



MANSION STUDENT

EMOTIONAL SUPPORT ANIMAL POLICY

A therapy animal or emotional support animal (ESA) is an animal that provides emotional support to help alleviate identified symptoms or effects of disability or mental health conditions.

Whilst the benefits of support animals are clear, managing requests to accommodate support animals can be a complex matter in student accommodation. Mansion Student (MS) recognises the positive impact animals have on wellbeing, and in providing emotional assistance. However, MS must have processes in place to ensure the safety and wellbeing of all students, staff, and the animals.

On a case-by-case basis, residents may be permitted to keep an ESA after the appropriate approval, based on the following criteria:

- A request for an ESA must be made prior to entering into a tenancy agreement
- For an animal to be designated as an ESA, clinical evidence is required from an appropriate medical or mental health professional
- Requests will only be considered if reserving fully self-contained studio accommodation and the suitability of the available accommodation for the animal to live in will be taken into account
- The welfare of all our residents is important and will be taken into consideration when reviewing a request, especially where the animal may pose an unreasonable disruption to others living in the student accommodation
- Consideration can only be given to small animals that can be appropriately, safely, and hygienically kept in a student's room. The type/size of the animal alone may result in the request being refused. Venomous animals are strictly prohibited
- Whether the animal's presence will compromise legitimate safety requirements necessary for safe operation of the student accommodation

Procedure for Requesting to have an ESA

A tenant requesting permission to keep an ESA, must make a written request to MS at the point of booking accommodation. This should include the following:

- Information as to why the animal is required to live in residence with the tenant
- Supporting medical evidence of the tenant's medical condition and reason for the need for an ESA from an appropriate health professional
- Details of what type of animal the student proposes to bring into the accommodation
- Evidence of any vaccinations and pet insurance
- Details of an emergency contact to provide care for the animal if the tenant is not on site due to unforeseen circumstances, e.g. emergency hospital stays

If the request for an ESA is approved, MS will email confirmation to the tenant and the Site Team. **The tenant is not approved to bring an ESA to the accommodation without this confirmation.**

The tenant will be required to sign the Tenant ESA Agreement, confirming they understand their responsibilities whilst keeping an ESA within the accommodation.

TENANT AGREEMENT FOR AN EMOTIONAL SUPPORT ANIMAL

- Animal misbehaviour is the owner's responsibility, and the tenant is required to maintain control of the animal at all times
- Emotional Support Animals (ESA) must be properly trained (if applicable)
- Emotional Support Animals must be relevantly vaccinated and treatments up to date
- The tenant must ensure that their Emotional Support Animal is fully covered by insurance and will ensure that Mansion Student (MS) is provided with a copy of their current policy on arrival and at each renewal date
- The tenant must provide information about the animal in response to reasonable requests from MS staff from time to time
- Animals must be identifiable and under control at all times e.g. utilising a lead or harness
- The tenant is responsible for making sure that the approved animal does not interfere with the routine activities of the student accommodation or cause difficulties for tenants who live there
- The tenant is responsible for the actions of the animal including any financial implications this may have (i.e., damage to the accommodation, cleaning etc.)
- The tenant must notify the MS if the animal is no longer required in the accommodation. To replace an approved animal the tenant must reapply to MS
- The tenant is responsible for the care and supervision of the animal including feeding, exercise, health, safety, well-being and cleaning of the animal and associated equipment
- The tenant is responsible for cleaning up after the animal including the sanitary disposal of animal wastes
- The tenant must take reasonable precautions to keep the accommodation free of infestation by animal fleas. Where such infestations occur as a result of action, or inaction on behalf of the tenant, the tenant will be responsible for the full costs of fumigating and cleaning any affected parts and for rectifying and for removing the causes of such an infestation.
- ESAs must be always kept in the tenant's bedroom except when being transported outside. They are not allowed in communal areas
- Any approved animal may not be left for a prolonged period of time. Tenants must take their animal with them if they are not onsite overnight and cannot request someone else in the student accommodation to care for the animal in their absence
- The tenant must have an emergency plan arranged if circumstances change and they are unable to return to site
- The tenant must work with any operational requirements of the accommodation i.e., access for maintenance
- The animal should meet all legal requirements for travel and residing in the UK

Conflict Situations and Removal of an ESAs

MS will always work with the tenant to make sure that the inclusion of an ESA living in residence runs smoothly. However, there may be times when the presence or behaviour of the animal may cause difficulties. MS may require a tenant to remove an ESA from the student accommodation as follows:

- If the animal is not under the tenant's direct control or the animal is disturbing or disrupting the other tenants in the accommodation. The tenant will be given an opportunity beforehand to get the animal under control. If the disruption or disturbance continues, then the tenant may be asked to remove the animal
- If the presence, behaviour or actions of the animal constitutes an immediate risk or danger to people or property, the tenant can be asked to immediately remove the animal and 999 (emergency assistance) may be contacted
- MS has the right to relocate the tenant and the animal as necessary according to current contractual agreements
- Any received allegations of mistreatment towards the animal will be escalated to the Director of Operations and RSPCA
- Where the ESA poses an adverse health risk to other tenants, MS will seek medical documentation from the affected tenant/s to determine suitable alternatives and arrangements for either or both parties

TENANT AGREEMENT

I declare that I have read and accept the above conditions and will abide by the terms and conditions outlined here. I agree to provide any further information as necessary should it be required by Mansion Student.

Tenant Name: _____

Tenant Signature: _____

Emergency Contact Details

(Required for animal care if the tenant is not on site due to unforeseen circumstances, e.g. emergency hospital stays)

Name: _____

Email: _____

Phone: _____

Signed on behalf of Mansion Student: _____

Date: _____