REVIEWSIGNATURESee Version
Tracking Table

DATE OF

AUTHORISED

TITLE	04.14 Housing Services Pets Policy			
SCOPE	RQ Housing Portfolio			
POLICY	RQ enables tenants to have pets in certain circumstances.			
PURPOSE	The purpose of the policy is to provide information on the keeping of pets in RQ properties. RQ tenants are permitted to have pets if:			
	 The property is suitable for the animal The keeping of the animal complies with council requirements and/or any Body Corporate requirements The keeping of the animal complies with any relevant legislation (Hearing and Assistance Dogs Act 2009) The pets do not interfere with the reasonable peace, comfort and privacy of neighbours. 			
	RQ tenants are not permitted to have pets that are declared dangerous by council or other relevant authority.			
DEFINITION	RQ – Roseberry Queensland General Manager also refers to Acting General Manager Staff refers to all paid and unpaid workers RTA – Residential Tenancies Authority DHPW – Department of Housing and Public Works LTCH – Long Term Community Housing CMSU – Community Managed Studio Units EEH – Employment and Education Housing CAP – Crisis Accommodation Program QCAT – Queensland Civil and Administrative Tribunal			
PROCEDURE	04.14.01 Permission and Approval			
	 Approval for a pet will only be given to tenants with a medical or support service certificate stating they require a companion or support animal. RQ will provide a written response to the request. When RQ receives a request to keep a pet on the 			

3. When RQ receives a request to keep a pet on the premises RQ will consider:

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ's Code of Conduct. Unauthorised modification or duplication of this document is prohibited This document is unsecure when printed December 2020

- 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.
- 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.

Unauthorised modification or duplication of this document is prohibited This document is unsecure when printed 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
METHODTenant 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	