

Residences Emotional Support Animal Policy

Policy Category:	General
Subject:	
Approving Authority:	SMT
Responsible Officer:	Phillip Cox- Associate Director for King's Residences
Responsible Office:	Estates & Facilities- King's Residences
Related Procedures:	ADP Application process https://www.kcl.ac.uk/accommodation/living-with-us/accommodation-disability-provision
Related College Policies:	ADP Policy Assistance Dog Policy https://www.kcl.ac.uk/policyhub/assistance-dogs-policy License Agreement (Terms and Conditions) https://www.kcl.ac.uk/policyhub/residences-licence-agreement Residences Accommodation Policy https://www.kcl.ac.uk/policyhub/residences-accommodation-policy Student Disability Support and Inclusion Policy https://www.kcl.ac.uk/policyhub/student-disability-inclusion-policy
Effective Date:	1 st February 2025
Next Review:	1 st February 2026

1. Purpose and Scope

This Policy details the circumstances where King's Residences can consider and accommodate requests for Emotional Support Animals in Residences. It advises on the factors taken into consideration during assessment of a request, the responsibilities of the student should a request be approved and limitations of King's Residences in either approving an Emotional Support Animal request.

The details of this policy will apply to all staff and students at all times, 24 hours a day and 7 days a week.

2. Definitions

- **ADP**
Accommodation Disability Provision. The process through which disabled students, or students with a long-term medical condition can apply for reasonable adjustments from King's Residences.
- **Disability**
To be considered disabled under the Equality Act 2010 definition, you must have a physical, sensory or mental disability which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities (including education). To be considered long-term, the effect of the disability must have lasted or be likely to last at least 12 months or for the rest of your life.
- **Assistance Animal**
An Assistance Animal is an animal which is trained to do work or perform tasks or services for an individual with a disability. This can include Assistance Animals trained by recognised organisations or trained by their owners for this purpose. Examples of such work or tasks include guiding people with visual impairments, alerting people with hearing impairments, pulling a wheelchair etc. Assistance Animals are trained working animals, not pets. The work or task an Assistance Animal has been trained to provide must be directly related to the person's disability.
- **Emotional Support Animal**
An Emotional Support Animal (sometimes referred to as a Therapy Animal) is an animal that provides emotional support or passive comfort that alleviates one or more of the identified symptoms or effects of a disability. Unlike an Assistance Animal, an Emotional Support Animal does not assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all times.
- **Pet**
A Pet is an animal kept for domestic use and companionship. A pet is not considered an Assistance or Emotional Support Animal. It is not covered by this protocol. Residents are not allowed to keep pets in King's Residences accommodation.

3. Policy

King's Residences is committed to providing reasonable adjustments to students with disabilities as detailed in the Equality Act 2010. Although within the Equality Act, ESA's are not currently recognised the same way as assistance animals, we understand they can be utilised by individuals to manage a range of conditions.

King's Residences will as such consider requests for ESA's on a case by case basis and subject to the reasonableness of that request. Any request will be considered if submitted following the correct procedure outlined in the ESA process and a decision will be made between Residences and the Disability Support team as with any additional requirement request.

If a student is approved an ESA, they are required to book a studio room, to ensure the welfare of the animal.

3.1 Factors considered in Emotional Support Animal Requests

The University will consider the following factors, among others, as evidence in determining whether the presence of the animal is reasonable or in the making of housing assignments for individuals with Emotional Support Animals:

The request is legitimate and reasonable and the required process as detailed in the Kings Residences Emotional Support Animal Request Process has been followed.

- If required, consultation has taken place between relevant stakeholders, either for agreement or awareness.
- The animal's presence does not otherwise violate individuals' right to peace and quiet enjoyment and will not risk forcing another individual or individuals from accommodation.
- The size of the animal is relative to the owner's assigned accommodation space. E.g., If animal is free roaming i.e., Cats/Dogs it is therefore practical that that only a studio is booked at the advertised rate.
- The animal is housebroken or is able to live with others in a reasonable manner.
- The animal's vaccinations/treatments are up to date and is healthy and does not constitute a hygiene risk if observed over a period of time.
- The animal is regularly checked by experienced veterinarians.
- The animal is of a safe and reliable temperament and does not pose or has not posed in the past a direct threat to the individual or others such as aggressive behaviour towards or injuring the individual or others. Any reports on historic behaviour must be provided to King's Residences.
- The animal is unlikely to cause damage to housing beyond reasonable wear and tear.
- The student is able to sufficiently handle or control the animal and understands and properly attends to its welfare and health needs and has agreed to be subject to the terms of this Policy.
- The Emotional Support Animal's owner agrees to abide by the Responsibilities under which access is to be granted to University premises under this Policy and suitable arrangements are made for the Emotional Assistance Animal's safe access on to the University's premises and in relation to any University.

3.2 Students Responsibility with their ESA

The following aspects are the responsibility of the student when an ESA is approved in residences. If any of the following are not adhered to, the approval to have an ESA may be withdrawn.

- Animal misbehaviour is the owner's responsibility and the student is required to maintain control of the animal at all times.
- Emotional Support Animal must be properly trained (if applicable).
- Emotional Support Animals must be relevantly vaccinated and treatments up to date.
- The student will seek all support advisory services from Disability Support Services and have a mutually agreed support plan at all times that covers the need for an Emotional Support Animal as a reasonable adjustment and have undertaken an arrival or pre-arrival site orientation process

with attendance of their Emotional Support Animal. The site orientation will include a safety check and agreement of practical provisions for the needs of the animal and ensure that there is sufficient space and facilities to accommodate the wellbeing of both the animal, the student and other residents.

- The student must ensure that their Emotional Support Animal is fully covered by insurance and will ensure that the University is provided with a copy of their current policy on registration and at each renewal date.
- The student must provide information about the animal in response to reasonable requests from University staff from time to time.
- Animals must be identifiable and under control at all times e.g. utilising a lead or harness.
- The student is responsible for making sure that the approved animal does not interfere with the routine activities of the residence or cause difficulties for students who live there.
- The student is responsible for the actions of the animal including any financial implications this may have (i.e., damage to residences, cleaning etc.)
- The student must notify the King's Residence if the animal is no longer required in the residence. To replace an approved animal the student must reapply to the King's Residence.
- The student 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 student is responsible for cleaning up after the animal including the sanitary disposal of animal wastes.
- Emotional Support Animals must be always kept in the student'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. Students must take their animal with them if they are not onsite overnight and cannot request someone else care for the animal in their absence.
- The student must have an emergency plan arranged if circumstances change if they are unable to return to site. An arrangement must be formally contracted with an appropriate individual/company at the expense of the student. Person/company needs to attend approximately within two hours.
- The student must work with any operational requirements of the residence i.e., access for maintenance as outlined by the Site team.
- The animal should meet all legal requirements for travel and residing in the UK.

3.3 Retraction of ESA approval

Kings College London will always work with the student to make sure that the inclusion of an animal living in residence runs smoothly. However, there may be times when the presence or behaviour of the animal may cause difficulties. The King's Residence may require a student to remove an Emotional Support Animal from University accommodation as follows:

- If the animal is not under the student's direct control or the animal is disturbing or disrupting the other students in the accommodation. The student will be given an opportunity beforehand to get the animal under control. If the disruption or disturbance continues, then the student may be asked to remove the animal.
or
- If the presence, behaviour or actions of the animal constitutes an immediate risk or danger to people of property, the student can be asked to immediately to remove the animal and 999 (emergency assistance) may be contacted.

- King's Residence has the right to relocate the student and the animal as necessary according to current contractual agreements.
- Any received allegations of mistreatment towards the animal will be escalated to Student Conduct and Appeals and RSPCA.
- Should an Emotional Support Animal be removed from the premises for any reason, the students right to stay will be assessed.
- Where the Emotional Support Animal poses an adverse health risk to an/other student/s, the University will seek medical documentation from the affected party/parties to determine suitable alternatives and equitable arrangements for either or both parties.
- The University may restrict access to areas of the University premises including areas of a student's accommodation for health and safety reasons.

3.4 Third Party Policies/Approaches for Emotional Support Animals

A number of King's Residences are owned and operated by third parties. Where you have selected a third party residence and you are approved an ESA, you may be required to re-book an alternative residence as ESA's are not permitted in all the residences.

If an ESA is approved by King's Residences, you may also be required to complete an ESA approval with the residence you have booked. If this is required, you will be informed by King's Residences.

Third party policies are available on request. They may deal with ESA requests in a different way.

3.5 University Liability

The University will not be responsible for the loss, ill-health or death of an Emotional Assistance Animal on its premises.

3.6 Complaints

Any issues in relation to any decisions taken under this Policy or Emotional Support Animals on University premises that cannot be resolve informally directly with residences at stage one should be raised by way of the University's student conduct and appeals procedure at stage two.

Relevant Policies, Documents, and Information

- [Disability Policy for Staff, Students and Visitors](#)
- [King's Data Protection Policy](#)
- [Data Protection Act 2018](#)
- [Equality Act 2010](#)
- [UCAS information for students with disabilities](#)
- [Stage Two Complaints](#)
- **Policy location:** <https://www.kcl.ac.uk/accommodation/living-with-us/accommodation-disability-provision>

	NAME	JOB TITLE	SIGNATURE
Author	Sophia Knight	Allocations Team Manager	<i>Sophia Knight</i>
Reviewer	Amina Hofri	Head of Applicant Experience and Conversion	<i>Amina Hofri</i>
Authoriser	Philip Cox	Associate Director of King's Residences	<i>Philip Cox</i>

Version	1.0
Effective Date	February 2025
Next Review	February 2026