

2026 UK HOUSING PACK

Assistance Dog Housing Request Pack

What to write when a landlord says "no pets".

This pack explains the difference between ordinary pet requests and assistance dog reasonable adjustments under UK law. It includes a copy-paste landlord email template, an 'official registration' response, and a refusal record sheet.

Assistance Dog Registry UK

Voluntary support, ID and profile tools for UK assistance dog handlers.

assistancedogregistry.co.uk

General information, not legal advice. If housing is at risk, seek specialist advice.

1 MAY 2026

The key difference

ORDINARY PET

From 1 May 2026, private tenants in England can ask to keep a pet. The landlord must consider the request and should give a reason if they refuse.

Renters' Rights Act 2026

ASSISTANCE DOG

An assistance dog supports a disabled person. The request should be considered as a reasonable adjustment under the Equality Act 2010, not as an ordinary pet preference.

Equality Act 2010

KEY POINT

A "no pets" clause should NOT be used as a blanket refusal where a disabled tenant needs an assistance dog. The landlord must consider it as a reasonable adjustment.

Two different conversations



Pet request

About permission



Assistance dog

About disability access



No pets clause

Not a blanket refusal

What to include in your request

Your request can be brief. Cover these seven points.

- 1 Your name and tenancy/property reference.
- 2 A clear sentence saying you are requesting a reasonable adjustment.
- 3 A short explanation that you are disabled and rely on an assistance dog.
- 4 Your dog's name and broad assistance role.
- 5 Confirmation that the dog is house-trained and kept under control.
- 6 A request for written confirmation from the landlord.
- 7 Your voluntary ADR profile or ID details, if you wish to share them.

You do NOT need to disclose your full medical history. Keep it practical and relevant. The landlord needs enough to understand the request, no more.

Copy-paste landlord email

Replace [DOG NAME] and [YOUR NAME]. Send by email and keep a copy.

SUBJECT

Reasonable adjustment request assistance dog

Dear [Landlord/Agent Name],

I am writing to request a reasonable adjustment under the Equality Act 2010.

I am a disabled person and I rely on my assistance dog, [DOG NAME], to support me with disability-related needs. [DOG NAME] is trained / being trained to assist me and is not an ordinary pet.

I understand the property/tenancy includes a "no pets" rule. I am asking you to adjust that rule so that my assistance dog can live with me at the property.

[DOG NAME] is house-trained, kept under control, and I am happy to provide a brief profile with practical information about their role, behaviour and emergency details.

Please confirm in writing that this request has been considered as a disability-related reasonable adjustment.

Kind regards,
[YOUR NAME]

■ Always send by email. Keep the reply.

If they ask for "official registration"

There is no UK government register for assistance dogs. Voluntary registration helps the conversation but does not create the legal right.

USE THIS WORDING

There is no official UK government register for assistance dogs. My dog's voluntary registration and ID are provided to make communication easier, not because registration is legally required. The legal issue is that I rely on an assistance dog because of my disability.

Refusal record sheet

Date:

Property / letting agent:

Who replied:

Exact wording of refusal:

Did they consider reasonable adjustments?

Evidence saved (email, advert, screenshots, profile link):

Sources and where to get help

Sources

GOV.UK

Renters' Rights Act overview for tenants (May 2026)

GOV.UK

If you want a pet to live with you

Shelter England

Renting with pets the rules and what's changing

EHRC

Assistance dogs: a guide for businesses and service providers

Where to get help

Citizens Advice	citizensadvice.org.uk
Shelter England	england.shelter.org.uk
EHRC helpline	equalityhumanrights.com
Assistance Dog Registry UK	assistancedogregistry.co.uk

■ **DISCLAIMER**

This pack is general information, not legal advice. If your housing is at risk or you face discrimination, seek specialist advice from Citizens Advice, Shelter, or a qualified legal professional.