

Pets in public housing

Fact sheet

The Department of Housing and Public Works recognises that pets contribute to the health and wellbeing of tenants. You can keep a pet in a departmental property if:

- approval is obtained from the department
- the type of housing you live in is suitable for that type of pet
- keeping the pet is allowed under local government laws, and/or the Department of Environment and Resource Management (DERM)
- the pet does not interfere with the reasonable peace, comfort and privacy of neighbours.

Please tell us if you have a pet or service animal to assist you with a disability or medical condition. Tenants and household members can keep a Guide Dog, Hearing Dog or an Assistance Animal. If you have an Assistance Animal, a Guide Dog or a Hearing Dog, talk to your tenancy manager about your needs. Your tenancy manager may ask you for evidence about your needs.

When must you obtain approval to keep a pet?

You must apply to keep a pet if you live in the following types of housing:

- cluster housing (a separate home within a multiple housing development)
- town houses
- attached housing
- apartments, flats and units (including senior's units)
- all housing types (approval must be sought for all types of housing when lodging an application to keep a snake/reptile).

One desexed cat or one small desexed dog no heavier than 10 kilograms when fully grown may be approved. You must also comply with local government laws. Different local governments place different restrictions on the number and type of pets allowed. You are responsible for checking your local government's laws regarding these requirements as well as seeking approval under our pet policy guidelines.

When do you not need approval to keep a pet?

You do not need to apply to us for approval to keep a dog or cat in the following situations:

- detached housing and duplexes - dog/s or cat/s are allowed as per local government laws (exception when applying to keep a snake/reptile)

- all housing types - two small birds in a portable cage and fish in an aquarium are allowed (exception when applying to keep a snake/reptile).

You must still check your local government laws about what pets you can keep. You should also advise your nearest Housing Service Centre that you have a pet (particularly dogs) for our records and in case of emergencies.

Approval to keep a snake/reptile must be sought for all types of housing.

Special circumstances to keep a pet

If you have special circumstances or a medical need to keep a pet, complete a [Pet Application](#) form and attach supporting evidence outlining your needs, for example, a letter from a medical practitioner, psychologist, support worker or other suitably qualified person explaining why you need to keep a pet.

Tenants and household members can keep a Guide Dog, Hearing Dog or an Assistance Animal if they have a disability or medical condition and need help with day-to-day living. Please talk to your tenancy manager about your needs.

Snakes/reptiles

If a Tenant/s or household want to keep a pet snake they must have a current licence issued by the Department of Environment and Resource Management (DERM). The reptile must be kept in a suitable cage and must not be placed in situations harmful to the snake or other persons.

Applying for approval to keep a pet

1. Check your local government laws or DERM about keeping a pet in your type of housing and the area where you live.
2. Complete a [Pet Application](#) form available from the department's website at www.hpw.qld.gov.au, or from your nearest Housing Service Centre.
3. Attach a veterinarian's certificate confirming your pet has been desexed. If your pet is too young to be desexed, approval may be given subject to your pet being desexed when it is older. Please note that:
 - dogs must be desexed by seven months of age, and
 - cats must be desexed by three months of age.

When completed, send the application form and any other documentation required to your nearest Housing Service Centre. We will advise you in writing of the outcome of your application.

Withdrawing approval to keep a pet

As a tenant, you must ensure that you keep your pet according to:

- the State Tenancy Agreement
- local government laws
- and/or DERM.

If complaints are received that your pet is interfering with the reasonable peace, comfort and privacy of neighbours, we will investigate. If you are in breach of your State Tenancy Agreement or of local government laws and/or DERM, we may withdraw our approval to keep a pet. We may also take action under the *Residential Tenancies and Rooming Accommodation Act 2008* or refer the matter to the local government authority and/or DERM.

Applying to keep a pet while you wait for housing

You can apply to keep a pet while waiting for housing. However, approval to keep a pet can only be given when a property becomes available that is suitable for keeping a pet and complies with our pet policy guidelines, local government laws and DERM.

We will make every effort to offer you a suitable property, but cannot guarantee approval to keep your pet in the property.

More information

Please contact your nearest Housing Service Centre. Also refer to the fact sheets:

- [Pets in community housing](#)