

10

PET APPROVAL REQUEST

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —
2024 reforms, in force 1 May 2025

Your right to request a pet — and the 28-day clock that runs against the lessor

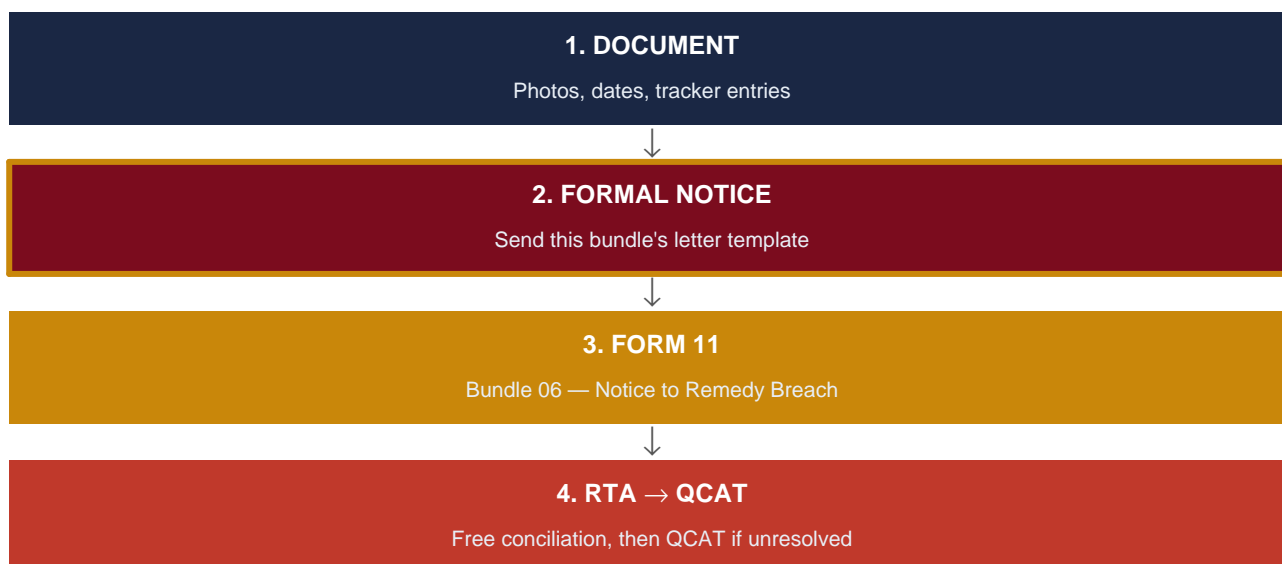
WHEN TO USE THIS BUNDLE

Use this bundle when you want to keep a pet in your rental. Since the reforms took effect, the process is a formal application with a statutory clock — not a negotiation. Send Form 21, diarise 28 days, and document everything.

KNOW THE LAW — PET REQUESTS AND DEEMED APPROVAL (RTRAA 2024)

Since the 2024 reforms, Queensland renters apply for a pet using the official Form 21. The lessor then has 28 days to respond in writing: approval, approval with reasonable conditions, or refusal with reasonable grounds. If they do not respond within 28 days, approval is DEEMED GIVEN by law. A blanket 'no pets' policy is not, by itself, a reasonable ground for refusal.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

01 Use the official Form 21

Download it from rta.qld.gov.au and complete it fully — the prescribed form is what starts the 28-day clock.

02 Send it and diarise the 28-day deadline

Send by email (timestamp) and note the deadline date in your tracker immediately. That date is the whole game.

03 Build the pet's credentials file

Registration, desexing certificate, vaccination records, references from previous rentals. If the refusal is challenged, credentials defeat generic objections.

04 Know what each response means

Written approval: done. Silence for 28 days: approval deemed — keep proof of the send date. A refusal must state reasonable grounds in writing within 28 days; anything else is invalid.

05 Challenge an unreasonable refusal

Use Bundle 06 (Notice to Remedy Breach) citing the reforms, then RTA dispute resolution and QCAT if the refusal has no reasonable grounds.

IF YOU NEED TO ESCALATE — WHAT QCAT CAN ORDER

QCAT can review a refusal: the lessor must establish the grounds were reasonable. Where approval was deemed by silence, QCAT will treat it as valid — keep dated proof of when you sent Form 21.

★ GOOD TO KNOW — SILENCE MEANS YES

This is one of the strongest renter rights in the 2024 reforms: if the lessor does not respond to your Form 21 application within 28 days, approval is deemed given. Keep dated proof of the application — that proof is your pet's licence.

■ CRITICAL — THE LESSOR CANNOT JUST SAY NO

Refusal is only lawful with reasonable grounds, given in writing, within 28 days. A blanket 'no pets' policy, a verbal no, or silence past the deadline have no legal effect — silence is deemed approval.

■ CRITICAL — CONDITIONS MUST BE REASONABLE

Approval can carry reasonable conditions, but not unreasonable ones. Decline unlawful demands in writing and keep them as evidence.

TEMPLATE — PET APPROVAL REQUEST (COVER LETTER)

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1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your details

3. SEND

Email it — request a read receipt, save a copy

Send this **WITH** the completed Form 21 attached — download it at rta.qld.gov.au. Fill in every **[bracketed]** field, then send via email — request a read receipt.

SUBJECT:

PET APPROVAL REQUEST — FORM 21 ATTACHED: [Insert Property Address]

Please find attached my completed pet approval request (Form 21) under the Residential Tenancies and Rooming Accommodation Act 2008, submitted **[Insert Date]**.

1. REQUEST DETAILS

- Pet: **[Type, breed, age — e.g., desexed female cattle dog, 4 years]**
- The pet is **[registered / desexed / vaccinated — list what applies]**. Supporting documents are attached: **[registration, vet records, references]**.

2. THE STATUTORY PROCESS

- You have 28 days from receipt of this application to respond — that is, by **[Insert Date + 28 days]**.
- Refusal must be given in writing with reasonable grounds. If no response is received within 28 days, approval is deemed to have been given.
- Any conditions attached to approval must be reasonable.

3. RECORD KEEPING

- This request, its attachments, and the date of service are logged in my tenancy records.
- I would welcome your written approval before the deadline so we can close this out simply.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]