

Information sheet: Pet policy

Does Kāinga Ora allow pets in its homes?

- Kāinga Ora is a pet-friendly landlord — we support tenants having pets, as long as they're responsible owners.
- Tenants are expected to take full responsibility for their pets, including their care, containment, and wellbeing.
- We expect tenants to take care of their homes, including managing pets responsibly. If a pet causes damage beyond normal use, tenants will need to cover the cost of repairs.

Do tenants require consent to keep a pet in their home?

- Tenants will need to apply for written consent from Kāinga Ora if they want to keep a dog, cat, or livestock. They automatically have our consent to keep all other types of pets.
- As part of receiving consent to keep a pet, tenants must meet specific conditions. These include complying with local council bylaws, ensuring dogs and cats are desexed, and taking full responsibility for the containment, health, and wellbeing of their pet.
- There may be times when we can't give consent, including:
 - If the property is unsuitable for a pet.
 - If body corporate rules or council bylaws prohibit pets.
 - If a dog is classified by the local council under the Dog Control Act as dangerous or menacing.
 - If the tenant is disqualified from owning a pet.

What happens if there are issues with pets at Kāinga Ora homes?

- Kāinga Ora cannot enforce any potential bylaw breaches, animal nuisance, or dog attacks – that is the responsibility of animal control at the relevant local council.
- However, if we get a complaint about a pet's behaviour at one of our homes, we take it seriously. We'll work with the tenant and the right agencies to help sort things out.
- In situations where a serious breach of the tenancy agreement occurs, we may withdraw consent for the pet. Depending on the circumstances, we may also apply to the Tenancy Tribunal to have the pet removed from the property.