

Landlord Pet Policy

(Compliant with the Renters' Rights Act 2025 - Effective 1 May 2026)

This policy explains how pet requests must be handled under the Renters' Rights Act 2025. Landlords must consider all requests individually and cannot impose blanket bans.

Submitting a Pet Request

Tenants must submit a written request before bringing a pet into the property. The request will include:

- Species, breed, age, sex, size, weight
- Temperament and training information
- Vaccination and microchipping records
- Behavioural certificates (if applicable)
- A recent photograph of the pet

The agency will forward the request to the landlord.

Response Time

- Landlords must respond in writing within 28 days.
- A refusal must include specific, reasonable grounds.
- Blanket "no pets" rules are not permitted.

Reasonable Grounds for Refusal

Examples of acceptable grounds:

- Property size or layout is unsuitable
- Restrictions in a head lease or building management rules
- Insurance restrictions
- Genuine safety risks
- Illegal or prohibited species

Unacceptable grounds include

- Personal dislike of pets
- Assumptions without evidence
- Blanket Bans

Tenant Responsibilities

- No nuisance is being caused
- Welfare standards are being met

Inspections will be reasonable and not excessive.

Withdrawal of Permission

Permission may be withdrawn if:

- The pet causes repeated nuisance
- Damage occurs and is not remedied
- The tenant breaches the Pet Keeping Agreement
- The pet becomes unlawful

Written notice and an opportunity to remedy issues will be provided.

Assistance Animals

Assistance animals are not considered pets. They must be permitted unless there is a legal reason preventing this