

Pet Request 28-Day Decision Email Pack

Three template emails for handling a tenant pet request under the Renters' Rights Act 2025: approve, refuse with reasonable grounds, request more information. All three are designed to survive a tribunal challenge if the tenant disputes your decision.

Decision-window timeline

You have 28 days from receipt of a written pet request to respond. Failure to respond within 28 days is treated as deemed consent under the RRA 2025. Refusal must be in writing and on a reasonable ground.

Reasonable refusal grounds checklist (RRA-aligned)

Ground	Defensible?	Evidence to attach
Superior landlord lease bans pets	Strong	Clause copy from head lease
Insurance policy excludes pets	Strong	Policy schedule page; exclusion line highlighted
Property unsuitable (e.g. studio + dog)	Medium	Floor plan + animal welfare guidance
HMO with shared communal areas	Medium	Lease + communal-area photos + other tenant consent
Allergies of co-tenants in HMO	Medium	Co-tenant statement
Personal preference (no pets)	Weak	Likely to lose at tribunal
Tenant has prior pet damage history	Strong	Inventory + photos + contractor invoice from prior let

Template 1 - Approve (with pet damage insurance variant)

Subject: Pet request - approved subject to insurance and addendum

Hi [tenant first name], Thank you for your written request to keep [pet description] at [property address] dated [date]. I am pleased to approve your request, subject to the following conditions: 1. Pet damage insurance: you will arrange and maintain pet damage cover for the duration of the pet's residence (we accept a policy from any UK FCA-regulated insurer that covers tenant-caused property damage). 2. End-of-tenancy professional clean including carpets, upholstery and a flea / parasite treatment. 3. Tenancy addendum signed by all named tenants confirming responsibility for pet behaviour, noise, common-area cleanliness and damage. 4. The pet remains the only pet at the property; any additional pets require a fresh written request. Once you confirm by reply, I will send the addendum for signature. Kind regards, [Landlord name]

Template 2 - Refuse (with reasonable ground)

Subject: Pet request - unable to approve and reason

Hi [tenant first name], Thank you for your written request to keep [pet description] at [property address] dated [date]. I am writing to let you know I am unable to approve this request. The reason is: [ONE OF: my superior lease at the property explicitly prohibits pets - clause [X] of the head lease attached / my landlord insurance policy excludes pets and changing insurer would materially increase premium - policy schedule attached / the property is a HMO with shared communal areas and I have not received written consent from your co-tenants - copy of the request to co-tenants attached]. This is a refusal on a reasonable ground under the Renters' Rights Act 2025. If you believe this refusal is not reasonable in your specific circumstances, you can refer the decision to the [Housing Ombudsman / First-tier Tribunal]. If the underlying reason changes (e.g. I succeed in obtaining superior-landlord consent), I will write again. Kind regards, [Landlord name]

Template 3 - Request more information (clock pause)

Subject: Pet request - more information needed before I can decide

Hi [tenant first name], Thank you for your written request to keep a pet at [property address] dated [date]. Before I can give a final decision within the 28-day decision window, please provide: 1. Type of pet (species + breed + age + weight). 2. Whether the pet is currently living somewhere else, and if so, a reference from the previous landlord or owner. 3. Whether you intend to take out pet damage insurance and which insurer. 4. Confirmation from any co-tenants on the agreement that they consent. The 28-day decision window restarts from the date you provide all of the above. I will respond within 28 days of your full reply. Kind regards, [Landlord name]

Audit log row template (per request)

- Date written request received (and channel: email / portal / letter).
- Pet description (species, breed, age, weight).
- Decision date (must be within 28 days of full information).
- Decision (approve / refuse + ground / more info).
- Conditions or evidence attached to the decision email.
- Tenant acknowledgement (read receipt, reply, signed addendum).