

Grainger plc Pet Policy

July 2025

1. Introduction & Statement of Intent

Grainger plc ('Grainger') recognises that pets can bring a huge amount of joy to their owners. We are committed to supporting responsible pet ownership in the private rented sector by offering pet friendly tenancies across many Grainger properties. Our pet friendly policy has been designed in the best interests of pets, their owners and neighbouring customers.

The purpose of this policy is to provide information to ensure the best possible environment for both pet owners and non-pet owners and to ensure the responsible care of pets.

Our policy is:

- To provide a fair and transparent pet application process which is clear and easily accessible for customers wishing to keep pets.
- To consider all pet applications on a case-by-case basis ensuring decisions are made objectively and fairly.
- To ensure all customers understand their responsibilities regarding pet ownership in Grainger properties.
- To maintain appropriate standards of property management whilst supporting responsible pet ownership.
- To take collective responsibility for ensuring the welfare of pets and the comfort of all customers.

2. Definitions

A **Pet** is defined as any domestic or tamed animal kept for companionship, personal interest or ornamental purposes or any combination thereof. This definition excludes any dogs included within the Dangerous Dogs Act 1991.

A **Pet Application** is a formal written request submitted by a customer seeking permission to keep a pet in their Grainger property.

A **Pet Care Form** is the detailed application document that must be completed providing all necessary information about the proposed pet for consideration.

Dangerous Dogs refers to any dogs specifically prohibited under the Dangerous Dogs Act 1991.

Pet Rent is the additional monthly charge applied to tenancies where cats or dogs are approved.

A **Customer** is anyone to whom Grainger delivers a service including tenants, household members and those impacted by our services.

Microchipping refers to the legal requirement for cats and dogs to have an electronic identification chip implanted.

3. Objectives

The aim of this Pet Policy is to set a clear, consistent and fair approach for pet applications and management. This ensures Grainger meets its obligations whilst treating customers fairly in an open and accountable way which builds trust and respect.

We will provide clear guidance on how to submit a pet application and how applications will be processed. Listening to and responding to the views of our customers is central to Grainger's commitment to improving services.

4. **Scope**

This policy applies to all homes owned and managed by Grainger plc and our For-Profit Registered Provider, Grainger Trust.

This policy applies to customers wishing to keep a domestic or tamed animal or animals for companionship, personal interest or ornamental purposes or any combination. This policy excludes any dogs included within the Dangerous Dogs Act 1991.

Due to the variety of homes that we offer this policy cannot cover every situation where we would or would not be able to reasonably refuse a pet. Similarly, the size of pets is not specifically limited but pet size in relation to the size of the property is expected to be proportionate and in the best interests of the pet.

5. **Our approach**

We will fully consider all requests to have a pet in a customer's home on a case-by-case basis via submission of a Pet Application.

All applications will be assessed on basis of fair and objective assessment. Grainger will promote this Pet Policy through our website and other direct communication methods such as App posts, posters and annual reports.

A customer can make a pet application in whatever manner is accessible to them, including via email, over the phone, via a nominated representative, through our resident App or in person to a member of Grainger staff.

Grainger will deal with pet applications by:

- Dealing with applications on their merit with an independent approach and open mind.
- Ensuring the customer has opportunities to set out their position.
- Addressing actual or perceived conflicts of interest.
- Completing a thorough assessment considering all evidence.
- Ensuring reasonable adjustments are made for customers who need support as appropriate under the Equality Act 2010.
- Keeping a full and detailed record of applications made including all correspondence and associated reports.

If any customer is not satisfied with the outcome of the application they can appeal the decision. (see application restrictions below)

For any complaints raised regarding Pets, these will be managed in line with complaints process.

6. **Process**

Current Customers

For current customers, applications for having a pet in a Grainger property must be given in writing prior to obtaining a pet to ensure we can provide the right support and accommodation for our customers.

The Pet Application must detail all information required in the Pet Care Form to be fully considered.

Grainger will acknowledge the application within 5 working days. We may contact the customer to understand the nature of the application and to clarify any requirements. A response detailing the reason for permission and/or refusal will be provided within 10 working days of the completed Pet Care Form being received.

New Customers

For new customers, applications for having a pet in a Grainger property will be requested as part of the leasing journey and the application will be considered in advance of an offer on a Grainger property being accepted.

Where possible we may request a meeting with the pet in question as part of the application process.

Application Restrictions

In some circumstances we may need to refuse permission to keep a pet. Reasons for refusing a pet may be due to the size of the property, consideration of any current approved pets under the tenancy, location in the building or lack of outdoor space.

For full transparency Grainger will unfortunately not be able to accept applications for the following:

- Fish tanks larger than 250 litres due to potential damage to the property should the tank be broken or defective.
- Pets from overseas who don't have the relevant passport and supporting documents allowing them to travel in the UK.
- Cats and dogs that have not been microchipped. We may request confirmation of the unique code as part of the application process.
- Pets who are not up to date with their immunisations. We may request evidence of this as part of the application process.

We recognise that as responsible pet owners, customers will have pet insurance, and we will require a copy as part of the application.

For all other applications decisions will be made on an objective basis. We will always be fair and reasonable when considering the request and act in the best interests of the pet in the first instance.

We reserve the right to maintain pet free areas of a building in order to cater for all customers' needs.

Should a customer not agree with our decision to refuse a pet or because they are unhappy with the way we have considered the request, they will be able to raise their concerns via our complaints process.

Where a customer feels that we have unreasonably refused their request, they will be able to escalate their complaint to the Private Rented Sector Ombudsman once appointed.

On completion of a successful Pet Application, there will be an additional monthly pet rent applied for dogs and cats. For any additional approved dogs or cats, a further monthly pet rent per pet will be applied.

7. Customer Responsibilities

Customers will be asked to sign a copy of this Pet Policy to confirm understanding of the provisions and conditions to pet ownership when living in a Grainger home.

We request that all customers with pets familiarise themselves with their legal responsibility to control their animal under the relevant law, for example the Dangerous Dogs Act 1991, the Dangerous Wild Animals Act and the Animal Welfare Acts 2006. This includes taking responsibility to ensure that no person is ever made to feel reasonable apprehension of being attacked by your animal.

We operate a zero-tolerance policy with regards to dogs deemed as dangerous. Therefore, customers are strictly prohibited from keeping any dogs included within the Dangerous Dogs Act 1991. This applies to both the customer's home and any internal or external common areas.

Whilst pets are very welcome within your home, we kindly ask all customers to refrain from taking their pet into the internal resident lounges or any other internal common areas unless clearly designated pet friendly, other than to enter or exit the building. If an area is pet friendly it will be clearly designated with signs.

All dogs must be kept under control on a lead while in any internal or external common areas of the premises.

Customers are responsible for keeping their home and its outside space, if any, clean and free of pet odours, insect infestation and pet faeces, urine, waste and litter. This includes any balconies or other outside space within the property. Customers will make all reasonable efforts to restrain and prevent the pet from gnawing, chewing, scratching or otherwise defacing the doors, walls, windows and floor coverings, fixtures and fittings and where furnished all Grainger owned furniture. Reasonable efforts to prevent the pet from damaging common areas, buildings, landscaping and shrubs are also expected.

Customers must ensure their pets are properly supervised at all times. Pets must not be left unattended for extended periods that could potentially cause damage to the property or compromise the pet's wellbeing. Should a pet be left unsupervised for any duration, resulting in property damage or welfare concerns, the customer will be held fully responsible.

Any damage to the property caused by a pet, including but not limited to carpets, flooring, walls, fixtures, fittings, gardens or communal areas, will be the sole financial responsibility of the lead tenant. We reserve the right to recover all costs associated with repairing or replacing damaged items, professional cleaning, re-decoration, specialist treatment, or any other remedial work required as a direct result of pet-related damage.

Persistent violations of this policy may result in the revocation of pet privileges or further action as permitted under the tenancy agreement.

Customers must immediately remove, clean up and appropriately dispose of any pet faeces, waste and litter deposited by the customer's pet on the common grounds, shrubs, flower beds, sidewalks, accessways, parking areas and adjacent streets of the building. We understand that accidents happen however we reserve the right to issue cleaning costs to customers that continue to allow their pets to foul in internal or external areas of the building.

Pets that require cages or terrariums (such as birds, hamsters, reptiles, fish, etc.) must remain within their designated enclosures at all times while in your home. These pets may only be removed from their enclosures for reasonable periods of exercise or care, after which they must be promptly returned to their proper housing. This requirement helps ensure both the safety of your pet and the protection of the property.

Customers must ensure their pets do not cause a nuisance to neighbours. This includes excessive noise.

Customers are responsible for their pets in accordance with the Animal Welfare Act 2006. If we believe that a pet kept in the property has been neglected or abandoned, we reserve the right to report this to an appropriate animal welfare organisation.

Customers are responsible for ensuring their pet will not disturb or cause a nuisance to other customers. Customers are also responsible for the welfare of their pets. If Grainger deems the pet to be at risk of maltreatment or believes the pet to be disturbing other customers, it could lead to formal action being taken against the customer as a potential breach of the tenancy agreement.

All pets kept at the property must be vaccinated and regularly treated for fleas and worms if appropriate.

Customers may not breed animals or offer for sale any animal in the property.

Once an application for a cat or dog is approved a Grainger tag will be issued for the pet which must be worn at all times to demonstrate that they are an approved Pet member of the community.

Customers who wish to add another pet after moving in with their initial pet must submit a new pet application and receive written approval before bringing the additional pet into their home.

Where our contractors or agents are instructed to visit the property, we may pass on details of the existence of the pet to them.

8. Equality and Diversity

Grainger recognises that there could be support, language or comprehension issues for a minority of customers and that these could contribute to the understanding of this policy and associated messages. Grainger will work closely with customers to overcome these barriers and provide appropriate support as and when required.

9. Review

This policy will be reviewed every two years or when there is a change in circumstances, in work practices or the introduction of new regulation or legislation.

Document Owner and Approval

The Director of Build to Rent is the owner of this document and is responsible for ensuring that this procedure is reviewed.

A current version of this document is available to all colleagues on the Company intranet.

Document History

Policy Owner	Director of Build to Rent
Date of last review	15 July 2025 – V8
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