

PET POLICY

September 2026

INTRODUCTION

This policy applies to all Simple Life residents who would like to keep a pet in their home. It is designed to keep our homes safe, clean and comfortable for everyone, while promoting responsible pet ownership and the welfare of animals living in our properties.

In line with the Renters' Rights Act 2025, we will consider every pet request fairly, assess each one on its own merits, and will not unreasonably refuse permission.

MAKING A PET REQUEST

1. Residents who would like to keep a pet must make a **Pet Request** to us in writing before bringing a pet into the property.
2. We will give you our decision in writing **within 28 days** of receiving your request. If we need more information from you, we will let you know within the 28 days, and we will then give our decision within 7 days of receiving it.
3. We will only refuse a pet request on **reasonable grounds**. Examples of reasonable grounds for refusal may include:
 - (a) the property or outdoor space is genuinely unsuitable for the species, type or size of pet requested;
 - (b) the number of pets requested would be unsuitable for the size or type of home;
 - (c) lease or building-specific restrictions that cannot reasonably be overcome;
 - (d) evidence of a previous failure to care for pets responsibly; or
 - (e) keeping the pet would be unlawful.
4. If we refuse a request, we will always explain our **reasons in writing**. If we give consent, we will confirm this in writing, together with any reasonable conditions that apply.
5. We welcome requests for pets other than cats and dogs, and will assess them on the same basis.
6. Consent relates to the pet described in your request. If you would like a new or additional pet, please make a new Pet Request and wait for our approval before bringing the pet home.

APPEALS AND COMPLAINTS

7. If you disagree with our decision, you can appeal by contacting us in writing. We will review the decision and respond in writing with the outcome. If you remain dissatisfied once our complaints process has been completed, you can refer your complaint to **The Property Ombudsman (TPO)**. From 2028, you will also be able to refer your complaint to the new **Private Rented Sector Landlord Ombudsman**, which is expected to launch then.

TENANCY AGREEMENT

8. Failure to declare a pet or obtain approval may result in action being taken under the terms of the tenancy agreement, including possession proceedings under the Housing Act 1988 (as amended).

RESIDENT RESPONSIBILITIES

9. Residents must comply with the **Animal Welfare Act 2006** and make sure their pets are properly cared for at all times. Concerns about neglect or abandonment may be reported to the relevant animal welfare organisations.
10. Pets must not cause nuisance or disturbance to others, including excessive noise or aggressive behaviour. Persistent issues may result in further action, including possession proceedings.
11. Pets must be kept under control and on a lead, or in a suitable carrier, in communal areas and public spaces.
12. Residents must not leave pets unattended at the property for a sustained period of time, and must make sure pets cannot escape from the property or cause damage if left unsupervised.
13. Pets must not be allowed to foul inside the property, except for caged pets or pets trained to use a litter tray.
14. Pets must be kept up to date with the **vaccinations and parasite treatments** (such as flea and worm treatment) recommended by a vet for their species. We may ask for proof from a veterinary professional at any time.
15. Residents are responsible for keeping all areas of the property clean and free from fleas and other parasites throughout the tenancy.
16. At the end of the tenancy, the property should be returned in the **same condition** as at the start, allowing for fair wear and tear. Where a pet has caused damage, a flea infestation or odour that has not been put right, deductions from the deposit may apply, in line with the tenancy agreement and the applicable deposit protection rules.
17. Residents may not breed animals or offer any animal for sale at the property.
18. **Pet insurance:** we strongly encourage residents to take out pet insurance, including third-party liability cover, for the duration of the tenancy. This is not a condition of consent, but it can protect you from the cost of vet bills and of any damage or injury your pet causes. Your vet, price comparison websites and animal welfare charities such as the RSPCA and Blue Cross can help you find suitable cover. Residents remain responsible for any damage caused by their pet, as set out in clause 16.

RESTRICTIONS

19. Animals listed under the **Dangerous Wild Animals Act 1976** are not permitted.
20. Dogs prohibited under the **Dangerous Dogs Act 1991** are not permitted.

APARTMENTS

21. Pet requests for **apartment properties** will be considered case by case, taking into account factors such as the size of the apartment, available outdoor space, the species, type and size of the pet, and any building-specific restrictions. We will not refuse a request solely because the property is an apartment.

INSPECTIONS

22. During property inspections, pets must be confined to a secure room or removed from the property.

ASSISTANCE DOGS

23. In line with the **Equality Act 2010**, guide dogs and other assistance dogs are welcome in all Simple Life properties and are not treated as pets under this policy. Please let us know if you have an assistance dog so that our records are up to date.