



So you can be
you

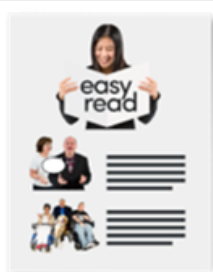
How Dimensions
supports you to
have pets in
your home.

easy read





This booklet is all about How Dimensions supports you to have a pet in your home.



This booklet has information in easy read words and pictures and is linked to a **policy**.
Dimensions Pet Policy



Policy: An important document that tells support teams about the rules to do their jobs well and to keep people safe.



This booklet is for **you and your support team**; to help you understand the rules.



If support teams are not following the rules, you can tell your locality manager, a family member or a friend, who can **speak up with or for you**.



Or you can make a complaint.
To find out how to make a complaint, please ask for the; **How Dimensions support you to make a complaint or raise a concern**.



Why do we need a Policy about having Pets?



We understand that pets can be important.
Pets can help people feel happy and supported.



Pets can be important **companions** for people.

Companions – friends



This policy is about keeping pets in homes that **Dimensions own or manage**.



This easy read booklet explains everything you need to know about having a pet:



How to ask to keep a pet in your home.



How we make decisions about if a person can or cannot have a pet.



You must ask permission before bringing a pet into your home.

This is called making a request!



Requesting by letter – send to:

Regional Housing

Dimensions UK Ltd

Building 1230 Arlington Business Park

Theale

RG74SA

Send by email.

housingenquiry@dimensions-uk.org



Dimensions Regional Housing Advisors can help you make a request; you can ask them when they visit you.



Or you can call the **Housing Hub** and ask them to arrange for the team to call you.

Call - **0300 303 9195**

Between 9.00am and 5.00pm Monday to Friday.



Other people can help you make a request like:

Your support team.

Your friends or family.



Your **Advocate** - an **advocate** is a person who speaks up for or with you.



Sometimes we may say no:
These are some of the reasons why.



Pets are not allowed in your home.



The home is not suitable, for pets.



The pet could cause serious safety problems
to others in the home:

For example:

- The pet could be aggressive
- People may have pet allergies
- The home or garden might be too small
for a large pet.



The risk to other people cannot be managed
safely.



If we say no, we will explain why:
We will let you know the decision in writing
within 28 days



If permission is given, there might be some rules to follow.

For example:



There are lots of different animals that can be pets.

We must think about all of these, when a request for a pet is made.



There might be limits on how many pets you can have.



You must keep your pets under control.

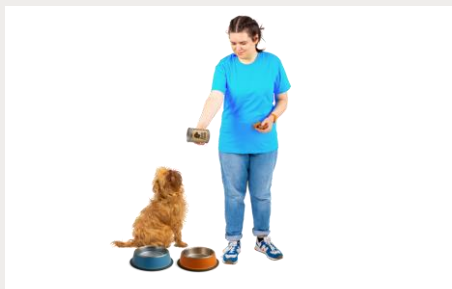


Shared areas must be clean and safe for everyone.

Shared Areas: Lounge, kitchen, garden.

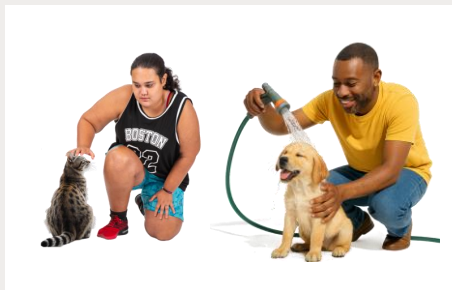


You must make sure; your pets do not disturb other people.

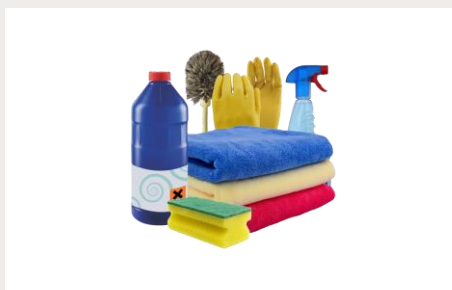


As a pet owner you have responsibilities;
You must:

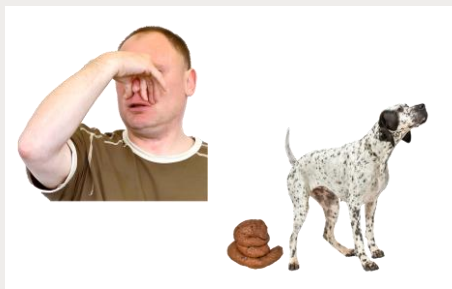
- ✓ Feed and give fresh water everyday.



- ✓ Care for your pets properly; make sure they are healthy and well looked after.



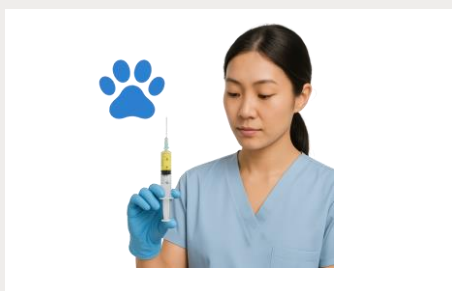
- ✓ Keep your home clean and safe, for yourself and your pets.



- ✓ Prevent noise from your pets, smells, mess or damage to your home or other people's belongings.



- ✓ Your pet must have the right treatments to manage fleas, ticks and worms.



- ✓ You must take your pet to the Vets and manage their health well.



There are special rules for pets that are called **Assistance Animals**, we think about very differently.



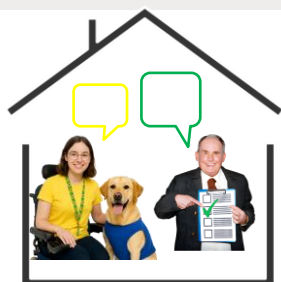
These are usually Dogs who help people with medical and emotional support:

- ✓ Guide Dogs
- ✓ Diabetes alert dogs
- ✓ Epilepsy alert dogs
- ✓ Therapy dogs

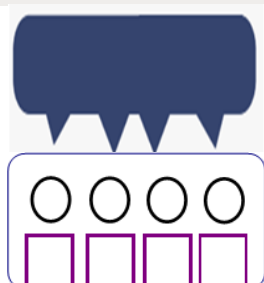


We will work with you to understand and support your need for an **assistance animal**.

This is called making reasonable adjustments.



We work with you to make sure the **Assistance Animal** is safe in your home.



This booklet has been updated and redesigned, by **Dimensions Easy Read Readers Panel**.

Co-produced by Quality Consultants who are experts by experience.

Version one: 10.08.2026

Better Lives for More People

Dimensions supports adults with learning disabilities, autistic people, individuals with complex health or forensic needs, and those with a history of behaviours of distress.

The people we support and their families are at the heart of everything we do. We want every person we support to have a great, ordinary, active life as part of their local community.

Find out more
dimensions-uk.org

T 0300 303 9001

E enquiries@dimensions-uk.org

Find us on social media
@DimensionsUK

Our address

Building 1230, Arlington Business
Park, Theale, Reading, RG7 4SA

