

BUILDINGS AND CONTENTS INSURANCE

An insurance package designed for Landlords of let property.

RENTGUARD offers you comprehensive standard cover plus optional extras.

Someone to Help You When You Need It - We realise that incidents don't only happen between 9 and 5. That's why we have set up a FREE 24 hour Emergency and Legal helpline to ensure there's someone to help you when you need it most. A FREE Tax helpline is also available Monday to Friday between 9am and 5pm.

Glass Replacement Service - Broken glass? Not to worry, our 24 hour replacement service can fix windows, doors or partitions. Just call us and assistance can be provided.

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. There may be a charge associated with this.

Policy Duration - This is an annually renewable Policy.

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.

Empty/Unoccupied Property - We must be notified as soon as possible but in any event within 90 days whenever a Property becomes empty or unoccupied Failure to comply with any part of this section could invalidate a claim

We will not pay for any claim arising under paragraphs b) (Theft) c) (Riot) d) (Malicious Damage) h) (Escape of Water) i) (Damage to Water Installations) of the Perils Insured and paragraph d) (Glass) of the Extensions if any Property(s) is/are left without an occupant for more than 14 consecutive days unless:

- i) The Premises are inspected at least once during each 14 days by You or your appointed representative
- ii) The water, gas and electricity supplies are turned off at the main and the water system drained except where required to be maintained for central heating
- iii) If the central heating system is left in operation it should be set for a minimum continual temperature of 13°C
- iv) Door and door locks identified as being suitable for external use must be fitted and used at all times
- v) 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
- vi) The premises are unoccupied for no more than 30 days in any period of insurance due to annual leave

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 in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within 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 cover.

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 0870 165 1090. Claims must be submitted within 30 days of the incident.

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 the Customer Care Department of AXA Insurance.

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

AXA Insurance UK plc and RENTGUARD, an RGA Group company, 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 **AXA Insurance UK plc** whose registered address is 5 Old Broad Street, London EC2N 1AD. Registered in England No 78950.

It couldn't be easier.

All you will need is the following:

- Full name of the policy holder
- Risk address & postcode
- Property rebuild value (building sum insured)
- Replacement contents sum insured
- Proposed tenancy type

Tenancy Type - Rates are based on tenancy type and we will provide cover for: professional lets, students, DSS, unoccupied properties, and asylum seekers. In addition, we provide quotes for UK and European holiday homes.

AGENT NAME:

AGENT NO:

For further details about this cover, please refer to your agent, or contact the Quoteline on 0870 165 1090, giving agent name and/or number.

Alternatively, you can buy-on-line at www.rentguard.co.uk

RENTGUARD LTD

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LANDLORDS HOUSEHOLD INSURANCE



Keyfacts

Buildings and Contents Insurance For Landlords

Authorised and regulated by the Financial Services Authority

Policy Summary

This document is a summary of the insurance cover provided by the 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, Communal Contents, Employers' and Public Liability. Please refer to your Policy Schedule 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 Schedule.

Features and Benefits		
Cover applies to Great Britain, Northern Ireland, the Isle of Man and the Channel Islands and additionally in respect of Employers Liability to temporary visits abroad excluding off-shore		
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	Page 7
"All Risks" cover including Subsidence being subject to certain exclusions	√	Page 7
Automatic Reinstatement of Sum Insured following a loss	√	Page 14
Damage to cables, drains and underground pipes	√	Page 11
Cover for tracing and making good leaking underground pipes, drains and cables	£5,000 per Block and £25,000 in any period of insurance	Page 11
Accidental Glass Breakage for fixed glass and sanitaryware	√	Page 11
Loss of Rent/Alternative Accommodation expenses as a result of damage covered by the Policy	30% of Buildings Sum Insured	Page 12
Damage to landscaped gardens caused by Emergency Services	£5,000 in any one period of insurance	Page 12
Replacement of locks and keys following theft	£1,000 per Block and £25,000 in any period of insurance	Page 12
Loss of metered water as a result of bursting or leaking pipes	£5,000	Page 12
Accidental Damage to closed circuit television	£5,000	Page 12
Removal of bees/wasps nests	£250	Page 12
Terrorism cover	√	Page 25
Unauthorised occupation - removal of occupants and public utilities costs	£5,000 per flat and £25,000 in any period of insurance	Page 12

Features and Benefits		
Contents		
Cover Offered	Standard Cover	Policy ref
Replacement value of household goods and all other personal property	Up to amount nominated by the Insured	Page 15
"All Risks" cover available for high risks items	√	Page 15
Curios and Works of Art	£1,000 per item	Page 15
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 15
Domestic oil in fixed fuel oil tanks	£1,000	Page 16
Accidental Glass Breakage for fixed glass and sanitaryware	√	Page 18
Contents, if not otherwise insured, are covered whilst temporarily removed from the premises	√	Page 18
Terrorism cover	√	Page 25

Features and Benefits			
Communal Contents			
Cover Offered	Standard Cover	Optional Cover	Policy ref
Replacement value of Communal Contents	£20,000	Increased Sums Insured	Page 19
Cover for specified perils see policy wording	√		Page 19
Curios and Works of Art	£1,000 per item		Page 19
Money the property of the Residents Association whilst in transit or in a locked drawer/safe	£1,000		Page 20
Terrorism cover	√		Page 25
Liability			
Cover Offered	Standard Cover	Optional Cover	Policy ref
Employers Liability	£10m		Page 23
Public Liability for property owners	£2m	£5m/£10m	Page 21
Cover for legal defence costs for prosecutions under the Health and Safety at Work etc Act 1974	√		Page 21
Legal Liability incurred under the Defective Premises Act	√		Page 22

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	Buildings, Contents & Communal Contents
Special terms apply to empty buildings - you must advise RENTGUARD immediately any premises becomes unoccupied	Buildings, Contents & Communal Contents
Date Recognition Exclusion	All covers except Employers Liability
Computer or data processing equipment, operator error, virus or hacking	Buildings, Contents & Communal Contents
Subsidence damage to property except garages where main building is not damaged at the same time	Buildings & Contents
Diminution in market value	Buildings, Contents & Communal Contents
Theft or Malicious Damage by the Insured (or member of their family) or any Employee or any person legally on the premises	Buildings, Contents & Communal Contents
Property in the open	Communal Contents
Valuables, gold, silver, furs and jewellery	Contents & Communal Contents
Gradually operating causes e.g. rust, rot, corrosion and gradual pollution	Buildings, Contents & Communal Contents and Public Liability
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

Excesses	
Policy Excesses	
Subsidence minimum excess	£1,000
Public Liability - property damage	£100
Buildings and Contents occupied properties (i) Malicious Damage, Storm, Flood, Escape of Water, Theft or Accidental Damage (ii) All other losses except Subsidence	£100 Nil
Buildings and Contents unoccupied properties and properties occupied by Asylum Seekers (i) Malicious Damage, Storm, Flood, Escape of Water, Theft or Accidental Damage (ii) All other losses except Subsidence	£250 Nil