

Summary of Cover

**BUILDINGS AND CONTENTS  
INSURANCE FOR LANDLORDS**

**keyfacts**®

**INTRODUCTION**

**An insurance package designed for Landlords of let property.**

This insurance has been underwritten by Brit Syndicate 2987 at Lloyd's, registered in England and Wales, at 55 Bishopsgate, London, EC2N 3AS, registration number 0824611. It has been arranged by City Landlord and is administered by RGA Underwriting Limited. RGA Underwriting Limited is an insurance intermediary, authorised and regulated by the Financial Conduct Authority. This can be checked on the register Financial Services register on the Financial Conduct Authority's website at www.fca.org.uk. RGA Underwriting Limited are agents of BRIT Syndicate 2987 at Lloyd's to the extent agreed under the Binding Authority Agreement Reference Number UMR B0799FC005850h.

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 changes 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 RGA Underwriting 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 lightning	£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	✓
<b>Optional Cover</b>	
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 City Landlord	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 material	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 non-refundable 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 0800 2944 546. Claims must be submitted within 30 days of the incident, full details of the claims process can be found in the policy wording.

Brit Global Specialty Claims Team can be contact at 249 Midsummer Boulevard, Milton Keynes, Buckinghamshire, MK9 1YA

Telephone: +44 (0) 1908 302 080 / 0845 609 4655

Fax: +44 (0) 1908 302 351

E-mail: Brit@crawco.co.uk

#### MAKING YOURSELF HEARD

We value the opportunity to investigate any concerns you may have which relate to your policy. Any complaint you may have about the sale or administration of your policy should be addressed to your insurance advisor or to City Landlord Customer Services. Please refer to the policy wording for the full contact details.

In the event that You remain dissatisfied You can refer the matter to Policyholder and Market Assistance at Lloyd's. The contact details are:

Policyholder and Market Assistance  
Lloyd's Market Services  
One Lime Street  
London  
EC3M 7HA  
Telephone: 020 7327 5693  
Facsimile: 020 7327 5225  
E-mail: complaints@lloyds.com

Thereafter, if we are unable to help you with your complaint or you are not satisfied with the way your complaint has been handled, you can approach the Financial Ombudsman Service at: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

Referral to the Financial Ombudsman Service will not affect your right to take legal action. Full details of addresses and contact numbers can be found within the policy wording.

#### FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

You may be entitled to compensation from the FSCS should Brit Syndicate 2987 at Lloyd's be unable to meet its liabilities.

Further information about the scheme is available on their website: [www.fscs.org.uk](http://www.fscs.org.uk)

For further details about this cover, please contact the Quoteline on **0845 241 6590** or or Freephone **0800 2944 546**.

Alternatively you can buy online at [www.citylandlord.co.uk](http://www.citylandlord.co.uk)

City Landlord | The Business Exchange, 26/28 Hammersmith Grove, London W6 7BA | Tel: 0800 2944 546 Web: [www.citylandlord.co.uk](http://www.citylandlord.co.uk)  
City Landlord is a trading style of Home and Travel Ltd which are registered in England and Wales Reg No. 7270270 and are authorised and regulated by the Financial Conduct Authority 533383.

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