



Summary of Cover

RESIDENTIAL LET INSURANCE FOR LANDLORDS

keyfacts®

INTRODUCTION

An insurance package designed for Landlords of let property.

This insurance has been underwritten by Ageas Insurance Limited registered in England and Wales, at Ageas Insurance Limited, Ageas House, Hampshire Corporate Park Templars Way, Eastleigh, Hampshire SO53 3YA, registration number 354568. It has been arranged and is administered by Home and Travel Limited, trading as City Landlord. Home and Travel Limited is insurance intermediaries, authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register on the Financial Conduct Authority's website at www.fca.org.uk.

Please read your certificate and statement of facts carefully and inform your broker or us immediately if any of the information is incorrect, if the level of cover is unsuitable for your needs or if any of the details have changed since purchasing the policy, including but not limited to, change in tenancy type, if it becomes unoccupied or if there are any building or renovations works starting.

You have 14 days from the start of the policy to amend or cancel the policy without incurring any charges. Cancellations made after 14 days of the start date will be subject to cancellation fee of up to £35. We will also retain a pro-rata premium for time on cover.

POLICY SUMMARY

This document provides a summary of the significant features, benefits and limitations of the cover provided by City Landlord Building and Contents insurance for landlords; as such, it does not contain the full terms and conditions of your insurance. You can find the full terms and conditions of the product in the policy wording. This summary is provided to you for information purposes only and does not form part of your insurance contract.

What cover do I have?

The section of cover you have including the sum insured for each section are shown in the policy certificate.

How long is it for?

Your policy will normally run for 12 months unless you or we choose to cancel. Pro-rata options are available if the policy is part of a portfolio. Please speak to your Broker or City Landlord for available options. If the policy was paid for by Direct Debit, your policy may auto-renew extending cover for a further 12 months. You will be informed of this in advance of the policy renewing.

What cover is available?

City Landlord Building and Contents insurance for landlords provides the following cover options:

- Buildings – the structure of the insured property.
- Landlord's Contents – the contents belonging to and provided by you for use by tenants at the insured property.

SIGNIFICANT FEATURES AND BENEFITS FOR BUILDINGS AND CONTENTS

Cover includes perils insured against the following major events: fire, explosion, lightning, earthquake, riot, collision by vehicles, aircraft or animals, storm or flood, theft or attempted theft, malicious damage, subsidence, landslip or heave, water or oil leaking from any fixed appliance, pipe or tank, falling trees, breakage of glass of sanitary ware, falling or breakage of radio and television aerials and dishes.

Buildings Additional Cover

Cover Offered	Standard Cover
Replacement value of the property following loss or damage by the insured perils	Up to amount nominated by you
Cover for tracing and making good leaking underground pipes, drains and cables	£2,500 for any one claim and £25,000 in any period of insurance.
Accidental breakage of fixed glass, double glazing, ceramic hobs and sanitary fixtures	✓
Loss of rent or alternative accommodation expenses following damage by an insured peril	30% of buildings sum insured

Damage to landscaped gardens caused by emergency services	£1,000 in any period of insurance
Theft of keys/lock replacement	£250 in any period of insurance
Loss of metered water	£500
Emergency Access	£1,000
Theft of fixed fabric of the property including fixed CCTV equipment and security lighting	£2,500

Contents Additional Cover

Cover Offered	Standard Cover
Replacement value of Contents (excluding residents possessions following loss or damage by the insured perils)	Up to the amount nominated by you
Contents in the communal parts within the property	✓
Loss of rent or alternative accommodation expenses following damage by a Contents insured peril	30 % of the Contents sum insured
Landlord's garden equipment	£1,000

Liability Cover

Cover Offered	Standard Cover
Property Owners Liability	up to £5m
Legal liability incurred under the Defective Premises Act	✓
	Optional Cover
Employers Liability	up to £10m

SIGNIFICANT OR UNUSUAL LIMITATIONS AND EXCLUSIONS

Policy Conditions and Exclusions	Applies to
The property must be maintained in a good state of repair and reasonable precautions must be taken to avoid any loss. For guidance, please refer to the Property Care booklet supplied with your insurance documents	All covers
It is a condition precedent to this policy that the property must be inspected every 6 months, internally and externally	All covers
You must take all reasonable precautions to prevent loss, destruction, damage, accident or bodily injury	All covers
Loss, damage or liability caused as a result of the insured property being used for illegal activities is excluded	All covers
The maximum amount payable including all the automatic cover is the sum insured	All covers
Deliberate or criminal acts by you, any member of your family or your domestic employees, resident or any other person legally on the premises or with the deception of any of these persons.	All covers

It is a condition precedent to this insurance that you should notify us immediately of any change in the risk or circumstances that may affect your insurance cover. Failure to notify us may invalidate your insurance policy	All covers
There is no cover for damage directly or indirectly caused by wear and tear, settlement, shrinkage, depreciation, corrosion, wet or dry rot, fungus, damp, moths, vermin infestation, rust, mildew, sealant failure, cracking, fracturing or collapse	All covers
Motor vehicles, valuables such as gold, furs, jewellery and personal articles are not covered under this insurance	Contents only
Fines and penalties imposed are not covered	Legal Liability cover
Liability for which compulsory motor insurance is required is not covered	Legal Liability cover
Damage to property leased, hired or rented to you is excluded	Legal Liability cover
Excess applies to each and every loss per private dwelling	All covers
All changes in tenancy/alterations in risk must be advised to Home and Travel Limited	All covers
Losses involving faulty/defective workmanship or the activities of contractors are excluded	All covers
This policy does not cover loss or damage to pipes made of pitch-fibre materia	Buildings only

EMPTY OR UNOCCUPIED PROPERTY

If any part of the insured property is empty or unoccupied, cover will be restricted to damage caused by fire, lightning, explosion, earthquake and aircraft only. We must be informed as soon as possible when this occurs.

We will not pay for any claim arising from the perils Fire, Lightning, Earthquake, Explosion and Aerial vehicles under this policy in respect of any property or part of property which is empty or unoccupied unless:

- The premises are inspected internally and externally at least once during each 7 days by you or your appointed representative; and
- The water, gas and electricity supplies are turned off at the mains and the water system drained but the electricity supply may be left on if required for security alarm or other security devices; and
- Door, door locks and windows identified as being suitable for external use must be fitted and operative at all times; and
- All refuse and waste materials are removed from the interior of the premises and no accumulation of refuse and waste be allowed in the adjoining yards or spaces owned by you;

Failure to comply with any part of this section may invalidate a claim. Your policy excess may increase whilst your property is empty or unoccupied.

EXCESSES

Please refer to certificate and statement of fact for excesses that apply to your policy. Your excess may differ if the property becomes empty or unoccupied, or if any of the facts which the policy is based on changes during the policy term.

YOUR CANCELLATION RIGHTS

You are entitled to cancel your insurance policy at any stage during the policy term. You are entitled to a period of 14 days, from inception, in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within these 14 days is therefore subject to a full refund.

Provided that there have been:

- No claims made under the policy for which we have made a payment;
- No claims made under the policy which are still under consideration;
- No incident likely to give rise to a claim but is yet to be reported to us.

Cancellations made after 14 days of the start date will be subject to cancellation fee of up to £35. We will also retain a pro-rata premium for time on cover. For instance, if you paid £200 for a policy and cancelled this half-way you will be entitled to a refund of £100 for the unexpired portion of the policy less the cancellation fee of £35 (total refund in this instance would be £65).

Please note any administration fees charged for policy set up are nonrefundable if cancelled after the 14 days cooling off period.

CLAIM NOTIFICATION

In the event that you need to make a claim under your policy, you should telephone the claims line on 0208 587 1071. Claims must be submitted within 30 days of the incident, full details of the claims process can be found in the policy wording.

You can write to the RGA Underwriting Claims department at, 27 Great West Road, Brentford, London, TW8 9BW

Telephone: 020 8587 1071
Fax: 020 8587 1061
E-mail: claims@rgau.co.uk

MAKING YOURSELF HEARD

We are committed to treating our customers fairly. However, we realise that there may be times when things go wrong. If this happens, please use the most suitable contact from the following list.

If you have a complaint about your claim, please telephone us on the number shown in your claims documents. Alternatively you can write to us at the address shown below or email us through our website at www.ageas.co.uk/complaints.

Please tell us your name and your claim number or policy number and the reason for your complaint.

We may record phone calls.

Customer Service Advisor
Ageas Insurance Limited
Ageas House
Hampshire Corporate Park
Templars Way
Eastleigh
Hampshire
SO53 3YA

If your complaint is about the way your policy was sold to you, please contact your insurance agent to report your complaint.

We promise to:

- Try to resolve your complaint by the end of the next working day. If we are unable to do this, we will write to you within five working days;
- Tell you the name of the person managing your complaint when we send our acknowledgement letter; and
- Aim to resolve your complaint within 20 working days. If this is not possible for any reason, we will write to let you know when we will contact you and provide you with our final response

Financial Ombudsman Service

You may be able to pass your complaint to the Financial Ombudsman Service if you are not satisfied with our final response, or if we have not issued our final response within 8 weeks from you first raising the complaint. The Financial Ombudsman Service is an independent organisation and will review your case.

Their address is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR.

Phone: 0800 023 4567 if calling from a land line or 0300 123 9123 if calling from a mobile

You can visit the Financial Ombudsman Service website at www.financial-ombudsman.org.uk

The ombudsman's service is available to personal policyholders. Their service is also open to charities, trustees and small businesses with income or assets within defined limits. You can get more information from us or the ombudsman.

If you take any of the actions mentioned above, it will not affect your right to take legal action.

Prudential Regulation Authority & Financial Conduct Authority

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. You can check the Financial Conduct Authority website at www.fca.org.uk, which include a register of all the firms they regulate. Or you can phone them on 0800 111 6768

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations you may be entitled to compensation under the scheme. You can get more information from the Financial Services Compensation Scheme at www.fscs.org.uk or by calling 0800 678 1100 or 0207 741 4100.

For further details about this cover, please refer to your agent, or contact the Quoteline on **0800 2944 546**, giving agent name and/or number