

Summary of Cover

RESIDENTIAL LANDLORD BUILDINGS & CONTENTS 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 certain Underwriters at Lloyds.

Inflation Protection - We take away the burden of keeping **your** buildings **sums insured** in line with inflation - **we** use recognised price indices to amend **your sums 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** cashflow. 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 **policy** is purchased as part of a portfolio. Please contact Customer Services for more details.

Sums 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.

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POLICY SUMMARY

This document is a summary of the insurance cover provided by the Landlord's Buildings and **Contents** Insurance product and, 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** document. 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** including buildings, **contents**, **contents of communal parts**, public liability and employers' liability. Please refer to **your policy certificate** for full details of **your** cover.

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

FEATURES AND BENEFITS

Cover applies to Great Britain, Northern Ireland, Channel Islands & the Isle of Man.

Buildings

Cover Offered	Standard Cover	Policy ref
Replacement value of buildings, flats or rented private dwelling , houses and associated outbuildings/garages (including debris removal, architects and surveyors' fees)	Up to amount nominated by the Insured	Section 1
Cover for specified perils insured - please see policy wording	✓	Section 1
Automatic reinstatement of sum insured following a loss	✓	Page 11
Damage to cables, drains and underground pipes	✓	Page 9
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 9
Accidental glass breakage for fixed glass and sanitaryware	✓	Page 9

Loss of rent or alternative accommodation expenses as a result of damage covered by the policy	30% of buildings sum insured	Pages 9/10
Damage to landscaped gardens caused by emergency services	£5,000 in any one period of insurance	Page 10
Replacement of locks and keys following theft	£500 per property in any period of insurance	Page 10
Loss of metered water as a result of peril covered: Escape of Water	£5,000	Page 10
Emergency access	£1,000	Page 10

Contents

Cover Offered	Standard Cover	Policy ref
Replacement value of household goods and all other personal property (excluding residents possessions) following loss or damage by a peril insured	Up to amount nominated by the Insured	Section 2
Property in the open but within the premises (this limit shall not apply to radio and television aerials, satellite dishes, their fittings and masts that are fixed to the property)	£250	Page 13
Domestic oil in fixed fuel oil tanks	£1,000	Page 13

Contents of Communal Parts

Cover Offered	Standard Cover	Policy ref
Replacement value of contents of communal parts following loss or damage by a peril insured		Page 21
Damage to gardening equipment (only when equipment is in locked outbuildings within the premises)	£1,000	Page 17

Liability

Cover Offered	Standard Cover	Policy ref
Public liability for property owners	£2m	Page 20
Employer's liability	£10m	Page 22
Legal liability incurred under the Defective Premises Act	✓	Page 21

SIGNIFICANT OR UNUSUAL EXCLUSIONS AND LIMITATIONS

Significant or Unusual Exclusions and Limitations	Applies to
The property must be maintained in a good state of repair and reasonable precautions must be taken to avoid any loss	All covers
Damage directly or indirectly caused by wear and tear, settlement, shrinkage, depreciation, corrosion, wet or dry rot, fungus, damp, beetles, moths, vermin, infestation, rust, mildew, atmospheric or climatic conditions, leaking joints, sealant failure, cracking fracturing or collapse.	All covers
Special terms apply to empty or unoccupied buildings . Terms applied include Endorsements: 26, 27, 28 or 29 and 30. You must advise City Landlord immediately if any part of the property becomes empty or unoccupied .	All covers
It is a warranty of this policy that the property must be inspected every 6 months, internally and externally, by you or your appointed representative(s)	All covers

Diminution in market value is not covered	All covers
Theft or malicious damage by the Insured (or member of their family) or any employee or by the tenant residing in the building or other people lawfully on the premises or with the deception of any of these persons, is not covered by this insurance	All covers
Valuables, gold, silver, furs and jewellery are not covered under this insurance	Contents & contents of communal parts
Gradually operating causes e.g. rust, rot, corrosion and gradual pollution will not be covered on this policy	All covers
Fines and penalties imposed	Liability covers
Liability assumed by agreement	Public liability
Liability for which compulsory motor insurance is required	Employers' and public liability
Damage to property in your custody	Public liability
Excess applies to each and every loss per private dwelling	All covers
All changes in risk/alterations in risk must be advised to City Landlord	All covers
The maximum amount payable including all the automatic cover is the sum insured	All covers
Losses involving faulty/defective workmanship or the activities of contractors	All covers

EXCESSES

Policy Excesses	Minimum Standard Excess (Refer to Policy Certificate)	
Buildings - the minimum excess shown may vary depending on the occupancy of the property	£250	Varied increases for perils such as subsidence, escape of water, theft, attempted theft, malicious damage and unoccupied properties - please refer to the policy documents certificate and statement of fact for applied excesses.
Subsidence	£1000	
Contents and contents of communal parts	£250	Varied increases for perils such as subsidence, escape of water, theft, attempted theft, malicious damage and unoccupied properties - please refer to the policy documents certificate and statement of fact for applied excesses.
Subsidence	£1000	
Public Liability - third party property damage	£250	

EMPTY OR UNOCCUPIED PROPERTY

We must be notified as soon as possible, but in any event within 45 days, whenever a **property** becomes **empty or unoccupied**. Failure to comply with any part of this section may invalidate a claim.

We will not pay for any claim under:

- Section 1, subsection 2 'Perils Insured' a), b), c), d), f), h) or i) or subsection 3 'Extensions' d);
- Section 2, subsection 3 'Perils Insured' a), b), c), d), f), h) or i);
- Section 2A, subsection 2 'Perils Insured' a), b), c), d), f), h) or i);

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; except where required to be maintained for central heating.

- If an operational central heating system is in place, it must be set for a minimum continual temperature of 13°C;
 - Door, 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**;
 - The **resident** is away from the **property** due to annual leave. Period of annual leave should not exceed 30 consecutive days.
- Other terms and conditions may apply, dependent on circumstance.

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 **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.

MAKING YOURSELF HEARD

Any complaint **you** may have should, in the first instance, be addressed to **your** insurance adviser or to City Landlord Customer Services. Please refer to the policy wording for the contact details.

Please have your name, policy number and insured property address handy, as it will help us to deal with your complaint promptly. If the complaint is still not resolved, **you** can approach the Financial Ombudsman Service. The Ombudsman will only consider complaints if:

- **We** have provided **you** with written confirmation that **our** internal complaints procedure has been exhausted;
- **Your business** has a turnover of less than £1,000,000;
- 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)

Certain Underwriters at Lloyds and Home and Travel Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. Under the scheme:

- Compulsory insurance is covered in full
- Non compulsory insurance is protected in full for the first £2,000 and 90% of any amount above the threshold.

You may contact the FSCS on 0800 678 1100 or full information are available at www.fscs.org.uk

FINANCIAL SERVICES AUTHORITY REGULATION

Home and Travel Ltd and certain Underwriters at Lloyds are authorised and regulated by the Financial Conduct Authority (FCA). This can be checked on the FCA's website at www.fca.org.uk/register or by contacting the FCA on 0800 111 6768..

For further details about this cover, please contact the Quoteline on 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 | www.citylandlord.co.uk
City Landlord is a trading style of Home and Travel Ltd which are registered in England and Wales under number 7270270 and are authorised and regulated by the Financial Services 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 Services Authority.

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