

Pets Policy

1. Purpose

This policy explains how HOME in PLACE manages requests for pets and the conditions under which HOME in PLACE will usually grant permission for a tenant to keep a pet.

2. Scope

This policy applies to all tenancies managed by HOME in PLACE in NSW and Queensland.

3. Policy Statement

HOME in PLACE will manage pet requests in a fair, consistent and transparent manner and apply the following guiding principles:

- HOME in PLACE understand that a pet can positively impact a person's wellbeing;
- HOME in PLACE will give fair consideration to each request;
- HOME in PLACE will ensure that pets don't unreasonably impact our neighbours.

HOME in PLACE considers a household pet to be a small pet such as a dog, cat, caged bird/s, fish in a small tank or a small mammal like a rabbit or guinea pig. HOME in PLACE does not consider poultry (chickens & other fowl), livestock or exotic animals to be a household pet, therefore tenants are not permitted to keep these types of animals in its properties.

HOME in PLACE does not encourage the ownership of reptiles and insects due to the specialised nature of their care and living conditions. Tenants approved to keep such animals must have the required licences and must demonstrate they have adequate knowledge to meet the care and welfare needs of the animal, including the provision of a suitable environment.

Requesting permission to keep a pet

If a tenant wants to have a pet, they are required to request permission by completing a "Pet Application Form". The form asks for specific information about the pet and must be fully completed to be considered.

If a tenant lives in a leasehold property, HOME in PLACE will not allow the tenant to have a pet unless the landlord/owner gives HOME in PLACE permission as the head tenant.

When assessing a request, HOME in PLACE will consider the following, this is not an exhaustive list and other factors may be taken into consideration:

- The type of animal
- The type of property
- Suitability of the property

Title	Pets Policy	POL-025-55	Version	V1	Last Review	3/11/2021	Page 1 of 6
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- The history of the tenancy
- Hardship factors
- Registration/micro-chipping/immunisation of the animal
- Compliance with the terms of the residential tenancy agreement and, the *Companion Animals Act 1998 (NSW)* & the *Animal Care and Protection Act 2001 (QLD)*, if applicable, strata by-laws and any other relevant legislation
- Any requirements of the relevant local council

Under no circumstances will HOME in PLACE approve the keeping of a dangerous or menacing animal.

Responding to requests

HOME in PLACE will endeavour to respond, in writing, to requests within 14 working days of receiving the request, unless further documentation has been requested or we are waiting on a response from the landlord/owner, strata manager or council. The letter will provide reasons for the decision.

Tenant responsibilities

When permission to have a pet is granted, tenants are responsible for:

- Caring for the pet
- Meeting the terms of their residential tenancy agreement and making sure the pet does not interfere with the reasonable peace and enjoyment of their neighbours
- Following any relevant local council regulations
- Complying with any relevant legislation relating to the pet
- Keeping the animal under control and on a leash (dogs) while in the common area of properties
- Keeping cats inside and not allowing them to stray in common areas (complexes)
- HOME in PLACE may request tenants have any carpet professionally cleaned and/or the property fumigated as per the residential tenancy agreement.

Withdrawing permission to keep a pet

If a tenant's pet causes a nuisance or annoyance to neighbours, or a breach of any laws or regulations, HOME in PLACE may withdraw approval to keep the animal and ask the tenant to remove the animal from the property. If a tenant does not comply with this request, HOME in PLACE may take action in the tenancy tribunal that the animal be removed or issue a notice of termination.

Review of Decisions

If a tenant is dissatisfied with the assessment of their application for a pet, they should first discuss this with a Tenancy Relations Officer. If the tenant is still dissatisfied, they may seek a review of the decision or lodge an application with the NSW Civil & Administrative Tribunal (NCAT) or Queensland Civil & Administrative Tribunal (QCAT).

4. Responsibilities

All HOME in PLACE workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of HOME in PLACE policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to HOME in PLACE clients,
- inform HOME in PLACE's clients of the impact of this policy on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this policy document and complete the relevant documentation to propose any amendments, and
- report breaches of HOME in PLACE's policies or procedures.

The relevant Group Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about HOME in PLACE Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved HOME in PLACE's Policy and Procedures to be reported and managed.

5. Implementation and Review

This policy is listed on HOME in PLACE's Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside HOME in PLACE without approval. The policy is reviewed regularly and published on HOME in PLACE's SharePoint intranet once approved. Employees receive communications and training on new and reviewed policies and procedures.

HOME in PLACE complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this policy. Confirmation of internal compliance with this policy is undertaken regularly.

It is the responsibility of HOME in PLACE Group Executive Services to maintain and update the HOME in PLACE's Master Policy Document, Policy Directory and the Policy Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

HOME in PLACE Workers should refer to SharePoint for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded, or saved elsewhere from this site it becomes an uncontrolled version.

For further information contact the Responsible Officer listed under Document Information.

6. Resources and related documents

Related documents

- Application for a Pet

Related legislation/standards

- Residential Tenancies Act 2010 (NSW)
- Residential Tenancies Regulation 2008
- Residential Tenancies and Rooming Accommodation Act 2008 (QLD)
- Companion Animals Act 1998 (NSW)
- The Animal Care and Protection Act 2001 (QLD)
- The Housing Act 2001

7. Definitions

Please refer to HOME in PLACE Glossary of Definitions for Policies and Procedures. Terms and definitions identified below are specific to this policy and are critical to its effectiveness:

Term	Definition
Appeals	A Community housing appeal is defined as ‘any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user’s dissatisfaction of a decision made by the organisation.’ An application for a decision to be reversed or overturned. Includes but is not limited to: • Allocation decisions; • Level of rent or rent subsidy; • Eligibility for a housing transfer; • Permission to undertake modifications; • Permission to keep pets; • Calculation of water charges;
Compass	Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)) and as a charity with the Australian Charities and Not-for-profit Commission (ACNC) .
Complainant	Person with a Complaint ongoing with HOME in PLACE.
Complaints	An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service. Types of Complaint include: <ul style="list-style-type: none"> • Where HOME in PLACE have failed to provide or there has been a delay or problem in providing a service; • Where HOME in PLACE have failed to follow or have been unfair or inconsistent in applying our policies or procedures. • Where HOME in PLACE have failed to keep Tenants informed, through lack of or insufficient information • Where there has been inappropriate behaviour or attitude from a HOME in PLACE Employee or contractor.
Director	Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation .
Employee	A person engaged under an employment agreement or award by any company in the HOME in PLACE Group.

Term	Definition
Executive Manager	Many positions within HOME in PLACE include the title “Executive Manager”. Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document HOME in PLACE Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold.
HOME in PLACE	Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)). This includes Compass Housing Services Co (Queensland) Ltd Trading as HOME in PLACE and Compass Housing Services Co (Victoria) Ltd Trading as HOME in PLACE both of which are a wholly owned subsidiary of Compass registered in Australia.
HOME in PLACE (New Zealand)	HOME IN PLACE (NEW ZEALAND) LIMITED (formerly Compass Housing Services (NZ) Co Ltd) is registered in New Zealand under the Companies Act and as a charity registered with Charities NZ under the Charities Act
HOME in PLACE Group	The corporate structure that includes HOME in PLACE (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.
Independent contractor	means a party engaged directly by HOME in PLACE pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies, or partnerships with whom HOME in PLACE enters into an agreement for the provision of specified individuals to supply specific skills, services, or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of HOME in PLACE.
Officer	Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation in New Zealand
Parent Board	The current directors of HOME in PLACE.
Parent Company	HOME in PLACE
Stakeholder	person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called ‘interested party’.
Subsidiary Boards	The appointed board of directors of a Subsidiary Company.
Subsidiary Company	A company in which HOME in PLACE owns all or at least a majority of the shares.
User	any person or entity that use HOME in PLACE Information or ICT Assets.
Worker (HOME in PLACE)	has the same meaning as defined in the NSW Work Health and Safety Act 2011 No 10 Subdivision 2 Part 7 Meaning of ‘worker’ (1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as: <ul style="list-style-type: none"> • an employee, or • an independent contractor or subcontractor, or • an employee of a contractor or subcontractor, or • an employee of a labour hire company who has been assigned to work in the person’s business or undertaking, or • an outworker, or • an apprentice or trainee, or • a student gaining work experience, or

Term	Definition
	<ul style="list-style-type: none"> • a volunteer, or • a person of a prescribed class.
Worker (HOME in PLACE QLD)	is 'a person who works under a contract and, in relation to the work, is an employee for the purpose of assessment for PAYG withholding under the Taxation Administration Act 1953 (Cwlth), schedule 1, part 2-5'. This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer.
Worker (HOME in PLACE VIC)	<p>A worker is defined as an individual:</p> <ul style="list-style-type: none"> • who <ul style="list-style-type: none"> – performs work for an employer or – agrees with an employer to perform work • at the employer's direction, instruction or request, whether under a contract of employment (whether express, implied, oral or in writing) or otherwise or • who is deemed to be a worker by the legislation.

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