

Responsible pet ownership

A guide for LiveWest customers

Having a pet can be rewarding. We want to help you enjoy pet ownership while keeping your home safe and well cared for.

Pet consent applies only to the pet or pets we have agreed. You must tell us if your circumstances change. Consent may be reviewed if conditions are not met. Breeding animals or keeping more pets than agreed is not allowed.

Caring for your pet

You are legally responsible for your pet's welfare under the Animal Welfare Act 2006. This means making sure your pet has:

- A safe and suitable home.
- Food, fresh water and exercise.
- Protection from pain or distress.
- Veterinary care when needed.

Serious welfare concerns may be reported to animal welfare organisations.

Legal responsibilities

You must follow the law, including:

- Microchipping dogs and cats.
- Dogs must wear a collar and ID tag in public.
- Following local public spaces protection orders.
- Dangerous Dogs Act restrictions.

Your home and safety

You are responsible for any damage caused by your pet. Pets must not prevent safe access for staff or contractors and may need to be secured during visits.

Need support?

If you are struggling to care for your pet, contact your Housing Officer as soon as possible. Support is also available from the RSPCA, PDSA, Battersea Dogs & Cats Home and local animal welfare charities.

If problems arise

We may ask you to take action, review your pet consent, work with support agencies, or take tenancy action where necessary.

