

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

You cannot make consent conditional on pet insurance, and you cannot require a professional end-of-tenancy clean. The pet-insurance clause was dropped before the Renters Rights Act passed, and no permitted-payment exception was added to the Tenant Fees Act 2019. You also cannot take a separate pet deposit: the five-week cap still applies. The protected deposit is your remedy for pet damage.

Subject: Pet request - approved

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, on the following basis: 1. You remain responsible for any damage caused by the pet beyond fair wear and tear. As with any damage, this is recoverable from the protected deposit at the end of the tenancy, on the usual evidence. 2. The pet remains the only pet at the property; any additional pets require a fresh written request. 3. If the pet causes a documented nuisance to neighbours or other occupiers, I may need to review this consent. I will record this approval against your tenancy. No further action is needed from you. 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, 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. Confirmation from any co-tenants on the agreement that they consent. I will give you my written decision by [date], which is either the end of the original 28-day window or 7 days from your reply, whichever falls later. 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).