

Tenant Pet Policy

CODE Students • Version 1.0 • Issued September 2026

1. Status of this policy

This policy forms part of your tenancy agreement with CODE Students ("CODE", "we", "us") and should be read alongside your tenancy agreement and the CODE Students Terms and Conditions. In the event of any conflict between this policy and the tenancy agreement, the tenancy agreement takes precedence. Your tenancy with CODE is a common law tenancy: permission to keep a pet is not an entitlement, and is granted, if at all, at CODE's discretion under this policy. Compliance with this policy is a condition of any consent granted to keep a pet. This policy applies at all CODE sites.

2. Definition of a pet

For the purposes of this policy, a "pet" includes any animal kept within your room, whether permanently or temporarily, and whether owned by you or being cared for by you on behalf of another person. This includes dogs, cats, small mammals, birds, reptiles, amphibians, fish and invertebrates. Assistance animals are dealt with separately under section 10.

3. Consent to keep a pet

3.1 You must obtain prior written consent from CODE before keeping any pet at the accommodation. Keeping a pet without consent is a breach of this policy and of your tenancy agreement.

3.2 *Where pets are permitted.* Pets are permitted only in self-contained studio rooms or flats. Pets are not permitted in shared cluster flats. Cluster flats are shared by several tenants with a common kitchen and living space, and CODE cannot reasonably accommodate a pet where other residents may have allergies, or personal, cultural or religious reasons for not wishing to share their living space with an animal. A request relating to a room in a cluster flat will be refused on this basis.

3.3 Requests for consent must be made in writing to your CODE site team, using the pet permission request form where one is provided or by email, and should include:

- the species, breed, size and age of the pet, and the number of pets requested;
- how the pet will be cared for during placements, holidays, exam periods and any other time you are away from the accommodation;
- for dogs and cats, confirmation that the animal is microchipped and its vaccinations are up to date;
- confirmation that you have read and accept this policy.

3.4 *Dogs.* When assessing a request for a dog, CODE refers to The Royal Kennel Club's breed information (www.royalkennelclub.com/search/breeds-a-to-z) on size, exercise needs and temperament to consider whether the breed is suited to living in a studio room within a shared building.

3.5 CODE will give or refuse consent in writing within 28 days of the date on which we receive your request. If we need further information, we will tell you within that period, and our response time will then run from the date we receive it. A later date may be agreed between us in writing.

3.6 Consent is at CODE's discretion. Each request will be considered on its merits, taking into account the type of pet, the room you occupy, the building, and the impact on other residents.

3.7 Consent is specific to the type, number and size of pet approved. It is not transferable to a different pet, additional pets or a replacement pet. A new request must be made if you wish to keep a different or additional pet, or to replace an approved pet.

3.8 CODE may refuse consent where, in its judgement, a pet is not suitable for the accommodation, including (but not limited to) where:

- the room is within a shared cluster flat (see 3.2);
- the size, breed or type of pet is not appropriate for a studio room;
- the layout, size or characteristics of the room are not suitable for the welfare needs of the animal;
- the number of pets requested is excessive for the space;
- there is a reasonable risk of nuisance, noise, health risk or damage;
- the building's design, density or shared nature would make it difficult to accommodate the pet without impacting others;
- the pet is likely to be left alone for extended periods because of your timetable, placements or time away, such that its welfare could not reasonably be assured;
- the pet is prohibited or restricted by law, including dogs of a type banned under the Dangerous Dogs Act 1991 (such as XL Bully dogs without a valid exemption certificate) and animals requiring a licence under the Dangerous Wild Animals Act 1976.

3.9 Where a request is refused, CODE will explain the reason in writing.

4. Conditions of consent

Consent is granted subject to compliance with the following conditions.

4.1 Nuisance and noise. You must ensure that your pet does not cause nuisance, annoyance or disturbance to other residents, including persistent barking, whining or scratching, noise through walls, floors or corridors, or behaviour that interferes with others' reasonable enjoyment of their home.

4.2 Welfare and supervision. Pets must not be left unattended for prolonged periods where this may cause distress to the animal or disturbance to others. You always remain responsible for the welfare of your pet. Student rooms are not suitable for an animal to be left in your absence: if you are away overnight or longer, including during placements and vacation periods, your pet must go with you or be cared for elsewhere, and must not be left in the accommodation.

4.3 Damage to property. You are fully responsible for damage caused by your pet to your room, to communal areas, or to the property of others. CODE may recover the reasonable cost of repair, cleaning or replacement. Pet-related damage may result in deductions from your tenancy deposit in

accordance with the deposit scheme rules, and you remain liable for costs exceeding the deposit. Where consent is given for a cat, it is a condition of consent that CODE removes the sofa from your room for the duration of the pet's stay, as sofas are at high risk of damage; your site team will arrange this before the cat arrives.

4.4 Cleanliness and hygiene. You must keep your room in a clean and sanitary condition. Pet waste must be removed promptly and disposed of appropriately, and never through toilets, sinks or communal bins in a way that creates hygiene issues. Pets must not create odours, infestations or hygiene issues affecting other rooms or communal areas. At the end of your tenancy the room must be returned clean and free of pet hair, odour and pests; the reasonable cost of any additional cleaning or pest treatment attributable to your pet may be recovered in accordance with your tenancy agreement.

4.5 Control in communal areas. Pets must be kept under appropriate control in all communal areas of the building, including corridors, lifts, stairwells, reception and courtyards, typically on a lead or in a carrier. Pets must not roam freely in shared spaces and dogs must not be left unattended in any communal area. Pets are not permitted in the gym, study rooms, social spaces or laundry.

4.6 Visitors, contractors and staff. You are responsible for the behaviour of your pet around visitors, contractors and CODE staff. CODE will give notice of planned visits to your room in accordance with your tenancy agreement, and your pet must be appropriately controlled or secured during any such visit. Where a pet is not secured, the visit may need to be rearranged.

4.7 Fire safety. Your pet will be noted on your room record so that our team is aware of it in an emergency. In the event of a fire alarm you must leave the building immediately by the nearest exit and must not delay your evacuation, or re-enter the building, to retrieve a pet.

5. Access in case of welfare concerns

5.1 Where CODE has reasonable concern for the health, safety or wellbeing of a pet at the accommodation, CODE may seek to access the room to investigate.

5.2 Except in emergencies, CODE will provide at least 24 hours' written notice before accessing the room under this clause. The notice will set out the reason and the proposed time.

5.3 In emergency situations, or where there is immediate risk to the welfare of the animal, to other persons or to the property, access may be gained without prior notice. CODE will notify you as soon as practicable afterwards.

5.4 Where appropriate, CODE may contact animal welfare authorities (such as the RSPCA) instead of, or in addition to, accessing the room.

6. Suitability of the accommodation

You acknowledge and agree that:

- CODE accommodation is purpose-built student accommodation designed for occupation by people and not specifically for animals, and studio rooms are compact spaces;
- CODE makes no representation or warranty as to the suitability of the accommodation for any particular pet;

- you accept full responsibility for determining whether the accommodation is appropriate for your pet.

7. Breach of policy and withdrawal of consent

7.1 If, in CODE's reasonable opinion, a pet is causing nuisance or damage or is otherwise in breach of this policy, you will be notified in writing setting out the nature of the breach and any required corrective action.

7.2 You will normally be given a reasonable period to remedy the breach, except where the breach is sufficiently serious that immediate withdrawal of consent is justified.

7.3 If the breach is not remedied, CODE may withdraw consent for the pet.

7.4 Upon withdrawal of consent, you must permanently remove the pet from the accommodation within 14 days, or such other period as CODE may reasonably specify.

7.5 Continued breach following withdrawal of consent constitutes a breach of your tenancy agreement and may result in further action under the agreement or applicable law, and may be reflected in any tenancy reference CODE provides.

7.6 Nothing in this section limits CODE's right to take immediate action where behaviour presents a serious or immediate risk.

8. Anti-social behaviour

8.1 You acknowledge that failure to properly control a pet may constitute anti-social behaviour where it causes nuisance, alarm or distress to others. Examples include:

- persistent or excessive noise;
- aggressive or uncontrolled behaviour;
- ongoing hygiene issues or odours affecting others;
- repeated disturbance within the building.

8.2 Where such behaviour occurs, CODE may require corrective action (such as training or changes to supervision), withdraw consent for the pet, and/or act under your tenancy agreement.

9. Liability

You are responsible for any damage or injury caused by your pet, whether to CODE, to other residents or to any other person.

10. Assistance animals and requests related to disability

10.1 Assistance animals. An assistance animal is an animal, usually a dog, that has been specifically trained to carry out tasks for a disabled person, for example guide dogs, hearing dogs, medical alert dogs and mobility assistance dogs, including those trained by a member organisation of Assistance Dogs UK or to an equivalent standard. Assistance animals are not pets for the purposes of this policy and are not subject to the consent requirements or restrictions in section 3, including clause 3.2. If you rely on an assistance animal, please tell your CODE site team before you arrive so that it can be

noted on your room record and appropriate arrangements made. We may ask for evidence of the animal's training or role, such as an identification card or confirmation from the training organisation.

10.2 Emotional support and therapy animals. Animals whose role is to provide comfort or companionship, sometimes described as emotional support or therapy animals, are not assistance animals and have no separate legal status in the UK. Where you have a disability, a request to keep such an animal will be treated as a request for a reasonable adjustment under the Equality Act 2010; otherwise it is a pet request under section 3. We will consider each request on its merits and may ask for supporting evidence from a GP or other health professional confirming your disability and how the animal forms part of managing it. Any such information will be handled confidentially.

10.3 Suitability. What is a reasonable adjustment depends on the circumstances, including whether the particular animal is suitable for a studio room within a shared building. CODE may decline a request under 10.2 where the animal's breed, size, exercise needs or temperament, assessed with reference to The Royal Kennel Club's breed information, make it unsuitable for the accommodation, where its welfare could not reasonably be assured, or where its presence would unreasonably affect other residents, and will explain the reason in writing. Where we cannot agree to a particular animal, we will consider whether other adjustments could support you, and you are welcome to discuss this with your site team.

10.4 All animals kept under this section remain subject to the conditions in sections 4 to 9 so far as they apply, including your responsibility for nuisance, damage and the animal's welfare.

11. Variation of policy

CODE may reasonably amend this policy where necessary for the management of the building, with any changes communicated to tenants in writing. Existing approved pets will not be affected by policy changes except where required for safety, legal or building management reasons.

Acknowledgement

By requesting or accepting permission to keep a pet, you confirm that you have read, understood and agreed to comply with this policy.

Signed: _____

Name: _____

Room and site: _____

Date: _____