

## 09

# PET CONSENT REQUEST

Residential Tenancies Act 1997 (Vic) — Section 71A

*Your right to keep a pet — and the 14-day clock that runs against the rental provider*

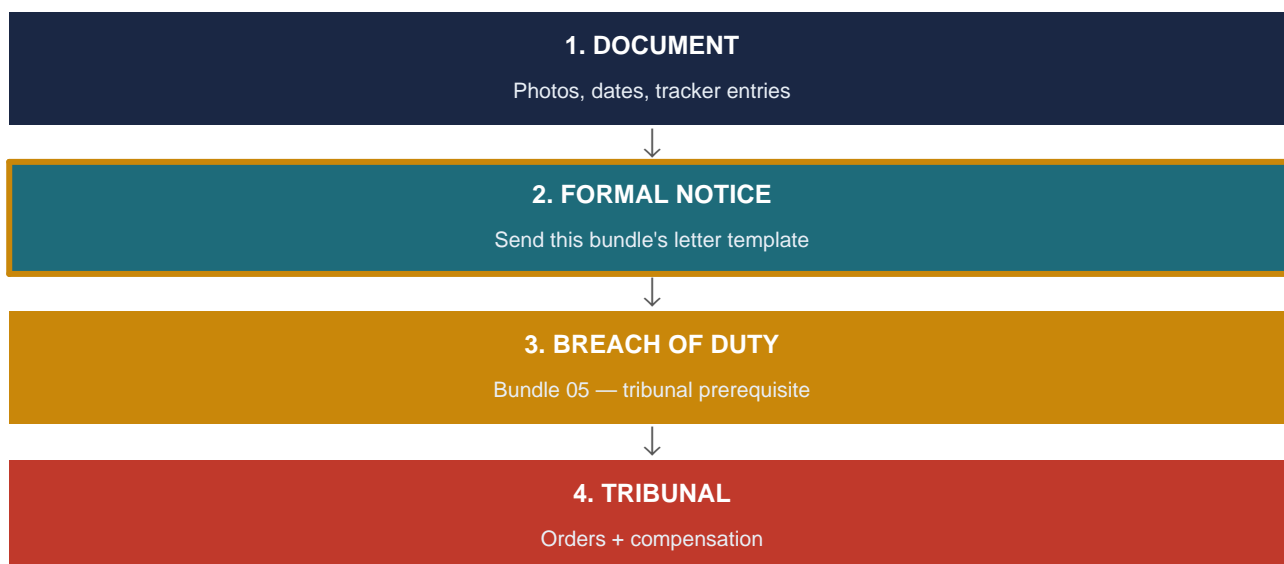
## WHEN TO USE THIS BUNDLE

Use this bundle when you want to keep a pet in your rental. The process is a formal request with a statutory clock — not a negotiation. Send the form, diarise 14 days, and document everything.

## KNOW THE LAW — PET REQUESTS AND DEEMED CONSENT (S.71A)

Since the 2021 reforms, a Victorian rental provider cannot simply refuse a pet. You submit a written request on the official CAV form; the rental provider then has 14 days to apply to VCAT for an order refusing consent. If they do not apply within 14 days, consent is deemed given by law. A 'no' by email or phone has no legal effect — only VCAT can refuse a pet, and the burden of going there is on the rental provider, not you. Pet bonds are not permitted in Victoria.

## HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

## 09

**STEPS TO SUCCESS**

Residential Tenancies Act 1997 (Vic) — Section 71A

01

**Use the official form**

Download the pet request form from [consumer.vic.gov.au](http://consumer.vic.gov.au) and complete it fully. Using the official form is what starts the 14-day clock — an informal email may not.

02

**Send it and diarise the 14-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, vet records, references from previous rentals. If the provider does go to VCAT, they must convince the Tribunal refusal is reasonable — your credentials file is what defeats that.

04

**Know what each response means**

Written consent: done. Silence for 14 days: consent is deemed given — keep proof of the send date. A refusal without a VCAT application: legally invalid — respond in writing citing s.71A. A VCAT application: attend with your credentials file; the burden is on them.

05

**Watch for retaliation**

A rent increase or termination notice shortly after a pet request can be challengeable as retaliatory. Log everything — and see Bundle 11 if a notice arrives.

**IF YOU NEED TO ESCALATE — WHAT VCAT CAN ORDER**

If the rental provider applies to VCAT, the Tribunal can only refuse consent if satisfied it is reasonable to do so — considering the pet type, the property, and fencing or amenity factors. The onus is on the rental provider. If they refused without applying, or you kept the pet after deemed consent, VCAT will treat the consent as valid.

**★ GOOD TO KNOW — SILENCE MEANS YES**

This is one of the strongest renter rights in the Act: if the rental provider does not lodge a VCAT application within 14 days of your compliant pet request, consent is deemed given. Keep dated proof that you sent the official form — that proof is your pet's licence.

**■ CRITICAL — THE PROVIDER CANNOT SAY NO — ONLY VCAT CAN**

Under s.71A a rental provider cannot refuse a pet request themselves. Their only lawful path to refusal is applying to VCAT within 14 days — and there, the burden is on them to show refusal is reasonable. An email saying 'no pets' has no legal effect. The 14-day clock keeps running through it.

**■ CRITICAL — NO PET BONDS IN VICTORIA**

A rental provider cannot require an additional bond, fee, or rent increase in exchange for pet consent. Any such demand is unlawful — decline it in writing and keep the demand as evidence.

**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 official CAV pet request form attached — download it at [consumer.vic.gov.au](http://consumer.vic.gov.au). Fill in every **[bracketed]** field, then send via email — request a read receipt.

**SUBJECT:****PET REQUEST — OFFICIAL FORM ATTACHED (s.71A): [Insert Property Address]**

Please find attached my completed pet request form under Section 71A of the Residential Tenancies Act 1997, submitted **[Insert Date]**.

**1. REQUEST DETAILS**

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

**2. THE STATUTORY PROCESS**

- Under Section 71A, if you wish to refuse this request you must apply to VCAT within 14 days of receiving it — that is, by **[Insert Date + 14 days]**.
- If no VCAT application is made within that period, consent is deemed to have been given.
- I note that consent cannot be made conditional on any additional bond, fee, or rent increase.

**3. RECORD KEEPING**

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

Yours sincerely,

**[Your Full Name]**

**[Property Address]**

**[Date]**

**[Contact Number / Email]**