

We understand that pets are an important part of many people's lives, and we will consider pet requests fairly and reasonably.

If you would like to keep a pet in your home, please read the information below carefully.

Before you keep a pet

You must get **written permission from us first** before bringing any pet into the property. Each request will be considered individually, taking into account:

- the type and size of pet
- the size and layout of the property
- the suitability of the building
- the potential impact on neighbours and other residents

What we expect if permission is given

If permission is granted, you will be responsible for making sure that:

- your pet does not cause noise, nuisance, or disturbance to others
- your pet is not left alone for long periods, as this may affect its welfare or cause disruption
- your home is kept clean and hygienic
- any pet waste is removed and disposed of properly
- your pet is kept under control in communal/shared areas
- your pet does not cause damage to the property or communal areas

Damage and cleaning

You are responsible for any damage, extra cleaning, or repairs caused by your pet.

This may lead to deductions from your tenancy deposit, and if the cost is higher than the deposit amount, you will still be responsible for paying the difference.

Insurance

If permission is granted, you will be asked to provide proof of suitable pet or animal liability insurance.

If there is a problem

If a pet causes nuisance, damage, hygiene issues, or welfare concerns, we will contact you and ask you to resolve the issue.

If the problem continues, permission to keep the pet may be withdrawn.

Assistance animals

Nothing in this guidance affects your rights in relation to assistance animals, which will be considered in line with legal requirements.

Need to request permission?

Please contact us in writing with details of:

- the type of pet
- breed (if applicable)
- age and size
- how many animals you want to keep
- anything else that may help us assess your request

We will review your request and respond within a reasonable timeframe.