

## 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 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.

**keyfacts**<sup>®</sup>**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** 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, <b>flats</b> or rented <b>private dwelling</b> , 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 <b>sum insured</b> following a loss	✓	Page 11
<b>Damage</b> 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 <b>damage</b> covered by the <b>policy</b>	30% of buildings <b>sum insured</b>	Pages 9/10
<b>Damage</b> 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 <b>property</b> 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 <b>property</b> (excluding <b>residents</b> 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 <b>property</b> )	£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 <b>contents of communal parts</b> 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 <b>property</b> 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 <b>property</b> 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 <b>empty or unoccupied buildings</b> . Terms applied include Endorsements: 26, 27, 28 or 29 and 30. You must advise <b>Discount Insurance</b> immediately if any part of the <b>property</b> becomes <b>empty or unoccupied</b> .	All covers
It is a 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> appointed representative(s)	All covers

Diminution in market value is not covered	All covers
Theft or malicious <b>damage</b> by the Insured (or member of their family) or any <b>employee</b> or by the tenant residing in the <b>building</b> 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	<b>Contents &amp; contents of communal parts</b>
Gradually operating causes e.g. rust, rot, corrosion and gradual pollution will not be covered on this <b>policy</b>	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
<b>Damage to property in your custody</b>	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>Discount Insurance</b>	All covers
The maximum amount payable including all the automatic cover is the <b>sum insured</b>	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 <b>excess</b> 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	
<b>Contents and contents of communal parts</b>	£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 <b>property damage</b>	£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 **Discount Insurance** claims line on 0208 847 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 or to Discount Insurance 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)

Certain Underwriters at Lloyds 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](http://www.fscs.org.uk)

## FINANCIAL SERVICES AUTHORITY REGULATION

Home and Travel Ltd, RGA Underwriting Ltd and certain 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](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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](http://www.discountinsurance.co.uk)**