



At Pegasus

A pet is for life



We understand that pets are more than just animals, they are part of the family and become cherished companions. That's why wherever possible, we encourage and accommodate customers who wish to bring their pets with them to their new home.

There are however, some ground rules that we ask all residents to abide by to ensure the safety and satisfaction of everyone who lives within our communities which can be found within this policy.

Pegasus Homes

Pet Policy



Do I need permission to bring my pet with me?

Yes, before any pets are brought into our communities, you must first obtain permission from Pegasus Homes.

What animals can I bring with me?

Generally, well behaved household pets such as cats and dogs, and other small animals such as hamsters and birds are welcome.

What are the exceptions?

- Banned breeds of dogs are not permitted to live in a Pegasus Homes community.
- Larger breeds of dogs may not be suitable for living in our communities either. If you have a larger dog, we will need to assess suitability on a case by case basis.
- Any atypical pets, such as reptiles, would also need to be assessed on a case by case basis.

What are the conditions of bringing a pet to a community?

- Pegasus Homes must ensure the safety and wellbeing of all of its residents living in our communities and will put the wellbeing of the wider community first. Pets that cause annoyance or disturbance to the community, or could cause damage to the property and development, will not be accepted.
- To ensure high standards of cleanliness and avoid additional maintenance costs, pets are not allowed in the shared communal spaces, such as the resident lounges or the communal gardens unless passing through.
- Cats must be indoor cats and cannot be allowed to roam the communal gardens. Dogs must be kept on a lead at all times when within the community, and cannot be exercised or allowed to foul in the communal gardens. Any accidents that occur when taking the dogs outside, must be cleaned by the owner.
- Pets must be well looked after.

Why can't my pet use the communal spaces?

- We need to ensure high standards of cleanliness and appearances in our communities, both internally and externally and cannot allow animal waste in the gardens.
- Cats and dogs have a natural prey drive and we need to avoid any instances of disturbances to wildlife when out in the gardens.
- Some residents living in, or visitors to our communities, may be allergic to animals, or they could be scared of or simply dislike animals. Respect needs to be given to others who live in the community who may not have the same tendencies towards animals.

What is the process if I wish to bring my pet with me?

- All requests must be submitted at the time of reservation. If you have already moved into your apartment and decide at a later date to get a pet, you must obtain permission from the Customer Operations team before moving the pet in.
- A 'Pet Application Form' must be completed and sent to the Customer Operations team for approval. Once approved, you will be notified and we will add your pet to your record on our systems.
- If an existing pet already living in our communities sadly passes away, you must let the Customer Operations team know. If you wish to get a new pet, you must follow the same process and complete a new 'Pet application form' and await approval.
- We will treat every request fairly, and will do our best to accommodate residents' wishes, but we have an obligation to the wider community to ensure that pets do not cause any discomfort or disruption. We therefore ask for your patience and understanding if, on the rare occasion, we cannot permit a pet to join our communities.

"Belle Vue don't just allow pets, they're very enthusiastic about them!"

Roger & Beverly, Pegasus Homes customers

"We categorically would not have moved anywhere where we could not taken our cat Pumpkin with us."

Sue, Pegasus Homes customers



What if my pet causes damage?

- Any damage caused by your pet must be reported. The owner will be responsible for paying for any remedial works needed, that would be organised by Pegasus Homes.
- Any incidents that cause harm to residents, staff or guests at our communities, will be at the responsibility of the owner, who would also be liable for any damages.
- Any complaints made by residents, staff or guests about pets will be investigated. If there are any doubts about the safety and wellbeing of our residents, we may have to ask that the pet be removed from our communities and the licence would be revoked.

Can my guests bring their pets along when visiting?

- Yes, if you have guests visiting your apartment, they are welcome to bring their pets provided they comply with the same terms stated above. However, we cannot accept accompanying pets to stay in the guest suite.

What happens to my pet if I am on holiday or I become ill?

- If you are on holiday, you will need to make your own arrangements for someone to look after your pet whilst you are away, this might be a friend, family member, neighbour or a professional pet sitter. Our onsite team is not able to offer this service.
- If you are taken ill or require a stay in hospital, our onsite team will contact your nominated Pet Person to come and look after your pet.

