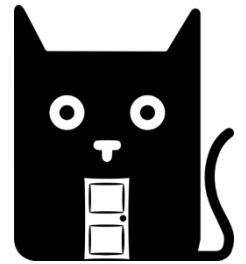


# LANDLORDS –



## *What can landlords can expect from tenants and what they need to ask for*

- Tenants must request permission to keep a pet in writing which landlords are now legally obliged to consider, and not unreasonably refuse.
- Their request should include a description of the pet(s) and ideally a picture.
- Landlords must reply in writing within 28 days; you can ask for more details within this timeframe, and then advise your decision with 7 days of receiving the additional information. Extra details could include references from a vet, previous landlord, dog groomer, dog walker, pet sitter – anyone who sees the animal on a regular basis and can say it's well looked after. You can also ask who would look after the animal while they're at work, during holidays or in an emergency.
- Tenants will be able to challenge negative decisions, so be mindful of the following:
- Negative responses are **ONLY** deemed reasonable if:
  - Another existing tenant has allergies
  - The property is not suitable for the pet(s) being proposed
  - It's illegal to own the pet(s) being proposed
  - The existence of a No Pets head/superior lease (applies to leasehold properties, which are mainly but not exclusively flats/apartments)
- The following are **NOT** deemed reasonable:- disliking pets, previous bad experience with tenants/pets, general concerns about possible future damage, believing a pet or pets may affect future rentability or if the tenant needs an assistance animal (eg guide dog).
- Check your landlord insurance covers you for pet damage – many don't, but there are good policies out there. Although the law doesn't allow you to directly pass on the cost to tenants, you can include it in the headline rent. Tenants can also take out policies themselves and offer that in support of their application.
- Undertake a detailed inventory check before any pet moves in and agree it with the tenant. Carry out regular property inspections so any potential issues can be caught early and addressed.

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