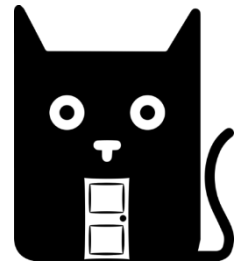


TENANTS –



What can tenants expect from landlords and what they need to provide

- Any request to keep a pet **MUST** be made in writing and permission should not be assumed.
- A landlord must reply in writing within 28 days, although initially they may ask for more details.
- Reactions to pet requests will range from already pet-friendly, through pet-wary, to the other end of the spectrum, anti-pets.
- Tenants will be able to challenge negative decisions, but 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).
- Landlords are worried about damage and being unable to recoup the cost of any repairs, carpet replacement etc from the maximum 5 weeks-worth of rent deposit they can request from a tenant.
- Pet Damage Insurance exists for landlords, **BUT** they're not allowed to charge you extra for it, it must be included in the headline rent as advertised.
- Pet Damage Insurance also exists for tenants, and there's nothing to stop you taking out your own policy. Pay the full premium for the first year to allay any concerns a policy may be cancelled as soon as permission is granted.
- Produce a Pet CV and get a Vet Reference for the pet(s) in question – consider what else may help demonstrate responsible pet ownership: previous landlord reference, dog groomer, pet sitter – anyone who sees the animal(s) regularly and can attest to their condition.

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