

# PET POLICY

WISE LIVING HOMES LIMITED – PET POLICY

REVIEWED AND UPDATED APRIL 2026

## 1. About us

Wise Living is a trading name of Wise Living Homes Limited, company number 11184849, SDL BTR Management Limited, company number 7470745 and SDL BTR Developments Limited, company number 12072018, all registered in England and Wales with registered address 17 Regan Way, Chetwynd Business Park, Nottingham, England, NG9 6RZ.

This Pet Policy sets out the conditions under which tenants may keep pets in the property. The landlord supports responsible and considerate pet ownership and will grant permission for pets where reasonable, if tenants follow all requirements in this policy.

## 2. Requesting Permission to Keep a Pet

- Tenants must request written permission before bringing any pet into the property. A Pet Application form must be completed.
- The Pet Application Form will request specific information, all of which must be provided. This includes but is not limited to:
  - Type of animal
  - Breed (if applicable)
  - Age and size
  - Name of the pet
  - Any relevant behavioural or training information
- Each request will be assessed individually and fairly.
- Approval applies only to the specific pet(s) named in the request.
- A maximum of 2 pets is permitted per property.

## 3. Conditions for Approval

Permission may be granted where:

- The pet(s) are suitable for the size, layout, and type of property

- The pet(s) are well behaved and not likely to cause nuisance
- No restrictions exist in the building's head lease or management rules
- The pet(s) are legal to own under UK law
- The total number of pets does not exceed the maximum of 2

## **4. Tenant Responsibilities**

### **4.1. Property Care**

- Tenants agree:
  - To ensure that the pet(s) do not cause damage to the property and any fixtures/fittings belonging to the Landlord/Agent or others.
  - To keep the property clean and free from pet odours
  - To promptly report any pet related damage
  - Not to leave food or water for the pets outside of the premises
  - To pay for cleaning or repairs resulting from pet damage
  - To maintain effective flea, tick, and pest control

### **4.2. Behaviour and Control**

- Tenants must ensure each pet:
  - Does not cause any annoyance or discomfort to others and to immediately remedy any complaints concerning the pet.
  - Is not left unattended at the premises for any unreasonable period of time
  - Is properly looked after, vaccinated, microchipped where required
  - Does not pose a safety risk to others
  - If the Wise Living Team has reason to believe that a pet kept in the property has been neglected or abandoned, they will report the matter to an appropriate animal welfare organisation and follow the relevant Animal Welfare procedures

### **4.3. Communal Areas**

- Where the property includes shared spaces, tenants must ensure that pets:
  - Are kept on a lead or in a secure carrier
  - Do not foul in communal areas, any incidents must be cleaned immediately
  - Do not obstruct corridors, entrances, or shared gardens
  - Do not cause a nuisance to neighbours; this includes excessive noise.

## **5. Restrictions**

Permission may be refused or withdrawn if:

- More than 2 pets are kept without written approval
- The pet(s) repeatedly cause nuisance or disturbance
- The pet(s) damage the property or communal areas

- The tenant breaches this policy
- The pet becomes illegal to own

## **6. End of Tenancy Requirements**

Before vacating the property, tenants must:

- Ensure that the premises are professionally cleaned before vacating, ensuring that the carpets are deep cleaned and treated for fleas, mites and odours
- Repair or cover the cost of all pets related damage

## **7. Consequences of non-compliance**

If a tenant keeps a pet without permission or breaches this policy, the landlord may:

- Require prompt removal of the pet
- Recover costs for damage or cleaning
- Act in accordance with the tenancy agreement and relevant legislation

## **8. Policy Review**

The landlord may review and update this policy periodically. Tenants will be notified in writing of any changes.