

T 4.11 Pets Policy

1. Purpose

This policy explains how Common Equity NSW (CENSW) manages pets in properties, ensuring tenants' rights to keep pets are balanced with animal welfare, property care and safety.

2. Scope

This policy applies to all tenancies managed by CENSW.

3. Policy

CENSW supports responsible pet ownership and recognises the benefits pets can bring to wellbeing. Tenants are permitted to keep pets with formal written approval, in accordance with the *Residential Tenancies Act 2010 (NSW)*.

All pet applications will be assessed fairly, transparently and consistently.

CENSW may impose reasonable conditions as part of the approval process, but will not charge extra rent or a pet bond.

Tenants with an assistance animal do not need approval. They should notify the landlord of the animal and provide the relevant documentation pertaining to certification.

3.1 Requesting Permission to Keep a Pet

Tenants must seek written permission before keeping a pet at their property by completing the Pet Application Form (available from NSW Fair Trading) and sent to CENSW. The request must include:

- the type and breed of the animal
- the size and number of animals
- where the animal will be kept

3.2 How Pet Requests are Assessed:

CENSW will only refuse a pet request for the reasons set out in the *Residential Tenancies Act NSW (2010)*. These are:

- there is an unreasonable number of animals at the property
- the fencing is not appropriate for safely containing the pet
- there is not enough open space for the type of pet requested
- the animal cannot be kept humanely at the property
- the animal is likely to cause excessive damage to the property

- the animal is not allowed under other laws, such as strata by-laws or council regulations
- the tenant has not agreed to reasonable conditions for keeping the pet

CENSW will provide written reasons if a request is refused and advise the tenant of their right to appeal.

3.3 Reasonable Conditions for Keeping a Pet

CENSW may set reasonable conditions for keeping a pet, including:

- carpet cleaning at end of tenancy, if the pet lives indoors and is a mammal (e.g. dog or cat)
- fumigation at end of tenancy, under the same conditions

Any conditions will relate to keeping the pet at the property and will be included in the written approval.

3.4 Tenant Responsibilities

Approved tenants must:

- care for the pet and meet its welfare needs
- ensure it does not cause nuisance, damage, or health risks
- follow the *Companion Animals Act 1998 (NSW)* and local council rules
- secure pets during inspections
- keep pets on leashes in common areas
- notify CENSW if their pet is declared dangerous or if any circumstances change
- keep cats indoors in multi-dwelling properties

3.5 Responding to Pet Requests

CENSW will respond to requests to keep a pet within 21 calendar days of receiving the completed application. If further information or external approvals are required, CENSW will notify the tenant and pause the timeframe until this information is received.

All decisions will be provided in writing and include reasons and information about appeal rights if the request is refused.

3.6 Withdrawing Approval

CENSW may withdraw approval to keep a pet if:

- the pet breaches reasonable conditions
- there are repeated complaints of nuisance or damage
- the pet becomes prohibited by law.

Tenants will be given notice and the opportunity to address concerns before further action is taken. If unresolved, CENSW may apply to NSW Civil and Administrative Tribunal (NCAT) to seek orders for removal of the pet.

4. Appeals

Tenants have the right to appeal decisions made under this policy. The CENSW Appeals Policy has more information on appeals.

5. Related Legislation, Documents and Policies

- Residential Tenancies Act 2010 (NSW)
- Companion Animals Act 2010 (NSW)
- Appeals Policy
- During a Tenancy Policy

6. Variations

Name and Designation of Approver	Head, Cooperative Services
Contact/Responsible Delegation	Cooperative Services Team Manager
Date approved	November 2025
Review Date	November 2025
Version	1