannot be permitted because of **legal or safety restrictions**. Breeding animals or running a pet-related business from your home is not permitted.

If there is a problem *(See policy: If there is a problem p.16-17)*

If a pet causes nuisance, damage, safety or welfare concerns, we will normally work with you to resolve the problem first.

Formal action will generally only be considered where concerns are serious, persistent, pose a risk or cannot be resolved.

Appeals and further information *(See policy: Appeal p.16)*

You can appeal a refusal, condition or withdrawal of permission **in writing within 28 calendar days** of receiving the decision.

Further information

This is a summary only. For full details, please read the Pet Policy or contact Portsmouth Homes. Information is available in alternative formats on request.

Link- Pet policy