

Summary of Cover

BUILDINGS AND CONTENTS INSURANCE FOR LANDLORDS

keyfacts®

Policy Summary

This document is a summary of cover, which should only be used for comparison purposes only. Terms, conditions and cover level may differ, please check your certificate of insurance and Statement of facts for full terms applicable to you.

INTRODUCTION

An insurance package designed for Landlords of let property.

This insurance has been underwritten by XL Catlin, registered in England and Wales, at 20 Gracechurch Street, London, EC3V 0BG, registration number 5328622. It has been arranged by City Landlord and is administered by Home and Travel Limited.

Home and Travel 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.

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. Cancellation after this period is subject to a pro-rate refund with a 15% cancellation charge.

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 (postcode dependent), landslip or heave (postcode dependent), 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 the 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	✓
Landlord's garden equipment	£1,000
Loss of rent	30% of contents sum insured

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 12 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).

CLAIM NOTIFICATION

In the unfortunate event of you suffering injury, damage or a liability claim being made against you, please contact the RGA claims line on 0208 587 1075 or write to RGA as soon as possible.

Claims reported after 30 days of discovery may be invalidated.

When you contact us about a claim you will need to tell them:

- Your name, address and policy number;
- The place where the damage occurred;
- Details of the cause and circumstances of the damage.

You are required to take all practical precautions to prevent and reduce any damage that may occur. Emergency or temporary repairs following a damage are permitted. Please keep all receipts for these works as they may form a basis of your claim but refrain from making full repairs until we consider your claim. All theft and malicious damage to your property must be reported to police within 24 hours of discovery.

If you receive a written summons or other legal process regarding a claim under the policy, you must send this to RGA immediately.

You must give us all the help and information necessary to settle or resist a claim against you or to help us take action against someone else.

If the above procedure is not followed, you will break a condition of the policy and we may not meet your claim.

MAKING YOURSELF HEARD

We are dedicated to providing a high quality service and we want to ensure that we maintain this at all times. If you have any questions or concerns about the policy or the handling of a claim please contact Discount Insurance through whom this policy was arranged.

If you wish to make a complaint you can do so at any time by referring the matter to:

Complaints Manager
Catlin Insurance Company (UK) Ltd.
20 Gracechurch Street
London
EC3V 0BG
Telephone Number: 020 7743 8487
E-mail: xlcatlinukcomplaints@xlcatlin.com

If you remain dissatisfied after the Complaints Manager has considered your complaint, or you have not received a final decision within eight (8) weeks, you can refer your complaint to the Financial Ombudsman Service at:

Exchange Tower
London
E14 9SR
E-mail: complaint.info@financial-ombudsman.org.uk

From within the United Kingdom

Telephone Number: 0800 0234 567 (free for people phoning from a "fixed line", for example, a landline at home)
Telephone Number: 0300 1239 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)

From outside the United Kingdom

Telephone Number: +44(0)20 7964 1000
Fax Number: +44(0)20 7964 1001

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we are unable to meet our obligations under this policy.

If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this policy. Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website: www.fscs.org.uk.

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

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.

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