

- a) The amount of space available and required by the animal
 - b) Whether adequate fencing and enclosures are provided at the property
 - c) The type of property (detached house, unit, townhouse, CMSU, LTCH, CAP, EEH)
 - d) The requirements of local council
 - e) The size and type of animal and its suitability to the property
 - f) The likelihood of damage to the property by the pets, and
 - g) The likelihood of interference with neighbours, even if the neighbours have not yet made a complaint
4. RQ will generally approve a fish in a bowl or a bird in a cage.
5. RQ will consider each request on individual merit however the following is a guide for cats and dogs in general:
- a) Detached Houses (LTCH & EEH) with individual yards – generally yes
 - b) Units (CMSU & LTCH) – generally no
 - c) CAP units - no

04.14.02 Problems with Animals

1. If any pet interferes with the reasonable peace, comfort and privacy of neighbours, RQ may ask that the animal is removed. RQ may also ask to remove pets that are deemed not suitable for the property.
2. Failure to remove the pet as requested will be deemed a breach of the tenancy agreement and RTA processes will be followed to ensure the removal of the animal including application to QCAT.
3. RQ will also seek assistance from other agencies such as the RSPCA and local council to assist wherever required.

04.14.03 Restricted Animals

The Animal Management (Cats and Dogs) Act 2008 and local council by-laws prohibits the keeping of a restricted dog anywhere in the local government area.
For further information, please refer to the local council.

04.14.04 Appealing Decisions

If a tenant believes that RQ has made a wrong decision, they are able to appeal the decision as per 02.17 RQ

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ's Code of Conduct.

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Complaints, Appeals and Disputes Policy. RQ Housing Officers will provide tenants a copy of the RQ Information Sheet – How to Make a Complaint... How to Appeal a Decision to assist the tenant with the appeal process.

ACCOUNTABILITY RQ General Manager, Staff, Tenants

EVALUATION METHOD
 Tenant Surveys
 Tenant Exit Interviews
 Complaints and Appeals register

OTHER RELATED POLICIES / DOCUMENTS
 04.03 Housing Services Eligibility Policy
 04.02 Housing Services Application and Allocation Process Policy
 04.13 Housing Services Ending Tenancies Policy
 02.17 Complaints, Appeals and Disputes Policy
 RQ Information Sheet – How to Make a Complaint... How to Appeal a Decision

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	22/05/2018	Yes	RCS Board	05/06/2018
2	16/03/2020	Yes	RQ Board	27/06/2020
3	December 2020	No	N/A	N/A

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