

Pet Friendly Housing Toolkit



Principles of Pet Friendly Housing:



The human-animal bond and benefits of pet ownership are understood and valued throughout neighbourhoods.



Pets are viewed as family members, meaning animals and owners are kept together as far as possible throughout housing journey.



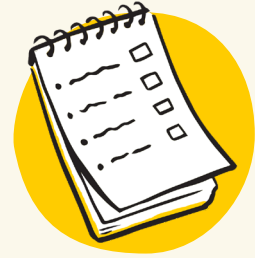
Responsible pet ownership and high levels of animal welfare are promoted by housing provider.



A clear definition of pet friendly housing is available to staff and tenants.

We will provide you with a definition of pet friendly housing and work with you to share this internally and externally. You can also find this definition [here](#).

Steps recommended to become an accredited Pet Friendly Social Housing Provider:



Have an inclusive pet policy which meets animal welfare standards and has clearly defined guidelines. Ensure the policy is easily accessible by staff and tenants.

Find our template [pet policy](#) here. The template can be downloaded and personalised to fit your organisation, or we can work alongside you to create a bespoke version.



Have transparent procedures for addressing pet related complaints that balance the needs of pet owners and non-pet owners. This includes a complaint policy which is easily accessible by staff and tenants.

These procedures can be included in either the pet policy, complaint policy or both.



Consider pets in Health and Safety procedures and policies, to provide a safe environment for tenants, staff and pets.



Ensure staff understand how to deal with matters relating to pets and know when and where to signpost externally.

We will provide you with access to our [staff information pack](#), tailored to provide information on local animal welfare services.



Provide tenants with animal welfare resources to support responsible pet ownership.

We will also provide you with digital and physical versions of our [tenant information packs](#). The packs cover the 6 most common domestic pets and provide information on basic animal care as well as signposting to local support services.



Communicate aims and work of Pet Friendly Accreditation clearly to all tenants, including those without pets.

We will assist with any communications to tenants, whether in person or digital.



Ensure pet friendly capability is sustained for existing and future staff members.

Upon accreditation, we will provide training to your staff on any changes taken to become pet friendly and discuss how this better supports them, tenants and their pets. We will provide you with a short video to be shown to any new customer facing staff as part of their induction.



Consider pets in context of domestic abuse; signpost or refer tenants to fostering services [Freedom](#) or [Lifeline](#) where appropriate.

You could also:

- **Improve understanding of pet population within housing stock by collecting relevant data throughout application, allocation and housing processes.**
- **Where possible, create pet friendly environments and spaces.**
- **Consider appointing a Pet Friendly Champion.**



A dog is for life®