

Your right to request a pet under the tenancy agreement

You have the right to ask our permission to keep a pet in the property.

We won't unreasonably refuse a request but, as a responsible agent, we are entitled to ask for reasonable information from you to establish whether the pet is suitable for the property and you are a responsible pet owner.

For us to consider a request for a pet, you must submit the request in writing and must include a description of the pet you are seeking permission for. Normally we will respond to a valid request within 28 days to tell you whether we consent. However, we may request further information about the potential pet within 28 days of the initial request, or we may need to seek the permission of a superior landlord. In these cases, if this takes longer than 28 days, we may delay providing a final decision until seven days after you have provided the further information, or the superior landlord answers our request.

You must not allow a pet to live at the property without obtaining our consent first.

Pet Behaviour policy

Where we, the landlord, or agent for the landlord, grant you, the tenant, permission to keep a pet in the property, you must ensure that you and the pet, follow all of the rules set out in this policy.

These rules are aimed at ensuring that the pet is well cared for, pet nuisance does not disturb your neighbours, and that the pet does not damage the property or any common parts of the building.

Failure to follow the rules in this policy will be considered a breach of the tenancy agreement, and we may take action to prevent any further breach from occurring. This may include taking action to regain possession of the property from you.

(1) Requests for further pets

1. If we grant consent to allow a pet, it is for that specific pet only.
2. You must not bring any additional pets into the property without requesting permission in writing and obtaining our consent.

(2) Caring for the pet

1. You must ensure that the pet is well cared for, and you must look after them in accordance with the Animal Welfare Act 2006. This means you have a duty of care to provide a suitable environment and diet, provide them with regular exercise and ensure they have appropriate health care so they do not suffer.
2. If you are away from the property, then you must not leave the pet in the property without arranging suitable care for them. For example, by boarding them in a cattery or kennel.
3. Pets must be vaccinated and receive regular treatments for fleas and worms where appropriate.
4. All cats and dogs, and any other appropriate pets, must be microchipped from an appropriate age.
5. Wherever reasonable, pets must be neutered/spayed.
6. If we believe that a pet is being mistreated or has been abandoned, then we may alert an appropriate animal welfare organisation or veterinary surgery to keep the pet safe.

(3) Use of the property

- The pet must be kept in the property you have a tenancy for and must not be kept in the common parts of the building. The common parts include any stairwells or other shared areas which you have a licence to use.
- The pet must not damage the property or any communal parts of the building and, should it occur, you must inform us as soon as possible. The cost of repairing the damage will be charged to you.
- Any damage caused by the pet to your, or another tenant's belongings, will be your responsibility.
- Except for caged animals and pets trained to use a litter tray, the pet must not foul in the property or the common parts, including any gardens. If it does occur, then you must remove any faeces immediately and dispose of it hygienically.
- Breeding the pet for commercial purposes is expressly prohibited.
- You must ensure the property, and any communal parts you share with other tenants, is kept clean and free of parasites.
- You must not make alterations to the property, including fitting cat flaps, without first obtaining our permission in writing.

(4) Rules specific to Dogs at the property

1. A dog must not be left alone in the property for more than four hours at a time. You must ensure that the dog will not cause damage while left unsupervised.
2. Dogs must be kept on a lead at all times in the communal parts of the building.
3. Dogs must not be allowed outside of the property without supervision.

(5) Preventing nuisance

1. You must not allow the pet to cause nuisance to the neighbours, other tenants in the building, the landlord, or anyone attending the property on behalf of the landlord.
2. Nuisance includes, but is not limited to:
 - a. Roaming and unattended animals.
 - b. Pets fouling in neighbour(s) gardens or communal areas.
 - c. Excessive noise.
 - d. Over-population of animals in a household.
 - e. Unpleasant odours
 - f. Threatening or harmful behaviour, including aggression, aggression toward people, and aggression toward other animals. Aggression can include threat displays, lunging, growling, snarling, snapping, and biting
3. If the pet does commit nuisance, we will notify you that the behaviour must stop. If it continues then it will be considered a breach of the tenancy, which may lead to us seeking possession if necessary. We may also report the behaviour to a relevant authority for them to take action if necessary.

(6) At the end of the tenancy

You must ensure the property, and any common parts you share with our other tenants, is returned to us in the same condition it was let to you in. In particular, you must ensure that you have removed any pet odours, fleas or animal hairs at the point you hand back possession of the property.