

M&G Affordable Living RP Limited (“MAL”)

Pet Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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Authors: Director Asset Management

1. Introduction.

1.1 This Policy outlines our approach to dealing with pets in residents’ homes.

This Policy applies to residents living in Affordable and Shared Ownership properties.

We encourage responsible pet ownership; balancing the positive impact pets can have, while ensuring they do not negatively affect others or cause a nuisance.

2. Keeping a pet

Tenancy agreements should set out if we allow pets and, if so, if you need permission. In some blocks, where we do not own the freehold, we will be bound by the rules of the freeholder and what is in our agreement with them. If a tenant lives in such a block or if the tenant is unsure what is in their agreement, the tenant should ask their Property Manager for further information.

We encourage responsible pet ownership, in accordance with the Animal Welfare Act 2006. Our managing agents will involve the RSPCA immediately where we suspect animal cruelty or neglect and encourage anyone who reports concerns about a pet to us / our managing agent, to do the same.

3. Tenant responsibilities

Tenants must keep animals in a reasonable manner and not allow them to cause a nuisance to anyone or cause damage to their home. Tenant must not keep, or allow visitors to bring to their home, any livestock or animal classed as wild or dangerous in law. Visitors can bring animals to a tenant’s home for temporary periods of time, as long as they do not cause nuisance to neighbours.

Through our managing agent, we may ask tenants to keep animals in a separate room when visiting their home e.g. contractors visiting to carry out a repair. Tenant and their visitors must keep dogs on a lead at all times in communal areas of our buildings and grounds.

Failure to meet these expectations may be a breach of your Tenancy Agreement

4. When a tenant requires our permission

Tenants must obtain our permission before they get a pet, if:

Live in a self-contained house, flat or maisonette and the tenant would like to have a pet (except small pets, such as hamsters and goldfish)

- Want more than one cat or dog and the tenant(s) live in a house or bungalow with a private garden
- Want to run a pet related business from home e.g. grooming, dog walking, pet sitting
- Want to install dog or cat flaps - we need to check the flaps will not affect the door’s fire safety.

When tenants request permission, through our managing agent, we will consider:

- The terms and conditions of your occupancy agreement
- The suitability of the accommodation

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- Tenant’s ability to care for the pet including any previous issues if they previously had pets
- Local issues relating to pets and anti-social behaviour
- Any breaches of tenancy relating to noise
- Whether this is a temporary arrangement e.g. a family member is in hospital.

We will grant permission for an assistance dog.

Before we / our managing agent grant permission, our managing agent may ask you to sign a Pet Agreement. If we do not give permission, we will contact you to explain why.

Where we / our managing agent discover a pet is being kept without our knowledge, our managing agent may give permission retrospectively if other conditions for keeping a pet can be met.

If you feel we have refused a request for a pet unfairly, you can appeal by following our Complaints Policy.

5. Restrictions

We will not allow tenants to keep:

- Any animal listed in the Dangerous Wild Animals Act 1976 including large or venomous snakes and certain types of spider.
- Dogs listed in the Dangerous Dog Act 1991 Section 1
- Farm animals e.g. sheep, goats, pigs, cattle, horses, cockerels.
- Bees
- Tenants must not bury pets in any private or communal garden

6. What if there is a problem

If there are problems with a pet in the tenant’s home e.g. noise complaints, our managing agent will work with the tenant to solve any problems in line with our Anti-Social Behaviour Policy.

If pets cause damage to the tenant’s home, our managing agent will charge the tenant in line with our Rechargeable Repairs Policy.

Our managing agents will ask the tenant to rehome their pet(s) if the tenant’s:

- are keeping pet(s) where we wouldn’t give permission or refused your request
- pet is causing a nuisance and the tenants are not working with us to resolve this
- pet is causing a nuisance and there are no further options to solve this
- pet attacks or injures other animals or people
- pet is causing damage to the property or the condition of their property is unhygienic because of their pets
- have too many pets in their home.

If our managing agent ask the tenant to rehome any pet, our managing agent will tell the tenant why and discuss with the tenant a timescale for them to remove the pet from their home. We will confirm our agreement in writing.

We expect the tenant to engage with our managing agent and help resolve problems. We may take possession proceedings for breach of tenancy if the tenant fail to put right any problems or fail to rehome their pet within a reasonable time.

7. Legislation and regulations

- Dangerous Wild Animals Act 1976
- Dangerous Dog Act 1999
- Animal Welfare Act 2006
- Anti-Social Behaviour, Crime and Policing Act 2014

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8. Policy review.

We will review this policy at least every two years to make sure it remains relevant and accurate, or more frequently where:

- Legislation, regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
- We identify any problems or failures in this policy or procedure as a result of customer, colleague or stakeholder feedback, complaints, or findings from an independent organisation.
- We become aware of any circumstances which may affect the content of this policy.

9. Version Control

Version	Checked by	Amendments	Date of Approval	Review date
V1.0	Director Fund Management	Policy adoption.	Feb. 2026	Feb. 2028