

PETS POLICY

January 2025, Version: FINAL

Table of Contents

1	Purpose and Objective.....	2
2	Scope.....	2
3	References	2
3.1	Legislation	2
3.2	Policies	2
4	Definitions	2
5	Responsibilities	3
5.1	Executive	3
5.2	Management	3
5.3	Employees, Volunteers and other Stakeholders	4
6	Policy	4
6.1	Restricted Animals	4
6.2	Animals Causing Nuisance or Annoyance	4
7	Appeals and Reviews of Decisions.....	5
8	Document Control.....	5
8.1	Document History	5

1 Purpose and Objective

This policy explains how Housing Plus manages requests and care of pets in properties.

2 Scope

- a. This policy applies to all Housing Plus' and its subsidiaries' employees, management and other stakeholders including volunteers.
- b. This policy applies to all Housing Plus tenants and applicants.
- c. This policy describes the organisation's objectives and policies regarding pets.

3 References

3.1 Legislation

- NSW Housing Act 2001
- NSW Residential Tenancies Act 2010
- NSW Companion Animals Act 1998

3.2 Policies

- Housing Plus Customer Feedback, Appeals and Complaints Policy

4 Definitions

Term: Company

Definition: Housing Plus, ABN 83 147 459 461, and all of its related and associated entities

Term: Employee

Definition: An individual who is directly engaged and paid by the Company as an Employee

Term: Manager

Definition: An Employee who has direct reports (includes Executive, Senior Management and Team Leaders). In situations involving volunteers, 'Manager' refers to the Volunteer Supervisor

Term: Executive

Definition: A member of the Executive team

Term: Volunteer or Other Stakeholders

Definition: Collectively refers to any individual(s) who is not an Employee but who carries out work (whether paid or unpaid) for the Company, including (but not limited to) work as a volunteer, contractor, secondee, consultant or subcontractor, labour hire company, an apprentice or trainee, and a student gaining work experience.

Term: Work Environment

Definition: Includes but is not limited to:

- During and outside normal working hours.
- All functions, events and places which are work related (e.g. Including working from home under the flexible work policy, work lunches, conferences, Christmas parties and client functions).
- During the recruitment process, any environment which has sufficient connection to employment; decisions about promotions and other career opportunities, or in the termination of employment.
- In the course of providing goods and services.

Term: Pet

Definition: A pet is any animal kept on the property, this includes but is not limited to; dogs, cats, birds, reptiles, and fish.

Term: Leasehold

Definition: A property that Housing Plus leases from a landlord.

Term: Tenancy agreement

Definition: The *Residential Tenancies Act 2010* (NSW) ("RTA 2010") defines a residential tenancy agreement as 'an agreement under which a person grants to another person for value a right of occupation of residential premises for the purpose of use as a residence' (section 13(1)).

5 Responsibilities

5.1 Executive

- a. Ensure adequate resources are provided to implement and support this policy.
- b. Manage the implementation of and adherence to this policy.
- c. Model appropriate standards of behaviour.

5.2 Management

- a. Ensure that all Employees and Other Stakeholders are aware this policy and understand their obligations.
- b. Ensure effective implementation of and adherence to this policy.
- c. Model appropriate standards of behaviour.

5.3 Employees, Volunteers and other Stakeholders

- a. Understand and comply with this policy.
- b. Model appropriate standards of behaviour.

6 Policy

Tenants living in properties owned or managed by Housing Plus must seek written permission before acquiring a pet. When considering an application to keep a pet, Housing Plus balances the household's needs and the property owner's requirements.

Housing Plus will only approve a pet where:

- The property is suitable for the type of pets.
- The pet will not interfere with the reasonable peace, comfort and privacy of neighbours.
- The tenant complies with council requirements and the *Companion Animals Act 1998*.
- It is permissible to keep a pet under the local strata by-laws (where applicable).

Not all properties are suitable for a pet. Housing Plus manages properties leased from private owners (leasehold properties) and complexes where strata by-laws may apply to keeping a pet.

Tenants living in a property that Housing Plus does not own are required to abide by the rules set by the property owners. The tenant may be unable to keep a pet if the property owners or strata by-laws prohibit them.

6.1 Restricted Animals

Tenants are not allowed to have a dog if it is:

- A restricted dog as defined by the local council and the *Companion Animals Act 1998*.
- Declared dangerous by a local Council, local court, or under the *Companion Animals Act 1998*.

6.2 Animals Causing Nuisance or Annoyance

Housing Plus may request that a tenant remove a pet from their home if they are found to be in breach of the *NSW Residential Tenancies Act 2010* or any agreement to keep the pet on the property.

If the tenant does not remove the pet, Housing Plus may take action through the NSW Civil and Administrative Tribunal (NCAT).

Housing Plus may also contact relevant authorities, such as the RSPCA, to report suspicions of a pet being neglected or subjected to animal cruelty.

7 Appeals and Reviews of Decisions

Decisions made under this policy can be reviewed or appealed. For more information, refer to the *Customer Feedback, Appeals and Complaints Policy*.

8 Document Control

8.1 Document History

Action	Responsible Person	Date
Created draft	Lena Jenson Harmony Meath Therese Short	May 2024
Reviewed by	Liz Stamatelos	December 2024
Approved by	Justin Cantelo	February 2025