

Summary of Cover

RESIDENTIAL LANDLORD BUILDINGS & CONTENTS INSURANCE

An insurance package designed for Landlords of let property.

Discount Insurance offers you comprehensive standard cover plus optional extras.

This **policy** is underwritten by Sterling Insurance Company Ltd.

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 Discount Insurance 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 - **Discount Insurance** 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 you	Page 8
Cover for specified perils including subsidence (see policy wording)	✓	Page 9
Automatic reinstatement of sum insured following a loss	✓	Page 24
Damage 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 property of solar glass heating panels, fixed glass and sanitary fixtures	✓	Page 10
Loss of rent or alternative accommodation expenses as a result of damage covered by the policy	30% of buildings sum insured	Page 10
Damage to landscaped gardens caused by emergency services	£5,000 in any one period of insurance	Page 11
Replacement of locks following theft of keys	£500 per property in any period of insurance	Page 11
Loss of metered water following damage covered by the policy	£5,000	Page 11
Emergency access	£1,000	Page 11
Theft of fixed fabric of the property including fixed external CCTV equipment and security lightning	£5,000	Page 11

Contents

Cover Offered	Standard Cover	Policy ref
Replacement value of contents 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 property (excluding residents possessions)	Up to amount nominated by you	Page 14
Cover for specified perils see policy 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 property)	£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 property must be maintained in a good state of repair and reasonable precautions must be taken to avoid any loss. Guidelines and tips on property care/maintenance can be found on our Property Care guide supplied with your insurance documents. Is is also available upon request from Discount Insurance, and can be found online at www.discountinsurance.co.uk/mainclause	Buildings and contents

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, sealant failure, cracking fracturing or collapse are not covered under this insurance	Buildings and contents
Special terms apply to empty or unoccupied property (see Empty or Unoccupied Property on page 12)	Buildings and contents
It is warranty of this policy that the property must be inspected every 6 months, internally and externally, by you or your representative	Buildings and contents
Diminution in market value is not covered	Buildings and contents
Theft or malicious damage by you (or member of your family) or any employee, resident or other people lawfully on the premises or with the deception of any of these persons, is not covered by this insurance	Buildings and contents
Valuables, gold, silver, furs and jewellery are not covered under this insurance	Contents
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 Discount Insurance	All covers
The maximum amount payable including all the automatic cover is the sum insured	Buildings and contents
Losses involving faulty/defective workmanship or the activities of contractors	Buildings

EXCESSES

Policy Excesses	Minimum Standard Excess (Refer to policy certificate)
Buildings - the minimum excess 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 to any property which is empty or unoccupied
Contents	£50 increasing to: £1,000 in respect of subsidence £1,000 in respect of escape of water £1,000 in respect of theft to any property which is empty or unoccupied
Public Liability - third party property damage	£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 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 whilst the property is left 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 **Discount Insurance** claims line on **020 8847 8007**. 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 **Discount Insurance** 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)

Sterling Insurance Company Ltd and Home and Travel Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. Under the scheme:

- 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.

You may contact the FSCS on **0800 678 1100** or full information are available at www.fscs.org.uk

FINANCIAL SERVICES AUTHORITY REGULATION

Home and Travel Ltd, RGA Underwriting Ltd and Sterling Insurance Company 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 or by contacting the FSA on **0845 606 1234**.

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

For further details about this cover, please contact the Quoteline on **0208 847 8000** or Freephone **0800 294 4522**.

Alternatively you can buy online at www.discountinsurance.co.uk