

## Landlord's Insurance+ Policy Summary

This document provides a summary of the cover provided. Full details can be found in the policy wording, which is available online at [homelet.co.uk](http://homelet.co.uk) or by request. A copy will also be sent to you if you take out a policy with us. Where a policy is arranged you should refer to your policy wording, policy schedule and any endorsements that apply for full details of the cover in force.

### Type of Insurance

This Insurance is specifically designed for Landlords, and your Policy is made up of 4 sections:

- Buildings insurance
- Contents insurance
- Prestige Rent Guarantee & Legal Expenses insurance
- Emergency Assistance

Your Policy schedule sets out which sections of cover you have purchased and your sums insured.

### Insurer

Insurance for Buildings and Contents is underwritten by Ageas Insurance Limited (50%) and Propgen Insurance Ltd (50%) with the exception of the Legal Liability as owner, Legal Liability as Employer, Occupiers Legal Liability and worldwide Personal Liability sections of cover which are underwritten by Ageas Insurance Limited (100%). The Rent Guarantee, Legal Expenses and Emergency Assistance sections of the policy are underwritten by Propgen (100%).

### Period of Cover

12 Months

## Buildings Insurance

### Significant Features and Benefits

#### Rebuilding

The rebuilding of your property used wholly or partially as private dwellings, following loss or damage caused by fire, aircraft, malicious persons (excluding malicious damage by your tenant), lightning, explosion, collision or impact, falling trees and earthquake, theft by forcible means, subsidence, heave, riot/civil commotion, storm, flood, oil leakage or escape of water.

#### Unoccupied Properties

Full cover for properties unoccupied for up to 90 consecutive days.

#### Loss of Rent and Alternative Accommodation

Loss of rent and your re-letting costs or costs of alternative accommodation, following insured damage, up to two years rent (not exceeding £50,000).

#### Emergency Assistance Cover included Free of Charge

See Emergency Assistance Summary below

#### Trace & Access - up to £5,000

In the event of an escape of water to cover the cost of locating the point of escape, repairing and making good.

#### Emergency Access – up to £1,000

Damage to landscaped gardens following emergency access as a result of a medical emergency.

#### Metered Water and Gas Charges – up to £1,000

Following loss caused by damage to the apparatus after the point of the service feed to the Insured Property.

#### Capital Additions up to £100,000

### Significant Exclusions, Limitations and Conditions

#### Maximum Sum Insured £999,999

Sums Insured of £1,000,000 or more will be considered on referral to underwriters.

#### Territorial Limits

Cover is specifically designed for let properties in Great Britain and Northern Ireland.

#### Unoccupied Properties

Cover for Malicious Acts, theft, escape of water or oil and accidental damage are excluded after the property has been left unoccupied for more than 90 consecutive days. Where there is a commercial unit within the property exclusions will apply immediately. Insurers require notification in writing if the property is unoccupied for more than 180 days and further restrictions or exclusions may apply. Cover restrictions may apply to properties unoccupied at inception of a policy.

Refer to General Condition 9- Advice of Unoccupancy, and Section 1 Buildings "We will not pay for".

#### Terrorism

Terrorism cover is excluded for commercial customers

Terrorism cover is restricted to £500,000 (Buildings, Contents, Loss of Rent combined) for non-commercial customers.

The definition of commercial customer is detailed in the policy wording. Quotations to extend your policy to cover terrorism are available on request.

Refer to Buildings General Exclusion 6- Terrorism.

#### Accidental Damage

This cover will only apply if the Accidental Damage option is taken.

Continued

## Buildings Insurance (continued)

### Significant Features and Benefits

#### Workmen

Workmen may be employed to effect repairs, decoration, general maintenance and minor alterations without prejudice to the insurance.

#### Other Interests

The interest of any freeholder, mortgagee, lessor or tenant is automatically noted in the Insurance as long as it is disclosed in the event of a claim.

Legal Liability as Owner           £5,000,000

Legal Liability as Employer:

    Public Liability           £5,000,000

    Employers Liability   £10,000,000

#### Additional Options for Buildings Insurance

**Accidental Damage** option is available at an additional charge and includes Accidental and Malicious Damage by the Tenant.

#### Excess Options - nil/£100/£250/£500/£1,000

To apply to apply to all perils. Your policy schedule sets out which excess option you have purchased.

Nil Excess Option is available at an additional charge and includes the removal of the £1,000 Subsidence Excess.

### Significant Exclusions, Limitations and Conditions

#### Malicious Damage by Tenant(s)

Malicious Damage by Tenant(s) is not automatically included under the standard policy cover. This cover is only available if the Accidental Damage option is taken.

#### Liability as Employer

Cover is restricted to cover staff employed under a contract of domestic service in relation to the Insured Property.

[Refer to Buildings Extension- legal Liability as Employer.](#)

#### Average Clause

The Sum Insured declared must represent the full rebuilding cost of the property otherwise average may be applied to a claim. This means that you will bear a proportion of each loss, which will be the equivalent to the proportion of underinsurance.

[Refer to Basis of Settlement Memorandum- Special Condition 1.](#)

#### Sets/Suites

We will not pay for the replacement of or work on any undamaged items or remaining parts of the Insured Property solely because they form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design.

[Refer to Basis of Settlement Memorandum- Special Condition 5.](#)

#### Wear and Tear

Damage caused by wear and tear or any other gradually operating cause is excluded.

[Refer to Buildings General Exclusion 9- Wear and Tear.](#)

#### Tenancy Agreements

This insurance policy is designed for residential properties let on a written Assured Shorthold Tenancy\* with a minimum initial period of at least three months. Please ensure that the tenancy granted by you, the Landlord, complies with this. If you are in any doubt, you should obtain advice from your local Citizen's Advice Bureau (which is free of charge) or from a solicitor.

If the tenancy agreement is not an Assured Shorthold Tenancy\* as detailed above the type of agreement must be referred to us for consideration. If we accept your tenancy agreement additional terms may be applied. If you fail to refer your tenancy and it is found not to be an acceptable agreement your policy may be void in the event of a claim.

NB: Tenancy Agreements for Properties that are let to companies, commercial trades (e.g. shops & offices), housing associations or local councils cannot be deemed to be Assured Shorthold Tenancies and must be referred to our underwriting team for terms and conditions.

\* in England and Wales or the equivalent in Scotland or Northern Ireland.

[Refer to Buildings General Condition 11- Basis of Tenancy Agreement.](#)

#### Nil Excess

Quotations for the Nil Excess option subject to satisfactory claims history

Significant Features and Benefits

**New for Old**

If Full Contents is selected cover is provided for Domestic furniture and furnishings on a New for Old basis following loss or damage caused by fire, aircraft, malicious persons (excluding malicious damage by tenant), lightning, explosion, collision or impact, falling trees and earthquake, theft by forcible means, subsidence, heave, riot/civil commotion, storm, flood, escape of water or oil leakage.

If Contents Insurance for Unfurnished Properties is selected cover is provided for the following items only;

- Carpets
- Curtains
- Sun Blinds
- Light Fixtures and Fittings
- Kitchen white goods

**Loss of Rent and Alternative Accommodation**

Loss of rent and your re-letting costs or costs of alternative accommodation, following insured damage, up to 30% of the Contents sum insured.

**Unoccupied Properties**

Full cover for properties left unoccupied for up to 90 consecutive days.

**Emergency Assistance Cover included Free of Charge**

See Emergency Assistance Summary below.

**Temporary Removal – up to 20% of Contents sum insured**

Contents are also covered whilst temporarily removed for cleaning, renovation repair or similar purposes.

**Contents in the Garden up to £500**

Contents lost or damaged as a result of an insured peril whilst in the garden but remaining within the boundary of the property.

**Replacement of locks following theft of keys – up to £1000**

**Loss of Oil (up to £500) and Metered Water or Gas (£1,000)**

Cover for the cost of oil lost from domestic heating installation following Accidental Damage to any part of the domestic heating installation; and for additional metered water or Gas charges incurred by you and resulting from an insured peril.

Legal Liability as Owner £5,000,000

Occupiers Legal Liability & worldwide Personal Liability £5,000,000

Legal Liability as Employer:

Public Liability £5,000,000

Employers Liability £10,000,000

**Additional Options for Contents Insurance**

**Accidental Damage** option is available at an additional charge and includes Accidental and Malicious Damage by the Tenant (not available on Contents Insurance for Unfurnished Properties).

**Excess Options - nil/£100/£250/£500/£1,000**

To apply to apply to all perils. Your policy schedule sets out which excess option you have purchased.

**Nil Excess Option** is available at an additional charge (not available on Contents Insurance for Unfurnished Properties).

Significant Exclusions, Limitations and Conditions

**Sums Insured**

**Single Article limit £2,500**

Full Contents Minimum Sum Insured £10,000

Full Contents Maximum Sum Insured £59,999

Contents Insurance for Unfurnished properties – Fixed Sum Insured £5,000

Sums Insured on Full Contents of £60,000 or more may be considered on referral to underwriters

**Territorial Limits**

Cover is specifically designed for let properties in Great Britain and Northern Ireland.

**Single Article Limit - £2,500**

Cover is specifically designed for domestic furniture and furnishings in let properties.

Refer to Section 2- Contents- "We will not pay for".

**Personal Possessions**

The Contents section does not cover your personal possessions or valuables left at the property.

**Unoccupied Properties**

Cover for Malicious Acts, theft, escape of water or oil and accidental damage are excluded after the property has been left unoccupied for more than 90 consecutive days. Where there is a commercial unit within the property exclusions will apply immediately. Insurers require notification in writing if the property is unoccupied for more than 180 days and further restrictions/exclusions may apply. Cover restrictions may apply to properties unoccupied at inception of a policy.

Refer to Contents General Condition 7- Advice of Unoccupancy, and Section 2 Contents "we will not pay for".

**Minimum Security**

For properties where the Contents sum insured is equal to or greater than £30,000, the front and final exit doors must be fitted with a lock conforming to BS3621 with appropriate striking plate. All other external doors must have a lock conforming to BS3621 with appropriate striking plate or be fitted with key-operated security bolts top and bottom and all accessible\* windows, fanlights, and skylights, that can be opened must be secured with window locks with detachable keys.

Where the minimum standard of security is not met theft cover is not included.

\* By "accessible" we mean those windows, fanlights and skylights where entry can be attempted from the outside by a person of normal physical ability without the need to bring anything to the site or use any ladder, stepladder or scaffolding found on the site in order to do so.

**Accidental Damage**

Accidental Damage to contents will only apply if the Accidental Damage option is taken.

**Malicious Damage by Tenant(s)**

Malicious Damage by Tenant(s) is not automatically included under the standard policy cover. This cover is only available if the Accidental Damage option is taken.

**Liability as Employer**

Cover is restricted to cover staff that are employed under a contract of domestic service in relation to the Insured Property.

Refer to Section 2 Contents- Extension- Legal Liability of Employer.

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Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

**Average Clause**

The Sum Insured declared must represent the cost of replacing the Contents on a new for old basis otherwise average may be applied to a claim. This means that you will bear a proportion of each loss, which will be the equivalent to the proportion of underinsurance.

Refer to Basis of Settlement Memorandum, Special Condition 1.

**Sets/Suites**

We will not pay for the replacement of or work on any undamaged items or remaining parts of the Insured Property solely because they form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design.

Refer to Basis of Settlement Memorandum, Special Condition 2.

**Tenancy Agreements**

This insurance policy is designed for residential properties let on a written Assured Shorthold Tenancy\* with a minimum initial period of at least three months. Please ensure that the tenancy granted by you, the Landlord, complies with this. If you are in any doubt, you should obtain advice from your local Citizen's Advice Bureau (which is free of charge) or from a solicitor.

If the tenancy agreement is not an Assured Shorthold Tenancy\* as detailed above the type of agreement must be referred to us for consideration. If we accept your tenancy agreement additional terms may be applied. If you fail to refer your tenancy and it is found not to be an acceptable agreement your policy may be void in the event of a claim

NB: Tenancy Agreements for Properties that are let to companies, commercial trades (e.g. shops & offices), housing associations or local councils cannot be deemed to be Assured Shorthold Tenancies and must be referred to our underwriting team for terms and conditions.

\* in England and Wales or the equivalent in Scotland and Northern Ireland.

Refer to Contents General Condition 9- Basis of Tenancy Agreement.

**Wear and Tear**

Damage caused by wear and tear or any other gradually operating cause is excluded.

Refer to Contents General Exclusion 9- Wear and Tear.

Significant Features and Benefits

- Rent Guarantee and Legal Expenses provides cover for:
- the rental amount due where the tenant fails to pay and is in breach of the tenancy agreement
  - legal expenses involved in pursuing the tenant for vacant possession
  - legal expenses where unauthorised occupiers need to be evicted
  - legal expenses where a claim is to be made against the tenant for damages for failing to return the property in the same condition of repair and cleanliness as that, at which it was in at the commencement of the tenancy
  - 50% of the rental amount for up to three months once vacant possession is obtained

Significant Exclusions, Limitations and Conditions

**Territorial Limits**  
Cover is specifically designed for let properties in Great Britain and Northern Ireland.

**Limit of Indemnity**  
The Limit for Legal Expenses is £50,000  
The Limit for Rent Guarantee is a sum equivalent to 12 months rental. The maximum amount payable by the Insurer in respect of all Events occurring during any Period of Guarantee is £50,000.

**Excess**  
The excess applicable is a sum equivalent to one month's rent.

**Referencing**  
For a landlord to be eligible for cover the Landlord must ensure:  
i that all Tenants (and Guarantors where applicable) have received Satisfactory References either:  
– by the HomeLet Referencing Service or  
– by another licensed referencing service that has been approved, in writing, by HomeLet or  
– HomeLet has received the Tenant's references and has confirmed in writing that they are acceptable  
ii the total rental amount appearing on Satisfactory Reference documents is greater than or equal to the total monthly Rent  
iii that any conditions attached to any Tenant references have been met

**Existing Tenancies**  
Where the policy cover starts after the commencement of an existing tenancy we will not cover any incident arising in the first 90 days of the policy term.  
[Refer to General Exclusion 4- paragraph \(c\).](#)

**Rent Record**  
For cover to be effective the Landlord or Agent must keep a clear record of all rent due and payments received including the date of any payment received.  
[Refer to general Condition 7- Claims Condition- paragraph \(f\) part \(ii\).](#)

**Prospects of Success**  
The policy will not cover any claim where there is an insufficient Prospect of Success.  
[Refer to Legal Expenses cover- Exclusion \(a\).](#)

**Guarantors**  
Where a person has been requested to act as Guarantor for the Tenant, that person must be referenced in accordance with HomeLet referencing conditions and that person has entered into a legally enforceable written guarantee in respect of the Tenancy, either in the form of a Guarantors Covenant included in the Tenancy or as a separate Deed of Guarantee, wherein the Guarantor will guarantee the performance of the Tenant's obligations within the Tenancy.  
[Refer to General Condition 10- Conditions Precedent to Liability- paragraph \(VI\).](#)

**Occupation**  
The tenant must not be allowed to occupy the property until the first month's rent and deposit payment has been paid in cash or payment has cleared into the Landlord's or Agent's bank account.  
[Refer to General Condition 10- Conditions Precedent to Liability- paragraph \(VII\).](#)

Continued

Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

**Inventory/Condition of Property**

Prior to the granting of the tenancy and upon vacant possession being obtained the landlord must prepare a detailed inventory of the contents and condition of the property. A schedule of dilapidations should also be provided, if applicable, where vacant possession has been obtained.

Refer to General Condition 10- Conditions Precedent to Liability- paragraph (VIII).

**Claims**

Claims must be reported within 60 days of an Event occurring save in the case of rent arrears, which must be reported no later than seven days after the balance of rent unpaid exceeds a sum equivalent to one month's rent or no later than 90 days after the first arrears accrue whichever is the sooner.

Refer to General Condition 7- Claims Conditions- paragraph (c).

**Tenancy Agreements**

This insurance policy is designed for residential properties let on a written Assured Shorthold Tenancy\* with a minimum initial period of at least three months. Please ensure that the tenancy granted by you, the Landlord, complies with this. If you are in any doubt, you should obtain advice from your local Citizen's Advice Bureau (which is free of charge) or from a solicitor.

If the tenancy agreement is not an Assured Shorthold Tenancy\* as detailed above the type of agreement must be referred to us for consideration. If we accept your tenancy agreement additional terms may be applied. If you fail to refer your tenancy and it is found not to be an acceptable agreement your policy may be void in the event of a claim.

NB: Tenancy Agreements for Properties that are let to companies, commercial trades (e.g. shops & offices), housing associations or local councils cannot be deemed to be Assured Shorthold Tenancies and must be referred to our underwriting team for terms and conditions.

\* in England and Wales or the equivalent in Scotland and Northern Ireland.

Refer to Definitions- Tenancy.

**Suitable Condition to be Let**

After the Landlord has recovered vacant possession, any Monthly Benefit will cease until such time as the Property is in a suitable condition to be let upon a further Tenancy. When the Property is in a suitable condition to be let, then benefit will be paid at 50% of the Monthly Benefit, until the Property is let on a new Tenancy; or three months from the date of vacant possession whichever shall be the sooner.

Refer to Rent Guarantee Cover- Condition 2.

## Emergency Assistance Insurance

### Significant Features and Benefits

Emergency Assistance provides cover for the cost of contractors' call out and labour charges, parts and materials up to a maximum of £500 (including VAT) for each emergency in connection with;

- Security of doors and windows
- Plumbing
- Lost Keys
- Cooking System
- Roofing, down-piping and guttering
- Electricity Supply

Having accepted the emergency we will undertake for a contractor to attend within four hours. After four and a half hours we will call to confirm arrival and that the problem is being remedied.

There is no policy excess.

#### Additional Options for Emergency Assistance Insurance

Boilers and Heating option is available at an additional charge and includes emergencies arising from the sudden and unexpected breakdown, failure of or damage to the Boiler and Central Heating System, however, if the Emergency Assistance policy was purchased separately (not included automatically with a Landlords+ Buildings or Full contents policy) and incepted or renewed on or after 11 December 2009, cover will automatically include:

- Boilers and Central Heating Systems

### Significant Exclusions, Limitations and Conditions

#### Territorial Limits

Cover is specifically designed for let properties in Great Britain and Northern Ireland.

#### Good Repair

Emergency Assistance cover is only available for properties in a good state of repair.

#### Boilers and Central Heating Systems

Emergency Assistance does not cover Boilers, Central Heating or Hot Water Systems that are:

- Over ten years old
- Not subject to an annual service or maintenance contract
- Oil fired, solar or LPG

Refer to individual policy endorsement on policy schedules where Boiler Cover is operative.

#### Maintenance

Emergency Assistance does not cover incidents arising from a lack of routine maintenance.

Refer to Exclusion 2.

#### Sum Insured/Limits

£500 maximum for each emergency in respect of call out charges, three hours labour, parts and materials including VAT.

£250 for overnight accommodation.

£1500 maximum sum payable in any one period of cover.

#### Unoccupied Properties

Cover excludes emergencies where the residence has been unoccupied for a period exceeding 30 days.

Refer to Exclusion 7.

#### Tenancy Agreements

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If the tenancy agreement is not an Assured Shorthold Tenancy\* as detailed above the type of agreement must be referred to us for consideration. If we accept your tenancy agreement additional terms may be applied. If you fail to refer your tenancy and it is found not to be an acceptable agreement your policy may be void in the event of a claim.

NB: Tenancy Agreements for Properties that are let to companies, commercial trades (e.g. shops & offices), housing associations or local councils cannot be deemed to be Assured Shorthold Tenancies and must be referred to our underwriting team for terms and conditions.

\* in England and Wales or the equivalent in Scotland and Northern Ireland.

### Your rights of cancellation

You have the right to cancel your policy during the 14 day period either after the day of purchase of the contract, or the day on which you receive your policy documentation – whichever is later.

If you wish to cancel within the 14 day cooling off period or if your insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

Alternatively, if you wish to cancel and the insurance cover has already commenced, you will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered. This will be calculated on a pro-rata basis, for the period in which you received cover and will include an additional charge of up to £30.00 to cover the administrative cost of providing the policy.

If you do not exercise your right to cancel your policy, it will continue to be in force for the term of the policy and you will be required to pay the premium stated.

Please be aware that a refund will not be given if a claim has been made on the policy.

### How to claim

If you need to make a claim on your policy you should call us on 0845 112 0492 and we'll advise you what you should do next – our lines are open between 9am – 5.30pm Monday to Friday. If the claim is urgent, then you can call outside of these hours and we will advise you what you need to do next.

### Complaints

We are committed to maintaining a high standard of professional conduct in all our dealings with customers. If you feel that your insurance arrangements have not been handled in the manner in which you would expect and you wish to make a complaint we would like to hear from you. Please contact:

Customer Services Team  
HomeLet  
Hestia House  
Unit 2 Edgewest Road  
Lincoln  
LN6 7EL

Telephone: 0845 117 6000

Alternatively you are also entitled to contact the Insurers. Our Policy Wording sets out the full complaints procedure, including all contact details.

We and our Insurers are subscribed to the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body.

### Financial Services Compensation Scheme

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if your insurer cannot pay a claim.

Further information about compensation scheme arrangements is available from the FSCS.

Please ensure that you review your policy regularly to make sure that it continues to meet your needs.

If you have any queries concerning this document, please contact HomeLet on **0845 117 6000**.