



Underwritten by certain Underwriters at Lloyds

Summary of Cover

LANDLORDS HOUSEHOLD

Buildings and Contents Insurance for Landlords

An insurance package designed for Landlords of let property.

Rentguard 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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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 - **Rentguard** 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 Rentguard 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 tenancy/alterations in risk must be advised to Rentguard | 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**.

Cancellation after 14 days will be subject to the normal terms and conditions of the **policy** wording, and will be refunded pro-rata, 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 **0844 472 3207**. 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 Rentguard 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)

Rentguard is covered by the FSCS, which is triggered when an authorised firm goes out of business. In this unlikely event, **you** may be entitled to compensation from the scheme. Compensation under the scheme for:

- 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.

Full details are available at www.fscs.org.uk.

FINANCIAL SERVICES AUTHORITY REGULATION

Rentguard who are a trading style of RGA Underwriting Ltd and Underwriters at Lloyds 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 or by contacting the FSA on **0845 606 1234**.

This **policy** is underwritten by certain Underwriters at Lloyds, who are Registered in England and Wales and are authorised and regulated by the Financial Services Authority.

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