

Pet Policy

Supporting Pets in Your Grainger Home (Assured Periodic Tenancies)

Dated: March 2026 (effective from 1st
May 2026)

1. Introduction

Grainger plc (“Grainger”) recognises the benefits that Pets can bring to their owners, including companionship and support for wellbeing. We recognise that, for many customers, Pets play an important role in feeling settled and at home.

This Pet Policy (“Policy”) sets out how we manage Pets within our properties and buildings. It explains what you can expect from us and what we expect from you as a Pet owner.

With effect from 1 May 2026, the Renters’ Rights Act 2025 (RRA) grants renters in England the right to request consent to keep Pets in rented homes. This Policy explains how to make a Pet Request and how such requests will be assessed. It also sets out the requirements that apply once permission is granted.

Having clear and consistent processes helps us support responsible Pet ownership fairly. Where a Pet is kept at one of our properties without prior written permission, this will constitute a breach of the Tenancy Agreement. We will take a proportionate and constructive approach to resolving issues wherever possible, before taking formal enforcement action where necessary.

2. Our approach

When it comes to Pets, we are committed to:

- a. considering all Pet requests fairly and on a case-by-case basis; and
- b. creating welcoming communities where both customers with Pets and those without Pets live happily together.

Our approach is based on balancing the needs of our customers, their Pets, and their neighbours, ensuring a fair and considerate community for everyone. This Policy has been designed with that balance at its heart. We aim to create homes and communities where customers can live well together, with clear expectations and mutual respect.

3. Definitions

The following words have the meanings set out below in this Policy:

Pet	Refers to animal kept by a person mainly for personal interest, companionship, ornamental purposes, or any combination thereof, excluding any Dangerous Dogs.
Pet Request	Refers to a written request submitted by a customer seeking consent to keep a Pet.
Pet Request Form	Refers to the application form to be completed containing all information necessary to consider the Pet Request.
Tenancy Agreement	Refers to the assured periodic tenancy agreement entered into by a customer with Grainger.

4. Scope

This Policy applies to properties that are owned and managed by Grainger. Given the range and variation of our properties, it is not possible for this Policy to address every individual circumstance.

Building-specific arrangements are in place for the accommodation of Pets, and where appropriate, certain areas may be designated as Pet-friendly or Pet-free.

We welcome Pet Requests and consider each request on a case-by-case basis. Assessments will take account of the specific features of the property and balance the interests of the customer, the Pet, and other occupants of the building.

5. The measures we have in place to support responsible Pet ownership

Our aim is to make the process clear, fair and supportive, while protecting the comfort and safety of everyone living in our buildings:

- a. providing a fair and transparent application process for customers wishing to keep a Pet (a Pet Request);
- b. assessing all Pet Requests on a case-by-case basis and making decisions objectively, fairly, and on their individual merits;
- c. ensuring customers are informed of their rights and responsibilities in relation to Pet ownership within our properties and buildings;
- d. promoting a shared responsibility among customers to support the welfare of Pets while also ensuring the comfort, safety, and wellbeing of all customers living in our properties; and
- e. complying with the requirements of the Renters' Rights Act (RRA) in relation to the assessment and management of Pet Requests.

6. Making a Pet Request

Pet Request Form

If you would like to keep a Pet in your Grainger home, you will need to submit a Pet Request Form covering all customers named on the Tenancy Agreement. Completion of the form enables us to assess your request fully and efficiently.

The Pet Request Form includes the following information:

- a. A clear description of the Pet for which consent and approval is being sought;
- b. The customer's contact details; and
- c. Any additional information you wish to provide to be considered as part of the Pet Request.

Existing customers

You must submit a Pet Request Form and receive our permission before bringing any Pet into your home. Keeping a Pet without permission will be treated as a breach of your Tenancy Agreement.

New customers

A Pet Request Form must be submitted as part of your leasing journey. Any Pet Request will be considered and decided before the parties enter into the Tenancy Agreement.

How to submit a Pet Request

You can submit a Pet Request:

- Via the resident app
- By email
- By post
- In person with a member of the on-site team

Once received, we will review your Pet Request and confirm the next steps to you.

7. Pet Request Process and Timetable

We will consider every Pet Request on a case-by-case basis, taking into account a range of relevant factors. Our decision will be based on the specific circumstances of each request, which may include:

- a. the type and number of Pets;
- b. the home you live in; and
- c. the potential impact on neighbours and the wider building community.

There are no blanket rules, and keeping a Pet does not automatically mean that a request will be either approved or refused.

On receiving a Pet Request, we will undertake the following steps:

Step 1	We will acknowledge receipt of the Pet Request Form promptly and commence our review. We may request additional information (e.g. type, size, training status, vaccinations) to assist us with the assessment, and we may also ask to meet your Pet.
Step 2	We will consider the Pet Request based on the information that has been provided and we will respond within 28 days of the completed Pet Request Form being received. This period of 28 days may be extended by 7 days where we have requested and received additional information.
Step 3	We will confirm in writing our decision. Where a superior landlords request is required, we will confirm their decision within 7 days of receiving their consent/refusal.

Throughout the process we will keep you informed of progress and outcomes.

8. Pet Request - permission granted

If your Pet Request is approved, permission will apply only to the specific Pet approved. Any additional or future Pets will require a new Pet Request Form to be submitted and approved.

As part of the approval process, you must confirm that you understand and agree to comply with the Pet expectations set out in this Policy. Compliance with these expectations forms part of your tenancy responsibilities and is intended to ensure that Pets can be enjoyed without adversely affecting others.

9. Pet Requests - reasonable grounds for refusal

We may reasonably refuse a Pet Request in certain circumstances. Examples of situations where a request may be refused include (but are not limited to):

- a. where another customer has an allergy that would be adversely affected by the Pet;
- b. where the property is too small or otherwise unsuitable for the size, type, or number of Pets requested;
- c. where the Pet is illegal to own, such as a dog prohibited under the Dangerous Dogs Act 1991; or
- d. where there is a freeholder restriction.

All Pet Requests are assessed on a case-by-case basis, and the examples above do not constitute an exhaustive list of circumstances in which a request may be reasonably refused.

10. RSPCA

In assessing Pet Requests, we may also have regard to relevant guidance published by the RSPCA.

11. Pet Friendly and Free Areas

We reserve the right to designate and maintain Pet-free areas within our buildings to ensure the needs of all customers are met. This helps us support customers with differing needs and ensure spaces can be enjoyed by everyone. Any breach of the rules relating to the use of, or access to, Pet-free areas will be managed in accordance with our Anti-Social Behaviour Policy.

Except for the purposes of entering, exiting, or moving through the building, Pets are not permitted to access any internal common areas (such as reception areas or resident lounges), unless the area is expressly designated as Pet-friendly. All Pet-friendly areas will be clearly signposted.

12. Customer responsibilities where permission has been given

Confirm agreement to this Policy

- a. All customers named in the Tenancy Agreement must read and agree to this Policy to confirm that they understand and agree to comply with the Pet-related terms for living in a Grainger home, as set out in this Policy.

- b. Serious or repeated breaches of this Policy will constitute a breach of the Tenancy Agreement. Where we reasonably believe that a Pet is at risk, or where a Pet is causing disturbance or nuisance to others, this will also be treated as a breach of the Tenancy Agreement. In such circumstances, we reserve the right to enforce the terms of the Tenancy Agreement, which may include seeking possession of the property on the grounds of anti-social behaviour.
- c. If you wish to keep an additional Pet, you must submit a new Pet Request Form and obtain our written permission before bringing any additional Pet into the property. You must also obtain our permission in advance if you intend for any Pets to visit the property.

Compliance with laws

- a. You must at all times comply with your legal responsibilities in relation to owning and keeping a Pet. This includes complying with relevant laws and regulations, such as the Dangerous Dogs Act 1991, the Dangerous Wild Animals Act 1976 and the Animal Welfare Act 2006. We operate a zero-tolerance approach in relation to Pets that are deemed dangerous. Customers are strictly prohibited from keeping any dog or other animal that is illegal to own, within our properties or buildings.
- b. You must ensure your Pet is kept under proper control at all times and does not behave in a way that could reasonably cause any person(s) to feel threatened or at risk of being attacked.

Pet supervision

- a. Pets must be appropriately supervised at all times and must not be left unattended for periods that could compromise their welfare or result in damage to the property. Where an unsupervised Pet causes damage or raises welfare concerns, the customer will be liable for all reasonable costs incurred and any resulting breach of this Policy, the Tenancy Agreement, or applicable animal welfare legislation. Grainger may report any suspected neglect or abandonment to the relevant animal welfare authorities.
- b. All dogs must be kept under proper control and on a lead at all times whilst in any internal or external common areas of the building.
- c. You must ensure that your Pet does not cause damage to any part of the building, common areas, fixtures, landscaping, or planted areas, including lawns, shrubs, and communal gardens.
- d. You must promptly remove and properly dispose of your Pet's waste from all common areas, including grounds, pathways, parking areas, and surrounding land. Repeated failures to comply may result in reasonable cleaning or remedial costs being charged to the customer.
- e. Small or contained Pets (including birds, rodents, reptiles, and fish) must be kept securely in suitable cages, tanks, or terrariums while indoors. Such Pets may only be removed for brief periods for cleaning, care, or exercise and must be returned immediately.
- f. Pets must not cause nuisance, disturbance, or excessive noise to neighbours or other occupants. Any dangerous behaviour, persistent disturbance, or repeated breach of this Policy may be managed in accordance with the Anti-Social Behaviour Policy and the Tenancy Agreement. Customers are responsible at all times for the behaviour and actions of their Pets. Ongoing nuisance, noise disturbance, or other material breaches of this Policy may constitute anti-social behaviour and may be actioned under Grounds 12 and/or 14 of Schedule 2 to the Housing Act 1988, as amended.

13. Damage and Insurance

Any damage to the property caused by a Pet, including (without limitation) damage to carpets, flooring, walls, fixtures, fittings, gardens, or communal areas, shall be the sole responsibility of the customer. Customers are expected to take responsible steps to prevent avoidable damage and to maintain their home in a good condition.

We reserve the right to recover all reasonable costs incurred as a result of such damage, including repair or replacement works, professional cleaning, re-decoration, specialist treatment, or any other necessary

remedial works arising directly from Pet-related damage. Where permitted, such costs may be deducted from the Security Deposit.

14. Where a customer disagrees with our decision to refuse a Pet Request

If you believe we have unreasonably refused your Pet Request, you may:

- a. Raise concerns through our complaints process; or
- b. Commence court proceedings.

15. Changes to Pet Arrangements

If your Pet-related living arrangements change, you must follow the Pet Request process set out in this Policy and obtain our permission before bringing any new Pet into your home. This includes (but is not limited to) circumstances where:

- a. you wish to add one or more additional Pets;
- b. you wish to replace an existing approved Pet with a different Pet;
- c. you make any significant changes to your previously approved Pet arrangements; or
- d. you wish to undertake any short-term Pet-sitting for family members or friends.

16. Temporary Relocation

In the event that you are required to move out of your home due to an emergency circumstance or to allow us to carry out major works, it may not always be possible for your pet to remain with you. In these circumstances you may need to find alternative accommodation for your pet during this period at your own cost.

17. Equality, Diversity and Inclusion (ED&I)

Grainger recognises that some customers may face additional barriers in understanding their rights or engaging with our processes, including language barriers, literacy challenges or other support needs. We are committed to ensuring that this Policy and its associated communications are accessible to all customers, and that colleagues are equipped to support customers with diverse needs in a sensitive and inclusive manner.

If you require support in understanding this Policy or the Pet Request process, we will provide appropriate assistance and make reasonable adjustments as required under the Equality Act 2010. This includes providing information in alternative formats and offering support for customers with language or comprehension needs.

18. Policy Review

This Policy will be reviewed every 2 years or when there are changes in legislation, regulation, or operational requirements. Any updates will be communicated to customers through appropriate channels.

19. Document Owner and Approval

The Policy owner is responsible for ensuring that this Policy is reviewed periodically and remains aligned with current legislation and Grainger's operational standards.

20. Document History

Policy Owner	Director of Build to Rent
Date of last review	9 April 2026 – V11
Date of current review	9 April 2026
Date of next review	1 May 2028

Version control

Version 12

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