



Pets and Animals – important information from Housing ACT

Keeping a pet or animal

Tenants do not require approval from Housing ACT to keep pets and animals (hereafter pets). However, tenants are required to obtain and maintain any and all applicable licenses and registrations and must comply with all applicable ACT Legislation and Codes of Practice.

If the tenant resides in a flat, unit or apartment managed by a body corporate under the *Unit Titles Act 2001*, the tenant must comply with all rules and by-laws of the body corporate and the provisions of the Commissioner for Social Housing Tenancy Agreement - Rules of the Complex.

Tenant Responsibilities

Housing ACT is concerned for the well being of pets and the continued health and safety of the human inhabitants of its dwellings. In order to ensure both goals are met tenants are responsible for:

- caring for their pets in a humane manner (not starving, physically harming or keeping a pet in unsanitary conditions), and
- controlling their pets (keeping control at all time, especially those pets who may exhibit vicious behaviour).

Tenants are responsible for ensuring that their pets DO NOT:

- infringe on the quiet enjoyment of neighbours, and
- cause damage to the premises.

Tenants who reside in flats are also advised to choose pets whose size is reasonable for the dwelling.

Assistance Animals

Guide dogs, hearing dogs, companion animals and other assistance animal are welcome in all Housing ACT dwellings including those located in Bodies Corporate. In Body Corporate flats complexes where pets are generally banned, tenants may be required to provide documentation including:

- proof of need for the assistance animal, and
- details of the formal training/qualifications of the animal.



Dealing with complaints

When complaints are received about nuisance caused by a pet Housing ACT will investigate to determine if the tenant is breaching their Tenancy Agreement. If the complaint is proven Housing ACT will work with the tenant to assist him/her to sustain their tenancy.

In those cases where all attempts to assist a tenant to comply with their Tenancy Agreement fail, Housing ACT will treat the situation the same as any other breach of the Tenancy Agreement and have no alternative other than to commence legal proceedings, through the ACT Civil and Administrative Tribunal, to remove the pet and/or the tenant from the dwelling.

Review of Housing ACT decisions

There is an established review protocol that includes an initial internal review by Housing ACT and where appropriate, access to external review mechanisms. See Review of Decisions Fact Sheet.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.

Accessibility

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