



Pet Policy

May 2026

Version	Date	Annual Review Date
1	12 May 2026	11 May 2026

Purpose

This Policy sets out the rights and responsibilities associated with pet ownership in Quercus Housing privately rented residential properties, in accordance with the Renters' Rights Act 2025. It establishes a framework for fair and consistent decision making and promotes responsible pet ownership across all tenancies.

Generally, Quercus Housing will allow its tenants to keep pets where the:

- Property type is suitable
- Tenancy Agreement is complied with
- Pet's welfare will be assured

All applications shall be assessed on a case by case basis, taking into account the individual circumstances of each request. Decisions will be made in a fair, transparent, and consistent manner, in accordance with Quercus Housing established procedures and applicable regulatory requirements.

The Pet Policy ensures that appropriate measures and procedures are in place to enable tenants to keep pets responsibly, while safeguarding the interests of other residents and ensuring that no individual is adversely affected.

Scope

This Policy covers all existing and future properties where Quercus Housing owns the freehold. It does not cover properties where Quercus Housing is the leaseholder, where the Landlord's Policy will apply.

Tenant Right to Request a Pet

Tenants have a statutory right to request permission to keep a pet in their rented home.

All requests must be submitted in writing and must include the following information:

- Type of pet - specifying the species
- Breed (where applicable)
- Size and age
- Behavioural or training information - including any relevant history, certifications, or known behavioural considerations

Legislation and Guidance

This Policy is informed by the relevant statutory framework, including the Renters' Rights Act 2025, associated secondary legislation, and any applicable Government guidance relating to pets in rented accommodation.

In applying this Policy, Quercus Housing will have regard to all current legal obligations, regulatory requirements, and best practice guidance issued by recognised housing bodies, ensuring that decisions are lawful, reasonable, and consistent with sector standards.

Getting Permission to Keep a Pet

Tenants must obtain written permission from Quercus Housing if they wish to keep an animal or animals at their property.

A copy of this Policy will be appended to every new Tenancy Agreement along with a copy of the Pet Request Form (Appendix A).

Quercus Housing will consider the request within 28 days of receipt. The tenant will need to provide documentation to confirm the breed of the pet. If approved, the tenant will need to sign the Pet Agreement Form (Appendix B) before the pet can enter the property.

Quercus Housing can refuse to permit or withdraw permission if conditions are not met or if there is reason to believe the animal's welfare could be impacted.

Landlord Duty to Consider Requests

Quercus Housing will consider each request on its individual merits and does not operate a blanket "No Pets" Policy.

A request may only be refused where such refusal is reasonable. Any refusal shall be issued in writing and shall set out the reasons for the decision in clear and specific terms.

Number of Pets

Requests for more than 1 pet will be assessed on a case-by-case basis, taking into consideration:

- Accommodation size and type - ensuring the home can comfortably and safely support multiple animals
- Pet size, type, and number - evaluating suitability based on species, breed, and overall scale
- Household composition - including the needs and vulnerabilities of all residents
- Access to outdoor space - assessing whether pets have appropriate areas for exercise and enrichment
- Welfare considerations - prioritising the health, safety, and wellbeing of all animals involved

Pet Care

Pets must be cared for in full compliance with the Animal Welfare Act 2006. Tenants must ensure all pets are registered with a vet and receive routine healthcare, including vaccinations, parasite control, and any necessary ongoing treatment.

Microchipping

All dogs must be microchipped by 8 weeks of age in accordance with current UK legislation.

All cats must be microchipped by 20 weeks of age to ensure they can be identified and returned if lost.

Prohibited Requirements

Quercus Housing cannot:

- Charge additional pet rent - tenants will not be asked to pay extra solely for keeping a pet
- Require tenants to purchase pet insurance - insurance may be recommended but cannot be mandated
- Impose unreasonable conditions - any pet related rules must be fair, proportionate, and compliant with housing regulations

Visitors

Tenants are responsible for visitors and must ensure visiting pets do not cause a nuisance.

Responsibility

Tenants are fully responsible for their pets' behaviour, damage, cleanliness, and compliance with this Policy, the Pet Agreement, and tenancy conditions. Enforcement action may be taken for breaches which may include the recovery of costs where the tenants pet has caused damage to the property.

Monitoring and Policy Review

Complaints and recorded nuisances will be monitored on an ongoing basis, and this Policy will be reviewed as required to ensure it remains effective, proportionate, and compliant with current legislation.

Complaints and Disputes

Tenants may challenge decisions through the Quercus Housing Complaints procedures or by pursuing legal routes where applicable.

Review of Policy

The Pet Policy will be reviewed annually or following legislative changes.



Pet Request Form

Please provide as many details as possible about your pet and any pets currently living in your household. We understand that this information is being shared before you receive your new pet, and it will help us ensure a safe and suitable match. Once you have completed this form, please return the form either by email at:

admin@quercush.co.uk or post to Quercus Housing, Argyle Road, Sevenoaks, Kent TN13 1HG for the attention of Quercus Housing Management Team.

You will be contacted within 28 days or receipt of this form. This form needs to be completed for each pet.

Personal Details	
Name:	
Address:	
Contact Number:	
Email Address:	

Existing Pet Details – Please provide as much information as you can for all your existing pets, including confirmation of breed.	
Type of pet	
Breed and documentation to confirm breed	

Age	
Sex	Male/Female
Name and address of where the vets that the pet will be or is registered at	
If a dog or a cat, can you please advise if the animal is or will be neutered	
If a dog or a cat, can you please advise if the cat or dog has been or will be microchipped	
Please supply the microchip number	
Please describe your pet (coat colour, any special markings)	

New Pet Details – Please provide as much information as you can. Any information that you are unable to provide will need to be supplied before you will receive approval for your pet.

Type of pet	
Breed that you are considering and documentation to confirm breed	
Age	
Sex	Male/Female
Name and address of where the vets that the pet will be or is registered at	
If you are applying for a dog or a cat, can you please advise if the animal is or will be neutered	
If you are applying for a dog or a cat, can you please advise if the cat or dog has been or will be microchipped	
Please supply the microchip number	

Please describe your pet (coat colour, any special markings)	

Looking after your Pet	
If the primary carer is different to the main tenant, please state who this is:	
If the primary carer is away on holiday or taken ill, please provide contact details (name, phone number and email) of the person who will look after the pet If this is someone else in the block special permission will need to be requested	
How will you make sure that your pet receives adequate training, care and exercise:	
Have you or anyone in your household ever been told by Courts or Animal Welfare organisations that you cannot own a pet or had one removed from your care	Yes/No



Pet Agreement Form

This agreement must be read in conjunction with your Tenancy Agreement and the Quercus Housing Pet Policy. Any breach of this agreement will be considered a breach of your Tenancy Agreement.

By signing this agreement you are confirming that you understand the terms and conditions of keeping a pet and the consequences if you breach this agreement:

Terms and Conditions for keeping a pet:

1. Quercus Housing reserve the right to take away permission for you to keep a pet if you breach any of the terms or conditions. You will need to remove your pet from the property within 2 weeks.
2. You must not bring any pets into the Property without our written permission. You need to apply for each pet individually and that for any additional pets you need to seek further permission.
3. Any animal listed in the schedule of the Dangerous Wild Animals Act 1976 may not be kept at the property.
4. You will look after your pet in accordance with the Animal Welfare Act 2006.
5. All pets kept at the property must be vaccinated and regularly treated for fleas and worms (if appropriate).
6. Pets must not be kept in the communal hallways and stairwells, when walking through the areas they must be kept under control.
7. You must not fail to control pets properly or allow them to foul or cause damage to other people's property. Pets must not cause nuisance to neighbours, staff and visitors. Nuisance can include but is not limited to, excessive noise; aggressive behaviour; unsupervised animals roaming. Dogs must be kept under control and on a lead in any public places, communal areas and walkways, and external areas attached to the property.

8. Pets must not be allowed to foul inside the property, except for caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately and disposed of safely and hygienically.
9. Keeping a good standard of cleanliness and hygiene is expected however, this is especially important if you have a pet to prevent odours from occurring and for both yours and your pet's welfare.
10. Tenants must not leave their pets in the property when they are away unless clear arrangements have been made for their care.
11. Dogs should not be left alone in the property for more than 4 hours at a time. Tenants must ensure that their dogs will not cause damage to the property if they are left unsupervised.
12. Relevant pets must be microchipped. Any costs incurred are the responsibility of the tenant.
13. Pets must not be used for commercial breeding.
14. Tenants must ensure that their pet is registered with a vet (where applicable) and receives standard routine healthcare, such as vaccinations and regular parasite control measures, as well as appropriate treatment for any illness(es).
15. Tenants must ensure that their pets do not cause damage or deterioration to their own flat, their neighbours flat, or any communal areas of the building. Any damage caused by a tenant's pet will be their responsibility. The cost of the repair will be recharged to the tenant.
16. Tenants must professionally clean the property when they move out, ensuring that the carpets are thoroughly cleaned and treated for fleas and mites. Any costs incurred are the responsibility of the tenant.
17. Tenants who wish to replace a pet or obtain an additional pet after moving into the property must first apply for permission in writing to the landlord or letting agent.

Additional Terms and Conditions for keeping a dog:

18. Any dog listed under the Dangerous Dogs Act 1991 may not be kept at the property with the exception of dogs registered on the Index of Exempted Dogs.
19. In accordance with the Control of Dogs Order 1992, every dog while in a public place, must wear a collar with the name and address inscribed on the collars tag. All dogs must be on a short lead whilst in the communal hallway and stairwells.
20. Dogs are never to be left unattended outside the boundaries of the pet owner's property or used to intimidate anyone.



Pet Agreement Form

Declaration

I confirm that I have read, understood, and accepted the Terms and Conditions. I confirm that my pet is suitable to live in the property provided under my Tenancy Agreement. I confirm that, if required by Quercus Housing, I will remove my pet from the property and accept responsibility for any associated costs.

Tenant 1:

Your Full Name (The 'Tenant')	
Your Address	
Signature	
Date	

Tenant 2 (if more than one tenant):

Your Full Name (The 'Tenant')	
Your Address	

Signature	
Date	

Quercus Housing (The 'Landlord')	
Name	
Signature	
Date	