

## 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 Sterling Insurance Company Limited.

**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 **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.

### keyfacts

### 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 - **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**.

### FEATURES AND BENEFITS

Cover applies to Great Britain & the Isle of Man (excluding Northern Ireland).

#### Buildings

Cover Offered	Standard Cover	Policy ref
Replacement value of buildings, including domestic outbuildings, greenhouses, landlords fixtures and fittings, swimming pools, tennis courts, walls, gates, fences, hedges, paved terraces, patios, drives and private garages (including debris removal, architects and surveyors' fees)	Up to amount nominated by <b>you</b>	Page 8
Cover for specified perils including subsidence (see <b>policy</b> wording)	✓	Page 9
Automatic reinstatement of <b>sum insured</b> following a loss	✓	Page 24
<b>Damage</b> to cables, drains and underground pipes	✓	Page 10
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 glass breakage in the <b>property</b> of solar glass heating panels, fixed glass and sanitary fixtures	✓	Page 10
Loss of rent or alternative accommodation expenses as a result of <b>damage</b> covered by the <b>policy</b>	30% of buildings <b>sum insured</b>	Page 10
<b>Damage</b> to landscaped gardens caused by emergency services	£5,000 in any one period of insurance	Page 11
Replacement of locks and keys following theft	£500 per <b>property</b> in any period of insurance	Page 11
Loss of metered water following <b>damage</b> covered by the <b>policy</b>	£5,000	Page 11
Emergency access	£1,000	Page 11
Theft of fixed fabric of the <b>property</b> including fixed external CCTV equipment and security lightning	£5,000	Page 11

### Contents

Cover Offered	Standard Cover	Policy ref
Replacement value of <b>contents</b> comprising furniture, carpets, curtains, blinds furnishings and interior decorations, other domestic property detailed in the landlords property inventory forming part of the tenancy agreement, radio and TV aerials, satellite dishes and their fittings fixed to the <b>property</b> (excluding <b>residents</b> possessions)	Up to amount nominated by <b>you</b>	Page 14
Cover for specified perils see <b>policy</b> wording	✓	Page 14
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 <b>property</b> )	£250	Page 17
Domestic oil in fixed fuel oil tanks	£1,000	Page 17
Curios and works of art	£1,000 per item	Page 19

### Liability

Cover Offered	Standard Cover	Policy ref
Property Owners Liability	£5m	Page 18
Employer's liability	£10m	Page 20
Bodily injury including death or disease	✓	Page 20
Legal liability incurred under the Defective Premises Act	✓	Page 18

### SIGNIFICANT OR UNUSUAL EXCLUSIONS AND LIMITATIONS

Significant or Unusual Exclusions and Limitations	Applies to
The <b>property</b> must be maintained in a good state of repair and reasonable precautions must be taken to avoid any loss. Details of acceptable standards of repair are contained within the RGA Underwriting Property Care guide supplied with <b>your</b> insurance documents. Is is also available upon request from Rentguard, and can be found online at <a href="http://www.rentguard.co.uk/mainclause">www.rentguard.co.uk/mainclause</a>	Buildings and <b>contents</b>

<b>Damage</b> 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, sealant failure, cracking fracturing or collapse are not covered under this insurance	Buildings and <b>contents</b>
Special terms apply to <b>empty or unoccupied property</b> (see <b>Empty or Unoccupied Property</b> on page 12)	Buildings and <b>contents</b>
It is warranty of this <b>policy</b> that the <b>property</b> must be inspected every 6 months, internally and externally, by <b>you</b> or <b>your</b> representative	Buildings and <b>contents</b>
Diminution in market value is not covered	Buildings and <b>contents</b>
Theft or malicious <b>damage</b> by <b>you</b> (or member of <b>your</b> family) or any <b>employee, resident</b> or other people lawfully on the premises or with the deception of any of these persons, is not covered by this insurance	Buildings and <b>contents</b>
Valuables, gold, silver, furs and jewellery are not covered under this insurance	<b>Contents</b>
Fines and penalties imposed	Liability covers
Liability assumed by agreement	Public Liability
Liability for which compulsory motor insurance is required	Employers' and Public Liability
<b>Damage to property in your</b> custody	Public Liability
<b>Excess</b> applies to each and every loss per <b>private dwelling</b>	All covers
All changes in tenancy/alterations in risk must be advised to <b>Rentguard</b>	All covers
The maximum amount payable including all the automatic cover is the <b>sum insured</b>	Buildings and <b>contents</b>
Losses involving faulty/defective workmanship or the activities of contractors	Buildings

## EXCESSES

Policy Excesses	Minimum Standard Excess (Refer to policy certificate)
Buildings - the minimum <b>excess</b> shown may vary depending on the occupancy of the property	£100 increasing to: £1,000 in respect of subsidence £1,000 in respect of escape of water £1,000 in respect of theft were any <b>property</b> which is <b>empty or unoccupied</b>
<b>Contents</b>	£50 increasing to: £1,000 in respect of subsidence £1,000 in respect of escape of water £1,000 in respect of theft were any <b>property</b> which is <b>empty or unoccupied</b>
Public Liability - third party <b>property damage</b>	£250

## EMPTY OR UNOCCUPIED PROPERTY

The whole or part of any **property** or any **flat** which is not tenanted, occupied or actively used by a **resident** (other than where this arises because the resident is away from the **property** on a holiday for a period not exceeding 30 consecutive days) shall be deemed to be **empty or unoccupied**.

**We** must be notified as soon as possible, but in any event within 30 days, whenever a **property** becomes **empty or unoccupied**. **We** shall have 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 timescales and pay any additional premium if required.

**We** will not pay for any claim under the Buildings or Contents sections for **damage** in respect of any **property** which is **empty or unoccupied** by theft, riot, malicious damage, storm or flood, escape of water from or the freezing of any fixed domestic water or heating installation or escape of oil from a fixed oil-fired heating installation 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;
- 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**.

**We** will not pay for any claim under the Buildings or Contents sections for **damage** in respect of any **property** which is **empty or unoccupied** for any period exceeding 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 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

Any complaint **you** may have should in the first instance be addressed to **your** insurance Adviser, then claim office or helpline as applicable. If **you** are not satisfied with the way in which **your** complaint has been dealt with, **you** should write to **Rentguard** Customer Services department.

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](http://www.fscs.org.uk).

## FINANCIAL SERVICES AUTHORITY REGULATION

**Rentguard** who are a trading style of RGA Underwriting Ltd and Sterling Insurance Company Limited 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](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

This **policy** is underwritten by **Sterling Insurance Company Limited** whose registered address is: Ambassador House, Paradise Road, Richmond upon Thames, Surrey TW9 1SQ. Registered in England and Wales No. 498605. Sterling Insurance Company Limited is 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

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Rentguard is a trading style of RGA Underwriting Limited, registered in England and Wales under number 4302819 and authorised and regulated by the Financial Services Authority.  
The registered office is Grove House, 551 London Road, Isleworth, Middlesex TW7 4DS

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