

Summary of Cover

LANDLORDS HOUSEHOLD

Buildings and Contents Insurance for Landlords

INTRODUCTION

An insurance package designed for Landlords of let property.

Rentguard offers you comprehensive standard cover plus optional extras.

This **policy** is underwritten by **Catlin Insurance Company (UK) Ltd.** whose registered address is: 20 Gracechurch Street, London, EC3V 0BG. Registered in England and Wales No. 5328622 and is administered by **Rentguard Insurance**, a trading style of RGA Underwriting Limited.

RGA Underwriting Ltd and **Catlin Insurance Company (UK) Ltd.** are authorised and regulated by the Financial Services Authority (FSA). This can be checked on the FSA's website at www.fsa.gov.uk/register.

POLICY SUMMARY

This document provides a summary of the significant features, benefits and limitations of the cover provided by **Rentguard Household Buildings and Contents 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 - **Rentguard** 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**.

Policy Duration - This is an annually renewable **policy**; short period **policy** options are available when **policy** is purchased as part of a portfolio. Please contact **Rentguard** 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.

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, heave or landslide; escape of water or oil and falling trees/branches.

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	£5,000 in any period of insurance
Theft of keys/lock replacement	£500 in any period of insurance
Damage caused by loss of metered water	£5,000
Emergency access	£1,000
Theft of fixed fabric of the property including fixed CCTV equipment and security lighting	£5,000

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
Employer's liability	£10m
Legal liability incurred under the Defective Premises Act	✓

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
You or any resident in the property must not act in a fraudulent manner or engage in illegal activities	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
The maximum amount payable including all the automatic cover is the sum insured	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	All liability covers
Liability for which compulsory motor insurance is required	All Liability covers
Damage to property leased, hired or rented to you	Public 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 Rentguard	All covers
Losses involving faulty/defective workmanship or the activities of contractors	All covers
This policy does not cover loss or damage to pipes made of pitch-fibre material.	Buildings only

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	£500
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**.

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.

- 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**.

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**.

Cancellation after 14 days will be subject to the normal terms and conditions of the **policy** wording, and will be refunded on a proportionate basis, less 15% of the total cost of the insurance premium.

If a claim has been submitted or there has been any incident likely to give rise to a claim during the current **period of insurance**, no refund for the unexpired portion of the premium will be given.

CLAIM NOTIFICATION

In the event that **you** need to make a claim under **your policy**, **you** should telephone the **Rentguard** 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.

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 **Rentguard** Customer Services Manager at: RGA Underwriting Limited, Grove House, 551 London Road, Isleworth, Middlesex, TW7 4DS. Tel: 0208 587 1060.

Any complaint **you** may have about the handling of a claim under **your policy** should be addressed to QuestGates Ltd, Churchgate House, 30 Churchgate, Bolton, BL1 1HL

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 **Catlin Insurance Company (UK) Ltd.** be unable to meet its liabilities. Further information about the scheme is available on their website: www.fscs.org.uk

For further details about this cover, please refer to **your** agent, or contact **us** on the Quoteline on **0208 587 1060** or Freephone on **0800 783 1626**, giving agent name and/or number