



## **POLICY AMP 10 PET MANAGEMENT POLICY**

### **Version Control**

<b>Author</b>	<b>Date Written</b>	<b>Date of review</b>	<b>Version</b>
Megan Ward, GM Operations	25 <sup>th</sup> June 2018	1 <sup>st</sup> July 2019	1.0
Megan Ward, GM Operations		25 <sup>th</sup> June, 2022	1.1

## 1. AUTHORITY

The Board has delegated authority to the Chief Executive Officer (CEO) for approval of all operational policies, including this policy.

The General Manager Operations is responsible for administering this policy.

## 2. PURPOSE / BACKGROUND

- CHC as a community housing provider requires tenants to apply for permission to have a pet live at their property
- Where possible, CHC will endeavour to approve tenants to have pets in their home
- All pet request will be considered on a case by case basis as per this policy
- CHC supports and encourages a person-centered approach to our service delivery and understands the assistance pets provide, especially to those with a disability
- CHC understands that some tenants may require animals to help them in their everyday activities eg: Assistance dogs
- CHC ensures they comply with restrictions regarding classifications of certain (dangerous) dogs
- CHC wants all members of the community, to feel safe and live with peaceful enjoyment of their surrounds

## 2. POLICY DETAIL

- Tenants must put a request to keep a pet at their property before the beginning or during the tenancy- in alignment with the Residential Tenancies ACT 1997
- The pet is not to be obtained, prior to permission being granted
- Approval may also be restricted by CHC by-laws if special strata conditions are in place within the complex
- The letter must advise what type of pet the tenant is requesting and supply details of the breed they are requesting permission to have, advise if the pet is de-sexed and whether the pet is to be kept inside or outside the property
- Approval to house a pet in an CHC property will be considered on a case by case basis, and factors such as pet size and yard size will be taken into consideration
- Approval will only be granted if the pet is suitable for the property and the tenant agrees in writing to pay for a professional carpet cleaning and pest spraying as requested at any time during the tenancy (if required) and also at the end of the tenancy.
- The tenant must also agree to be cost responsible for any damage their pet may cause at the property, including but not limited to works required as a result of pets urinating, digging or scratching in a property
- Tenants may be asked to remove a pet if it causes a nuisance or damages the property.
- Tenants who are approved to keep a pet will receive a letter confirming approval and any required terms from the tenancy officer.
- CHC or the tenant may apply to ACAT for a ruling if the request for a pet has been declined with ground provided for a review of the decision.