

Underwritten by Liverpool Victoria Insurance Company Limited

keyfacts®

Summary of Cover

LANDLORD HOUSEHOLD INSURANCE

An insurance package designed for Landlords of let property. City Landlord offers you comprehensive standard cover plus optional extras.

This policy is underwritten by Liverpool Victoria Insurance Company Limited. LV= and Liverpool Victoria are registered trademarks of Liverpool Victoria Friendly Society Limited and LV= and LV= Liverpool Victoria are trading styles of the Liverpool Victoria Group of companies. Liverpool Victoria Insurance Company Limited (LVIC), registered in England and Wales number 3232514, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202965. Registered address: County Gates, Bournemouth BH1 2NF, Tel: 01202 292333 and is arranged and administrated by Home and Travel Limited, trading as City Landlord.

Inflation Protection - We take away the burden of keeping your buildings sum insured in line with inflation - we use recognised price indices to amend your sum insured to reflect inflation.

Expert Claims Management - We take on the burden of negotiating with third parties on your behalf.

Spreading Your Cost - You can take up the option to pay your annual premium by monthly direct debit - helping you to manage your cash flow. This will normally be provided by an independent third-party Premium Finance Company and there may be a charge associated with this. Please speak to your insurance adviser for details.

Policy Duration - This is an annually renewable policy; pro-rata options are available when the policy is purchased as part of a portfolio. Please contact City Landlord Customer Services for more details.

Sum Insured - Correct values at risk must be advised to us. If the sums insured you request are not adequate this may jeopardise your claim or cover.

It is important that you tell us of any material change in your circumstances which may affect this insurance cover. Material facts can have an effect on what you are covered for, the maximum sum insured we will pay and the excess you are liable to pay. If you are not sure whether something is important, please tell us anyway, since a failure to disclose a material fact relevant to this insurance, could result in your cover being invalid.

POLICY SUMMARY

This document provides a summary of the significant features, benefits and limitations of the cover provided by **City Landlord** Landlord Household Insurance policy; 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.

Type of Insurance Cover - **City Landlord** offers comprehensive cover for Landlords of let property for buildings, contents, public liability and employers' liability. Please refer to your policy and certificate for full details of your cover.

The maximum amount we will pay is the sum insured or limit shown within your policy or certificate.

FEATURES AND BENEFITS FOR BUILDINGS AND CONTENTS

The property and contents are insured against damage caused by: Fire; explosion; lightning; earthquake; riot; collision by vehicles, aircraft or animals; storm or flood; theft or attempted theft; malicious damage; subsidence, heave or landslide; escape of water or oil and falling trees/branches.

Buildings Additional Cover

Cover Offered	Standard Cover	Policy ref
Replacement value of the property following loss or damage by the insured perils.	Up to amount nominated by you	Page 8
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.	Page 10
Accidental breakage of fixed glass, double glazing, ceramic hobs and sanitary fixtures	✓	Page 10

Loss of rent or alternative accommodation expenses following damage by an insured peril	30% of buildings sum insured	Page 10
Damage to landscaped gardens caused by emergency services	£5,000 in any period of insurance	Page 10
Theft of keys/lock replacement	£500 in any period of insurance	Page 11
Loss of metered water	£5,000	Page 11
Emergency access	£5,000	Page 11
Theft of fixed fabric of the property including fixed CCTV equipment and security lightning	£2,000	Page 11

Contents Additional Cover

Cover Offered	Standard Cover	Policy ref
Replacement value of contents (excluding residents possessions following loss or damage by the perils insured)	Up to the amount nominated by you	Page 14
Loss of rent or alternative accommodation expenses following damage by a peril insured	30 % or £2,000 of the contents sum insured whichever is the less	Page 15
Landlord's gardening equipment	£1,000	Page 16

Liability Cover

Cover Offered	Standard Cover	Policy ref
Public Liability	up to £5m	Page 18
Legal liability incurred under the Defective Premises Act	✓	Page 18
Optional Cover		
Employer's liability	£10m	Page 21

POLICY CONDITIONS

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
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
You should notify us immediately of any change in the risk or circumstances that may effect your insurance cover. Failure to notify us may invalidate your insurance policy	All covers
The maximum amount payable is the sum insured	Section 1 and 2
All changes in tenancy/alterations in risk must be advised to City Landlord	All covers
You or any resident in the property must not act in a fraudulent manner or engage in illegal activities	All covers

Empty or Unoccupied Property:

A number of covers are excluded when premises are empty or unoccupied, cover will be restricted to damage caused by fire, lightning, explosion, earthquake and aircraft only.

- a) We must be notified as soon as possible, but in any event within 30 days, whenever any part of the property becomes empty or unoccupied. We reserve the right to change the terms and conditions of your policy and you must implement any risk improvement measures that we require within the agreed time scales and pay any additional premium if required.
- b) We will not pay for any claim, where noted in the policy wording, in respect of any property which is empty or unoccupied unless:
- The premises are inspected at least once during each 7 days by you or your appointed representative;
 - The water, gas and electricity supplies are turned off at the mains and the water system drained;
 - Doors, door locks and windows identified as being suitable for external use must be fitted and used at all times;
 - 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.
- c) We will not pay for any claim, where noted in the policy wording, in respect of any property which is empty or unoccupied.

Failure to comply with any part of the empty or unoccupied conditions may invalidate a claim.

Please note that the cumulative excess will be increased for empty or unoccupied properties.

POLICY EXCLUSION

There is no cover for damage directly or indirectly caused by wear and tear, settlement, corrosion, wet or dry rot, fungus, damp, vermin, rust, mildew, sealant failure, cracking, fracturing or collapse	Section 1 and 2
Motor vehicles, valuables such as gold, furs, jewellery and personal articles are not covered under this insurance	Section 2
Fines and penalties imposed	Section 3
Liability for which compulsory motor insurance is required	Section 3 and 4
Damage to property leased, hired or rented to you	Section 3
Excess applies to each and every loss per private dwelling	Section 1 and 2
Losses involving faulty/defective workmanship	Section 1 and 2

EXCESSES

Policy Excesses	Minimum Excess (Please refer to certificate and statement of fact for excesses that apply to your policy)
Buildings	£100
Contents	£100
Escape of water or oil	£250
Subsidence	£1,000
Public Liability - third party property damage	£250

Varied increases in excesses for perils such as theft or attempted theft and empty or unoccupied properties - please refer to the your insurance certificate and statement of fact for the excesses that apply for your policy.

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 City Landlord 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.

HOW TO MAKE A COMPLAINT

We value the opportunity to investigate any concerns you may have which relate to your insurance policy with us. Any complaint you may have should, in the first instance, be addressed to your insurance adviser; If they are unable to sort out your complaint you should write to City Landlord Customer Services with your complaint addressed to the Customer Services Manager at: City Landlord, The Business Exchange, 26/28 Hammersmith Grove, London W6 7BA.

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.

Telephone: 0800 023 4567 or 0300 123 9 123 (from mobile or non BT lines)

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

The Ombudsman will consider complaints if:

- A consumer;
- A business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed £2 million;
- A charity with an annual income of less than £1 million;
- A trustee of a trust with a net asset value of less than £1 million.

Referral to the Financial Ombudsman 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)

If we are unable to meet our liabilities to policyholders, you may be able to claim compensation from the Financial Services Compensation Scheme.

The level of compensation differs depending on the type of cover:

Compulsory Insurance	Non-compulsory Insurance
100% of the claim	90% of the claim

You may contact the FSCS on 0800 678 1100 or 020 7741 4100 or e-mail: enquiries@fscs.org.uk. Full information is available at www.fscs.org.uk

FINANCIAL SERVICES AUTHORITY REGULATION

Liverpool Victoria Insurance Company Ltd are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Home and Travel Limited is authorised and regulated by the Financial Conduct Authority

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

City Landlord | The Business Exchange, 26/28 Hammersmith Grove, London W6 7BA | Tel: 0800 2944 546 Web: 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.

This insurance has been arranged by Home and Travel Limited, trading as City Landlord, registered in England and Wales under number 4302819 and authorised and regulated by the Financial Conduct Authority.

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