

142 Pets Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

The purpose of this policy is to provide information on keeping pets in properties managed by Link Wentworth.

3. Scope

This policy applies to all properties managed by Link Wentworth.

4. Policy

Link Wentworth is supportive of tenants having a pet. However, you must meet specific conditions before we will give you approval to keep a pet at a property managed by Link Wentworth.

When considering applications to keep a pet, we balance your needs and the requirements of property owners.

Types of Properties

We have a wide range of properties. Not all properties are suitable for a pet. Many of our properties are leased from private owners and are in complexes where strata by-laws may apply to the keeping of a pet.

Considerations

To make sure that having a pet is appropriate, we will consider the following before approval is given:

- whether pets are allowed in the property
- whether the property is suitable for the type of pet
- the likelihood of interference with the reasonable peace, comfort and privacy of neighbours
- if the pet is likely to be well-cared for
- the likelihood of damage to the property by the pet
- whether there are any current property care issues
- whether the pet is registered with Council and is de-sexed
- whether the pet complies with Council requirements, the Companion Animals Act 2013 and Companion Animals Regulation 2008.

Written Request and Pet Agreement

Tenants are required to seek approval from Link Wentworth in writing to have a pet. You must provide the following information:

- type and breed of the pet
- size of the pet
- proof of registration (if applicable),
- any licence requirements (if applicable).

For supported housing, we require written approval from the support provider.

Link Wentworth assesses applications for pets within twenty-eight (28) days. If approval is given, the tenant will be required to sign a pet agreement.

Link Wentworth will not approve a pet application for any animals declared restricted or dangerous by the local council or relevant authorities.

Tenants are not allowed to breed pets in their home.

Removal of a Pet

Link Wentworth may request tenants to remove a pet from their home if found to be in breach of the Residential Tenancies Act 2010 and/or the signed pet agreement.

Link Wentworth may take action through the NSW Civil and Administrative Tribunal (NCAT) if you do not remove the pet.

Link Wentworth may also contact the relevant authorities, such as RSPCA, for removal of the pet if the animal is suspected of being neglected or subjected to animal cruelty.

5. Definitions

RSPCA – is the Royal Society for the Prevention of Cruelty to Animals.

NCAT – is the NSW Civil and Administrative Tribunal provides specialist tribunal services to help resolve an issue or dispute fairly and according to the law.

6. Legislative or other applicable framework

- *Residential Tenancies Act (2010)*
- Companion Animals Act (2013)
- Companion Animals Regulation (2008)

7. Complaints and Appeals

A tenant or applicant who is not happy with a decision made by Link Wentworth or who believes that Link Wentworth has not followed policy can provide feedback or appeal a decision using the complaints and appeals policies. If you have experienced service excellence, we would also love to hear from you. You can provide feedback at www.linkwentworth.org.au, by phoning Link Wentworth on 9412 5111 or 4777 8000 or by emailing feedback@linkwentworth.org.au.

8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Before releasing any information relating to the subject matter of this Policy, first refer to the Link Wentworth Privacy Policy and/or seek guidance from a member of the Executive Leadership Team or Head of Legal.

Approval, Policy Owner and Review Frequency

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-Member
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – Chief Customer Officer