

PET POLICY

Purpose

The purpose of this policy is to outline the circumstances under which tenants can keep pets at a Housing Trust property, in accordance with the requirements of the NSW Residential Tenancies Act 2010, NSW Companion Animals Act 1998 and the Disability Discrimination Act 1992.

Policy

All tenants must have written approval to keep a pet or pets at any property managed or owned by Housing Trust. Tenants applying to have a pet at the property must do so in writing using the prescribed form under the Residential Tenancies Act noting the type and size of the pet(s) they wish to keep.

Housing Trust will respond to all tenant requests for a pet within 21 days.

Housing Trust will abide by legal requirements in relation to companion animals and assistance animals in accordance with the Act. Housing Trust may ask for documentation to support the need for a companion animal or assistance animal.

Approval to keep a pet

A tenant who lives in a property that is owned or managed by Housing Trust can keep a pet under the following circumstances:

- An application to keep a pet in a rental property form has been submitted to Housing Trust
- In leasehold properties, consent has been granted by the head Landlord.
- The pet is a 'Companion Animal' as defined in the Act.
- The pet is an accredited 'Assistance Animal' as defined by the Act.
- The property is suitable for the animal.
- The pet does not interfere with the reasonable peace, comfort, and privacy of neighbours.
- The pet complies with the requirements of the Act.
 - the tenant is responsible for ensuring the animal does not harm or threaten any other person or animal or cause a nuisance.



- the tenant ensures their animal does not cause a nuisance by persistently making a noise, straying, or interfering with other people's property.
- The pet complies with any relevant council requirements.
- The pet is properly contained on the property.
- The tenant agrees to always keep the pet on a lead when in the common area of a Housing Trust complex.

Companion Animals

A companion animal means each of the following: -

- A dog,
- A cat,
- Any other animal that is prescribed by the regulations as a companion animal.

Companion Animals must be registered, and the owner of a companion animal must follow all general responsibilities for owning a companion animal as prescribed in Part 3 of the Companion Animals Act.

Assistance Animals

The Disability Discrimination Act defines an assistance animal as a dog or other animal:

- Accredited under a law of a State or Territory that provides for the accreditation of animal trained to assist a person with a disability to alleviate the effect of that disability; or
- Accredited by an animal training organisation prescribed by the regulations; or
- Trained to assist a person with a disability to alleviate the effect of that disability, and, to meet standards of hygiene and behaviour appropriate for an animal in a public place.

Tenants applying to have an assistance animal at their home may be required to provide evidence from an animal training organisation that an animal has been appropriately trained and meets the requirements of the Disability Discrimination Act.

Approval to Keep a Pet - Leasehold Properties

In addition to the circumstances outlined above tenants who reside in a property leased from the private market must be permitted by the property owner to keep a pet at the property and must agree to any conditions set by the property owner. Pets are often prohibited by private property owners and strata by-laws.

Restricted Breeds or Dangerous Dogs

Approval to keep a restricted breed or dangerous dog at a Housing Trust property will not be provided. Restricted breeds or dangerous dogs are not to be kept at a Housing Trust property under any circumstances.



For the purpose of this policy restricted breeds are as defined in the Act and include dangerous dogs which are described by the Act as those that have been declared dangerous by a local council or local court.

This includes dogs that attack without provocation, or kill a person or animal, or repeatedly threaten to attack or chase a person or animal. The Tenant must comply with court or council orders regarding action to be taken in relation to a dangerous dog.

Tenant Responsibilities

In accordance with the NSW Residential Tenancies Act and NSW Companion Animals Act, pet owners have a number of obligations and responsibilities to their pet and to the community. It is a tenants' responsibility to ensure that they are aware of their obligations and responsibilities and that these are fulfilled at all times.

Approved pet owners are required to pay for the cost of any property damage caused by their pet and for carpet cleaning and where necessary fumigation at the end of tenancy.

Nuisance and Annoyance

Under the Residential Tenancies Act 2010 a tenant must not:

- Cause or permit a nuisance
- Interfere, or cause or permit any interference, with the reasonable peace, comfort or privacy of any neighbour of the tenant
- Intentionally or negligently cause or permit any damage to the residential premises

Where it is found that a tenant has breached their Tenancy Agreement or this Policy, Housing Trust may issue a Breach Notice or attend the NSW Civil & Administrative Tribunal (NCAT) to seek a Compliance Order or Termination and Possession of the Tenancy.

HT Initiated Transfer (Management Transfers)

Housing Trust may initiate a housing transfer for a number of reasons outlined in Housing Trusts Housing Transfer Policy – HT Initiated.

Once the need to relocate a tenancy on the grounds of a management transfer has been identified, affected tenants will be notified and Housing Trust will work to source suitable alternate accommodation.

If Housing Trust cannot offer the applicant a property that is suitable for existing approved pets and the tenant is required to vacate their current home within a certain timeframe, Housing Trust may offer the applicant a temporary solution to meet their housing needs. In these circumstances, tenants may be placed in a hotel, holiday park or another Housing Trust property that is not suitable for pets. If this occurs, tenants will be responsible for finding suitable arrangements for their pets until Housing Trust is able to house the tenant in a home that is suitable for pets.



Right of Appeal

If an applicant believes Housing Trust has made a wrong decision a formal review of the decision should be requested. To do this, the tenant is required to complete a Housing Trust Appeals Form stating why they disagree with the decision. Housing Trust's Appeals Policy and form is available by contacting the Housing Trust office or alternatively, may be downloaded from our website: www.housingtrust.org.au

If the appellant is not satisfied with the outcome of the internal appeal, they can make an appeal to the Independent Housing Appeals Committee (HAC). HAC is an independent appeals agency for all NSW Social Housing clients.

Housing Trust will advise the appellant on how to lodge an appeal with HAC. Alternatively, HAC may be contacted directly by visiting www.hac.nsw.gov.au or by calling 1800 629 794.



Reference or Related Documents

Internal

Policy

1. Privacy Policy
2. Appeals Policy
3. Housing Transfer Policy – HT Initiated

Form

1. 102002 Application request for a pet (External)

External

1. Residential Tenancies Act 2010
2. Residential Tenancies Regulation & Amendments
3. Companion Animal Act 1998
4. Companion Animals Regulation 2008
5. Disability Discrimination Act 1992
6. Local Council Regulations
7. Office of Local Government Restricted Dogs www.olg.nsw.gov.au/public/dogs-and-cats/information-for-the-community/restricted-dogs
8. Disability Discrimination Act 1992
9. NSW Fair Trading

Policy Version Control

| Version | Details of Improvements | Release Date | Approval/Release Details |
|---------|--|--------------|---|
| V 1.0 | Original Policy | 20.09.2016 | Approved for release by GM:C&C |
| V 2.0 | Policy reviewed and updated in line with current business practices. Reviewed and endorsed by Tenant Advisory Group (TAG) on 14.08.2019 and Executive Leadership Team (ELT). | 19.08.2019 | Approved for release by Amanda Winks Chief Housing Officer |
| V 3.0 | Policy updated to include details on companion animals and assistance animals Reviewed and endorsed by Tenant Advisory Group (TAG) on 04/07/2023 | 06.07.2023 | Approved for release by Miranda Serkinic Executive Manager: People, Performance & Capability |
| V 4.0 | Policy updated to include details on HT's position in relation to pets and HT Initiated Transfers. Related documents updated. | 11.02.2025 | Approved for release by Nikayla Beer Herring Chief Operations Officer |
| V 5.0 | Policy updated to reflect the changes to the RTA in relation to tenants requesting to have a pet | 19.05.2025 | Approved for release by Nikayla Beer Herring Chief Operations Officer |



Do you need an Interpreter or a Translator?

If you need help to understand this letter, please contact Telephone Interpreters on 131 450 and ask them to call Housing Trust on 4254 1166 at no cost.

Trebate li tumača ili prevoditelja?

Ako vam je potrebna pomoć da biste mogli razumjeti ovo pismo, kontaktirajte telefonske tumače na broj 131 450 i zamolite ih da nazovu Stambeno povjerenstvo (Housing Trust) na broj 4254 1166, bez ikakvih troškova.

Да ли вам треба тумач или преводилац?

Ако вам треба помоћ да разумете ово писмо, молимо вас јавите се на 131 450 за телефонског преводиоца и затражите да бесплатно назову Housing Trust на 4254 1166.

¿Necesita un intérprete o un traductor?

Si necesita ayuda para entender esta carta, comuníquese con los intérpretes telefónicos en el 131 450 y solicite que llamen a Housing Trust al 4254 1166 sin costo alguno.

Bir Sözlü veya Yazılı Tercümana mı ihtiyacınız var?

Bu mektubu anlamak için yardıma ihtiyacınız varsa, lütfen 131 450 numaralı telefondan Telefonda Tercüman servisi ile iletişime geçin ve 4254 1166 numaralı telefondan Housing Trust'ı ücretsiz olarak aramalarını isteyin.

هل تحتاج إلى مترجم شفوي أو مترجم خطي؟

إذا كنت بحاجة إلى مساعدة لفهم هذه الرسالة، فيرجى الاتصال بخدمة الترجمة الشفوية على الرقم 131450 واطلب منهم الاتصال على الرقم 42541166 دون أي تكلفة. Housing Trust بصندوق الإسكان