
Author**Title of Policy**

Neighbourhood Manager

Pet Policy

**Section**

New: April 2026

Customer

1 Policy statement

- 1.1 Rooftop recognises the benefits of responsible pet ownership, including wellbeing and companionship. We will:
- Allow pets where they are responsibly cared for, in line with tenancy/lease conditions.
 - Consider all requests for pets fairly and on a case-by-case basis.
 - Not unreasonably refuse permission for pets, in line with the Renters' Rights Act.
 - Balance the rights of pet owners with the safety, wellbeing, and quiet enjoyment of other customers.
- 1.2 We recognise that an increasing number of our customers wish to keep pets and they can bring both physical and mental benefits. We will make it clear in our adverts whether the home is suitable for pets or not. The majority of our homes will be but may require our permission and may require customers to comply with certain requirements.

2 Statutory and Regulatory context

- 2.1 This document has been reviewed in line with the Regulator of Social Housing's (RSH) Tenancy Standard.
- 2.2 This Policy has been developed to take into account a range of relevant UK legislation and regulation including:
- Renters' Rights Act.
 - Animal Welfare Act 2006.
 - Dangerous Dogs Act 1991.
 - Anti-social Behaviour, Crime and Policing Act 2014.
- 2.3 The Key Renters' Right Act (RRA) considerations reflected in this Policy:
- Customers have the right to request a pet.
 - Landlords must not unreasonably refuse requests.
 - Landlords may require pet insurance to cover damage.
 - Decisions must be evidence-based and proportionate.

3 Policy outline

- 3.1 This Policy sets out Rooftop Housing Group's approach to managing pets and animals across all tenures. It ensures:
- A fair, consistent and transparent approach to pet ownership.
 - Compliance with tenancy and lease obligations.
 - Alignment with the Renters' Rights Act (including the right to request a pet and the requirement not to unreasonably refuse consent).
 - Protection of customers, communities, and property condition.
- 3.2 This Policy applies to:
- General Needs customers (assured and secure tenancies).
 - Affordable Rent customers

- Fixed-term tenancies (until abolished under the RRA transition).
- Supported Housing customers.
- Shared Owners (leaseholders).
- Leaseholders (where applicable under lease terms).
- Licensees and temporary accommodation occupants.

4 Equality, Diversity and Inclusion: Principles

4.1 At Rooftop we are committed to creating and sustaining a diverse and inclusive environment achieving positive outcomes for potential and existing customers, our colleagues and the wider community. Our commitments to our customers, colleagues and communities are detailed in our Equality, Diversity and Inclusion (EDI) Strategy. We are an organisation that values diversity, champions equality and inclusion. We demonstrate this through the activities and the services we provide. This means living by, working to and acting on our Values.

5 Vulnerability: Reasonable Adjustments

5.1 There are occasionally circumstances where we need to consider working outside of the parameters of this Policy. This may be where there are several complexities present, or where customers have vulnerabilities that may lead us to make reasonable adjustments to the way we apply this Policy. In such cases, a referral should be made to the Complex Cases Review Group via the Head of Housing, where any approach outside of this Policy (and potentially other policies) will be considered and recorded, if agreed. This will always be considered in the context of the Assessing and Supporting Vulnerability Policy.

5.2 Assistance animals are always permitted.

5.3 Requests linked to disability will be treated as reasonable adjustment considerations.

5.4 Decisions will comply with the Equality Act 2010.

6 Data Protection: Principles

6.1 Rooftop recognises the importance of protecting the personal data of our customers, colleagues, contractors and other stakeholders and our commitment to compliance with data protection laws and managing personal data responsibly. As an organisation, we are committed to ensuring everything we do with personal data follows the principles of lawfulness, transparency, fairness and accuracy whilst minimising the amount of data we collect and only using it for specific, explicit and legitimate purposes until we no longer need it.

7 Definitions

7.1 The definitions of this Policy are:

- Pet: A domesticated animal kept for companionship.
- Assistance Animal: A trained animal supporting a disability (not considered a pet).
- Prohibited Animals: Animals restricted by law or deemed unsuitable for residential environments.

8 Permission Framework

8.1 General approach

- Written permission is required before keeping a pet (unless automatically permitted under tenancy terms).
- Where pets have been disclosed as part of the sign-up process and approved, additional permission is not required.

- Requests will be assessed within 28 calendar days.
- Decisions will be documented with clear rationale.

8.2 Assessment Criteria

8.2.1 Requests will be considered against:

Criteria	Considerations
Property type	Flat vs house, size, access to outdoor space
Location	High-density housing, communal areas
Animal type and size	Suitability for environment
Number of pets	Avoiding overcrowding
Previous tenancy conduct	Anti-Social Behaviour (ASB), property condition, rent arrears
Welfare needs	Ability to care for the animal
Impact on neighbours	Noise, hygiene, safety

8.3 Reasonable Refusal (examples)

8.4 Permission may be refused where:

- The property is unsuitable (e.g. large dog in a small flat with no outdoor space).
- There is a history of ASB or tenancy breaches.
- The animal poses a health or safety risk.
- The lease explicitly prohibits pets (leasehold/shared ownership).
- Keeping the pet would breach statutory obligations.
- Where financially supporting a pet may impact the customer ability to sustain a tenancy.
- Certain properties may be subject to lease restrictions, restrictive covenants, transfer conditions, or other legal agreements which limit or prohibit the keeping of particular animals. Rooftop must comply with these legal obligations when considering pet requests.

8.5 All refusals must be clearly justified and evidence based.

9 Tenure-Specific requirements

9.1 General Needs tenancies

- Typically allow common domestic pets (e.g. cats, small dogs) with permission.
- Customers must comply with conditions in Section 10.

9.2 Supported Housing

- Pets considered on a case-by-case basis.
- Additional factors:
 - Support needs.
 - Risk assessments.
 - Impact on other customers.

9.3 Shared Ownership / Leasehold

- Governed primarily by lease terms.
- Where leases restrict pets:
 - Rooftop will enforce lease provisions.
 - Requests may require freeholder/management company consent.

9.4 Temporary Accommodation/Licence Agreements

- Pets generally not permitted, except:
- Assistance animals.
 - Exceptional circumstances with the Neighbourhood Manager's approval.

10 Customer Responsibilities

10.1 Customers must ensure pets:

- Are kept under control at all times.
- Do not cause nuisance, annoyance, or ASB.
- Do not damage the property or communal areas.
- Are properly cared for (food, shelter, veterinary care, cleanliness).
- Are not left unattended for prolonged periods.
- Do not foul communal areas (or waste is immediately cleared).

10.2 Customers are responsible for:

- Repairing or paying for any damage.
- Ensuring appropriate insurance where required.

11 Insurance (RRA Alignment)

11.1 Where appropriate, Rooftop may require customers to:

- Obtain pet damage insurance.
- Provide evidence of cover upon request.
- Ensure contents insurance covers damage caused by pets.

11.2 This will be applied proportionately and not as a barrier to reasonable pet ownership.

12 Prohibited Animals

12.1 Dangerous, illegal, or unsuitable animals are not permitted at Rooftop properties.

12.2 Any animal prohibited by law, animals requiring licences or specialist accommodation unsuitable for a residential tenancy, livestock, wild animals, venomous animals, and dogs prohibited under the Dangerous Dogs Act 1991. This currently includes the Pit Bull Terrier, Japanese Tosa, Dogo Argentino, Fila Brasileiro, and XL Bully dogs unless exempted and lawfully registered in accordance with current legislation. Assistance animals and requests linked to disability-related needs will be considered separately in line with the Equality Act 2010.

12.3 The following are not permitted:

- Dangerous or illegal animals.
- Animals listed under the Dangerous Wild Animals Act.
- Dogs prohibited under legislation.
- Livestock or farm animals (unless explicitly approved in rural tenancies).
- Livestock animals, such as cattle, sheep, goats, pigs, horses, chicken, ducks, and turkeys are domesticated animals kept for agricultural, commercial, or farming purposes, typically for the production of food, materials, labour, or breeding.

13 Breach of Policy

Where issues arise:

13.1 Initial Action

- Advice and informal resolution.
- Written warning where appropriate.

13.2 Escalation

- Acceptable Behaviour Contracts (ABC).
- Formal tenancy enforcement.
- Removal of permission for the pet.

13.3 Legal Action

- Injunctions.
- Possession proceedings (as a last resort, evidence-based).

14 Monitoring and Assurance

14.1 Rooftop will:

- Record all pet requests and decisions.
- Monitor complaints linked to pets (Tenant Satisfaction Measures, ASB trends).
- Review decision consistency across services.
- Report key risks through governance frameworks.

15 Review

15.1 This Policy will be reviewed every three years unless there are major changes in legislation or good practice and in line with Renters' Rights Act commencement (Social Housing expected 2027).

16 Consultation

16.1	Leadership Team	April 2026
16.2	Executive Team	April 2026
16.3	Other (eg customers)	Customer Scrutiny Panel April 2026 CobbWarren April 2026

17 Responsibilities

Responsible body

17.1	Formulation, amendment and approval of Policy	Executive Team
	Monitoring of Policy	Leadership Team
	Operational management of Policy/Policy author	Neighbourhood Manager
17.2	Date of formulation of Policy	April 2026
17.3	Dates of Policy reviews	
17.4	Date of next review	April 2029

Associated documents

Internal – Rooftop policies and procedures

- Pet Permission procedure
- Allocations and Lettings Policy

External

- Renters' Rights Act
- Animal Welfare Act 2006
- Dangerous Dogs Act 1991
- Anti-social Behaviour, Crime and Policing Act 2014
- Regulator of Social Housing – Consumer Standards (Tenancy)
- Equality Act 2010