

04.14 HOUSING & HOMELESSNESS SERVICE 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, Animal Management (Cats and Dogs) Act 2008).
- 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/S

RQ	Roseberry Qld
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
DCHDE	Department of Communities, Housing and Digital Economy
RTA	Residential Tenancies Authority
RTRAA	Residential Tenancies and Rooming Accommodation Act 2008
LTCH	Long Term Community Housing
CMSU	Community Managed Studio Units
EEH	Employment and Education Housing
QCAT	Queensland Civil and Administrative Tribunal

PROCEDURES

04.14.01 Permission and Approval

1. Approval for a pet will only be given to tenants who have formally requested by submitting Request for approval to keep pet at premises (Form 21).
2. RQ will provide a written response to the request within 14 days of receipt.
3. When RQ receives a request to keep a pet on the premises RQ will consider:
 - 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, 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:

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- a) Detached Houses (LTCH & EEH) with individual yards – generally yes
- b) Units (CMSU & LTCH) – generally no
6. RQ will respond to Request for approval in writing with either:
 - a) Approval with conditions, or
 - b) Rejection with reasons.
7. Conditions of approval may include the following:
 - The pet is to be kept outside because the stated pet is not a type of pet ordinarily kept inside.
 - The pet can be kept inside, provided the carpets in the property are professionally cleaned at the end of the tenancy.
 - The property must be professionally fumigated at the end of the tenancy, as the stated pet is capable of carrying parasites that could infect the premises.
8. RQ may reject the Request for approval to keep a pet at the premises with any of the following reasons under RTA legislation;
 - keeping the pet would exceed a reasonable number of animals being kept at the premises;
 - the premises is unsuitable for keeping the pet due to lack of appropriate fencing, open space or another item necessary to humanely accommodate the pet;
 - keeping the pet is likely to cause damage to the premises/inclusions that could not practicably be repaired for a cost that is less than the amount of the rental bond for the premises;
 - keeping the pet would pose an unacceptable risk to the health and safety of a person, including, for example, because the pet is venomous;
 - keeping the pet would contravene a law;
 - keeping the pet would contravene a body corporate by-law or park rule applying to the premises;
 - the tenant has not agreed to the reasonable conditions proposed by the lessor for approval to keep the pet under section 184F (Conditions for approval to keep pet at premises);
 - the animal stated in the request is not a pet;
 - keeping the pet would contravene a condition of a licence applying to the premises (moveable dwelling premises only), or;
 - another ground prescribed by regulation.

04.14.02 Problems with Animals

1. If any pet is found on a property where no approval was sought or 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

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If a tenant believes that RQ has made a wrong decision, they are able to appeal the decision as per 02.17 RQ 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, RQ Housing Officers, RQ Housing & Homelessness manager, Tenants

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#).
[02.23 Quality Evaluation & Improvement Policy](#)

Tenant Surveys

Tenant Exit Interviews

Complaints and Appeals Register

LEGISLATIVE COMPLIANCE

Residential Tenancies and Rooming Accommodation Act 2008

RELATED DOCUMENTS

[02.17 Complaints Appeals and Disputes Policy](#)

[04.02 Housing and Homelessness Service Application and Allocation Process Policy](#)

[04.03 Housing and Homelessness Service Eligibility Policy](#)

[04.13 Housing and Homelessness Service Ending Tenancies Policy](#)

[Fact Sheet Renting with Pets \(rta.qld.gov.au\)](#)

[Form 21 Request for approval to keep a pet in rental property \(rta.qld.gov.au\)](#)

[Pet Request Response Template for Lessors \(RTA\)](#)

DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
Status	Approved
Version number	V3
Timeline for review	Annually or as required
Date of next review	February 2024
Storage	Document Library/Policies/4.Service Delivery Housing

Review Date	Version	Summary of Changes	Approved By and Date	
22/05/2018	V1		RQ Board	05/06/2018
16/03/2020	V2		RQ Board	27/06/2020
09/02/2023	V3	Updates to reflect legislation changes	General Manager	13/02/2023