

<b>DATE OF REVIEW</b>	<b>AUTHORISED SIGNATURE</b>
See Version Tracking Table	

**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**

1. 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.
2. RQ will provide a written response to the request.
3. When RQ receives a request to keep a pet on the premises RQ will consider:

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- 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

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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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