YOUR GUIDE TO
Responsible Pet Ownership

At Community Gateway, we recognise the importance of pet ownership and the benefits it can have on your health and wellbeing, that is why we welcome considerate and responsible pet owners.

As part of our commitment to providing clean and safe neighbourhoods, we have rules in place to prevent irresponsible pet ownership which can cause suffering to animals and a nuisance to neighbours and communities.

You may keep a cat, dog or small caged pets such as hamsters, budgies or fish at your property. However, you will need to comply with the pet ownership conditions laid out in your tenancy agreement.

Dog ownership

- Dogs must always be kept under control and on a lead when in public areas, communal areas and must not enter children's play areas.
- Any dog foul must always be removed immediately from communal areas.
- Dogs in public places must wear a collar and tag with the name and postal address of the owner clearly inscribed, in line with Government legislation.
- Any dog living at or visiting your home is your responsibility and you must not allow them to frighten or cause a nuisance to anybody.
- Dogs must be neutered if we believe that the dog is being allowed to stray.
- Dogs must not be allowed to damage CGA property. If they do, you will be responsible for paying for the repair/replacement.
- Prevent your dog from barking out of boredom or loneliness. If the noise is classed as a statutory nuisance, you could face prosecution and a fine of up to £5,000. You could also risk CGA withdrawing permission for you to keep a dog.

XL bullies and dangerous dogs

The Dangerous Dogs Act 1991 bans ownership, breeding, sale or exchange of dogs such as Pit Bull Terriers, Japanese Tosas, Dogo Argentino and Fila Braziliero.

The UK Government has added XL Bully dogs to this list and it is a criminal offence to own or possess an XL Bully dog in England and Wales unless you have a valid Certificate of Exemption. Examples of what constitutes an XL Bully can be found on the Government website.

It is also an offence to:

- Sell an XL Bully dog.
- Abandon an XL Bully dog or let it stray.
- Give away an XL Bully dog.
- Breed or breed from an XL Bully dog.
- Have an XL Bully in public without a lead and muzzle.

What do I need to do?

Information on applying for a Certificate of Exemption to legally keep your dog can be found on the Government website. There is a charge for this. If you have not applied for the exemption certificate yet, you need to contact the Police.

You must also have third party public liability insurance for your dog. This can be arranged by Dogs Trust membership. Your dog must be microchipped (which is already a legal requirement) and your dog must also need to be neutered.

Once your dog has been exempted you must adhere to all these conditions, otherwise you could be committing a criminal offence and your dog could be seized. You must be able to show the Certificate of Exemption when asked by a police officer or a council dog warden, either at the time or within five days.

What will Community Gateway do?

If you think your dog is an XL bully, you need to contact our Tenancy Management Team using any of the following options:

- Call: **0800 953 0213 (option 5)**
- Email: **tenancy.management@communitygateway.co.uk**
- Visit our office: **Harbour House, Port Way, Preston, PR2 2DW**

If you live in one of our homes and own an XL Bully, we will fully expect you to comply with all requirements and be able to give us proof that you have complied. You will need to provide us with a copy of your Certificate of Exemption and if you fail to provide it, we will report this to the relevant authorities.

Any tenants with an exempted dog will be placed on our advice list to alert our teams and contractors that there is an identified dangerous dog at the property. We will also require you to take reasonable precautions if we visit you in your home - this will include keeping your dog muzzled and in another part of the property from where we are carrying out works or discussing your tenancy with you.

Complaints about pet nuisance

Where a complaint is made about a permitted dog causing a nuisance, CGA will investigate and deal with it in line with our Anti-Social Behaviour policy. We will record all complaints and look into options for resolving the problems, including working with Environmental Health and/or the Dog Warden.

If the nuisance is persistent and a tenant fails to engage in dealing with the problem, we may consider legal action after all other options have been exhausted.

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: Complete the form at **www.communitygateway.co.uk/complaints-and-compliments**
- Email: **complaints@communitygateway.co.uk**
- Phone: **0800 953 0213 (option 6) and ask for the Service Improvement Team**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

Request this guide in a different format

If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6) ask for the Communications Team.**

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To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.

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www.communitygateway.co.uk