

Home and Legacy Ultra Landlord – Policy Summary

This is a policy summary only and does not contain the full terms and conditions of the contract. It does not form part of the contract between you and us. Full terms can be found in the policy wording, a copy of which is available on request. If you take out a policy with us you will receive a full policy wording as part of your policy documents.

How long does the cover last?

The policy lasts for 12 months or for the period shown on your insurance schedule.

What type of cover is provided?

The policy is a home insurance contract for private individuals who are letting their main home and individuals or businesses that own and let one or more investment properties. The types of cover available are Buildings, Contents, Landlords Legal Expenses and optional Landlord Income Protection.

You can buy Buildings and Contents separately or you can take them out together. With both Sections you have the option to include the additional benefits of Theft, Intentional or Malicious damage by tenants or Theft, Intentional or Malicious damage by tenants together with Accidental Damage that is considered to be insurable.

Contents insurance can be tailored to individual requirements and is available to provide Limited Contents cover for properties let on an unfurnished basis, to cover carpets, curtains and domestic appliances, or General Contents cover for properties that are being let part or fully furnished. Cover is also available, if required, to cover Contents of Common Areas.

Landlord Legal Expenses insurance is included automatically whether you opt for Buildings insurance, Contents insurance or both. Legal Expenses insurance provides cover for legal costs and other expenses that could arise in the event of a dispute with your tenant(s).

You can also include Landlord Income Protection insurance as part of your cover on an optional basis, as an add-on. You can add this cover whether you opt for Buildings insurance, Contents insurance or both. Landlord Income Protection insurance provides cover for loss of rent if your tenant(s) fail to pay rent to you when it is due.

One Policy Wording covers all Sections of this Policy.

If you take out a policy with us your policy schedule will show any endorsements or special terms that apply.

Who is providing the insurance?

Buildings and Contents Insurance

Allianz Insurance plc registered in England No. 84638. registered office at 57 Ladymead, Guildford, Surrey, GU1 1DB, United Kingdom, authorised and regulated by the Financial Services Authority, register no. 121849.

Legal Expenses and the Landlord Income Protection Insurance optional add-on

Great Lakes Reinsurance (UK) PLC registered in England and Wales No. 2189462. Registered office: Plantation Place, 30 Fenchurch Street. London EC3M 3AJ. United Kingdom, authorised and regulated by the Financial Services Authority. Register No. 202715.

The key information about each Section of cover available is set out under the respective headings on the following pages. This includes the most significant or unusual exclusions and limitations to the cover and where to find them in the full Policy Wording. There may be other exclusions or limitations that are significant to you so it is important that you read the full Policy Wording. A copy is available from your insurance intermediary, or us, on request.

What happens if I take out cover and then change my mind?

The policy provides you with a 14 day reflection period, either from the day of purchase or renewal of the contract or the day on which you receive your policy documentation whichever is the later, to decide whether you wish to continue for the agreed period of insurance. We will return any premium paid in full provided no claims have been made. If you have made a claim the amount of refund will be calculated proportionately for the time for which you have been covered based on the annual premium payable. Should you suffer a total loss claim you may be required to pay the full annual premium.

Cancelling cover after the initial period of reflection

If you cancel your cover after the first 14 days, provided you have not made a claim, you will be entitled to a proportionate refund of the premium paid, subject to the deduction of a £15 administration fee (to cover Home & Legacy's costs) and any Insurance Premium Tax where this is applicable. If you have made a claim the full annual premium may be payable.

If you cancel at any time and you have added the optional Landlord Income Protection insurance this optional cover will also be cancelled.

Buildings Section

Full details can be found in the Buildings Section of the policy wording.

Significant features and benefits	Significant exclusions or limitations	Location in Policy
<p>Buildings</p> <p>The policy covers the structure of the buildings of your property(ies) (including garages and outbuildings) against unexpected loss or damage, for example by storm, fire or someone breaking in and for your legal liability as owner of your property or as employer of any domestic employees you hire at the property.</p>	<p>You will have to pay the first £100 of any claim under this section (unless you have selected a different amount), except for subsidence, heave or landslip which is subject to a £1,000 excess.</p> <p>There is <u>no cover</u> for laminate, wood effect or vinyl floor coverings that could be reasonably removed and re-used.</p> <p>There is <u>no cover</u> for storm or flood damage to cellars or basements due to a rise in the water table.</p> <p>There is <u>no cover</u> for damage caused to pitch fibre pipes as a result of pressure applied to them by weight of soil or other covering materials. In addition we will not cover you for de-lamination (separation of layers) of pitch fibre pipes.</p>	<p>Buildings Section – What is covered / not covered</p> <p>Buildings definition – page 9</p> <p>What is not covered, Event 7 – Storm or Flood</p> <p>What is not covered, Event 11 – Mains Services</p>
<p>Identity Fraud</p> <p>Cover is also provided under the buildings section for Legal Expenses and other costs that you may incur if you suffer identity fraud</p>	<p>Cover is limited to £5,000 (including any VAT) during any one period of insurance.</p> <p>If your policy includes the buildings and contents sections we will only pay under one section – not both.</p>	<p>What is covered / not covered,</p> <p>Event 17 – Identity Fraud</p>
<p>Landlord's Legal Expenses</p> <p>Legal Expenses and other costs that you may incur if you have to take legal action against your tenant(s) are also covered.</p>	<p>The maximum amount payable is £60,000 for all claims arising from one event during any period of insurance for each property insured. If your insurance includes the buildings and contents sections this is the most that will be paid for all claims arising from any one event.</p> <p>The minimum amount in dispute for Landlord Legal Expenses claims must be at least £250.</p> <p>There is <u>no cover</u> for Landlord Legal Expenses claims that are not reported within 30 days of any dispute with your tenant(s) or for any dispute which starts within 30 days of the policy starting, if the Tenancy Agreement was in place before the policy started.</p> <p>Legal Expenses claims <u>are not</u> covered where the tenant(s) and any guarantors have not been suitably referenced. Note – What constitutes an acceptable reference is set out in Event 19 of the Buildings section. Also refer to the Financial Reference Definition on page 9.</p> <p>There is <u>no cover</u> for Landlord Legal Expenses claims without a reasonable prospect of success.</p>	<p>What is covered / not covered, Event 19 – Landlord's Legal Expenses</p> <p>What is not covered – exclusion i)</p> <p>What is not covered – exclusion q)</p>
<p>Theft, Malicious Damage, Loss or Intentional Damage by your tenant(s) (Optional Cover)</p> <p>If you have selected this optional additional benefit, your policy will cover your buildings against such damage.</p>	<p>You will have to pay the first £250 (unless you have selected a higher amount) for each claim for theft, malicious damage, loss or intentional damage by your tenant(s).</p>	<p>What is covered / not covered – Event 20</p>
<p>Accidental Damage (Optional Cover)</p> <p>If you have selected optional Accidental Damage cover your policy will cover your buildings for theft, malicious damage, loss or intentional damage by your tenant(s) and any other accidental damage that is insurable.</p>	<p>A number of exclusions apply – these are all detailed in the policy wording.</p>	<p>What is covered / not covered – Event 21</p>

Contents Section

Full details can be found in the Contents Section of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Policy
<p>Contents</p> <p>The policy covers your household goods whilst they are within your property(ies), including outbuildings, against unexpected loss or damage, for example by fire or theft.</p> <p>Property in your garden (such as garden furniture) is covered up to £750 and cover for your legal liability is included as owner of the contents or as employer of any domestic employees you hire at the property.</p> <p>On what basis are contents claims settled?</p> <p>We will pay to replace property or belongings lost or destroyed and/or we will pay to repair damaged items.</p>	<p>You will have to pay the first £100 of any claim under this section (unless you have selected a different amount).</p> <p>There is <u>no cover</u> for laminate, wood-effect, or vinyl floor coverings that could not reasonably be removed and re-used.</p> <p>There is <u>no cover</u> for storm or flood damage in cellars or basements due to a rise in the water table.</p> <p>There is <u>no cover</u> for theft or attempted theft by your tenant(s) unless you have selected the optional additional benefit provided under insured event 21.</p> <p>There is <u>no cover</u> for over 15% of the sum insured or £5,000 whichever is the greater for loss or damage to the contents caused by theft or attempted from outbuildings.</p> <p>We will make a deduction for wear and tear for claims on household linen and carpets over 1 year old.</p> <p>We will pay for the damaged items that are part of a set or suite but we will not pay for the other pieces which are not damaged.</p>	<p>Contents Section – What is covered / not covered</p> <p>Contents Definition – page 24</p> <p>What is not covered, Event 7 – Storm or Flood</p> <p>What is not covered, Event 4 – Theft or attempted theft.</p> <p>How we settle claims under the Contents Section – page 38</p>
<p>Identity Fraud</p> <p>The contents section also includes cover for legal expenses and other costs that you may incur if you suffer identity fraud.</p>	<p>Cover is limited to £5,000 (including any VAT) during any one period of insurance.</p> <p>If your policy includes the buildings and contents sections we will only pay under one section - not both.</p>	<p>What is covered / not covered,</p> <p>Event 18 - Identity Fraud</p>
<p>Landlord's Legal Expenses</p> <p>The contents section also includes cover for legal expenses and other costs that you may incur if you have to take legal action against your tenant(s).</p>	<p>The maximum amount payable is £60,000 for all claims arising from one event during any period of insurance for each property insured. If your insurance includes the buildings and contents sections, this is the most that will be paid for all claims arising from any one event.</p> <p>The minimum amount in dispute for landlord legal expenses claims must be at least £250.</p> <p>There is <u>no cover</u> for legal expenses claims that <u>are not</u> reported within 30 days of any dispute with your tenant(s), or for any dispute which starts within 30 days of the policy starting, if the tenant(s) were in occupation before you first started your cover.</p> <p>Legal expenses claims <u>are not</u> covered where the tenant(s) and any guarantors have not been suitably referenced.</p> <p>Note - What constitutes an acceptable reference is set out in Event 20 of the Contents section. Also refer to the Financial Reference Definition on page 9.</p> <p>We will not cover legal expenses claims without reasonable prospect of success.</p>	<p>What is covered/not covered, Event 20 – Landlord's Legal Expenses</p> <p>What is not covered – exclusion n)</p> <p>What is not covered – exclusion a)</p> <p>What is not covered – exclusion i)</p> <p>What is not covered – exclusion q)</p>
<p>Theft, Malicious Damage, Loss or Intentional Damage by your tenant(s) (Optional Cover)</p> <p>If you have selected this optional additional benefit, your policy will cover your contents against such damage.</p>	<p>You will have to pay the first £250 (unless you have selected a higher amount) for each claim for theft, malicious damage, loss or intentional damage by your tenant(s).</p>	<p>What is covered/ not covered – Event 21</p>
<p>Accidental Damage (Optional Cover)</p> <p>If you have selected optional Accidental Damage your policy will cover your contents for theft, malicious damage, loss or intentional damage by your tenant(s) and any other accidental damage that is insurable.</p>	<p>You will have to pay the first £250 (unless you have selected a higher amount) of each claim for theft, malicious damage, loss or intentional damage or accidental damage caused by your tenant(s).</p>	<p>What is covered/ not covered - Event 22</p>

Landlord Income Protection – (Optional add-on cover)

Please note that this cover is only provided if you have selected the optional add-on to include Landlord Income Protection

Significant features and benefits	Significant exclusions or limitations	Location in Policy
<p>Landlord Income Protection</p> <p>If you have selected the optional add-on to include Landlord Income Protection, your policy provides cover for loss of rent if your tenant(s) fail to pay rent to you when it is due.</p>	<p>We <u>will not</u> pay you the first month's rent.</p> <p>We <u>will not</u> cover you for any rental arrears that are not reported to us within 30 days of the rent due date.</p> <p>We <u>will not</u> cover you for any rental arrears which commence within 30 days of the policy starting, if the tenant(s) were in occupation before you first started your cover.</p> <p>We <u>will not</u> cover you for claims where the tenant(s) and any guarantors have not been suitably referenced as set out in the Financial Reference definition on page 9, Buildings Section and page 25, Contents Section.</p> <p>Note - what constitutes an acceptable financial reference is set out in exclusion i) – What is not covered on pages 41 and 42 of the policy.</p> <p>Any rent which we agree to pay will be paid 30 days in arrears.</p>	<p>Landlord Income Protection (Optional add-on) Section – page 40 and beyond</p> <p>What is covered / not covered</p> <p>How we settle claims – page 45</p>

Unoccupancy

The policy excludes certain losses or damage if no-one is living at the property for more than ninety (90) consecutive days. If this applies to you, for example when the property is vacant between lets you will not be covered for theft, malicious damage or breakage of glass or sanitary fittings.

This applies under both the Buildings and/or Contents Sections.

How do I notify a claim?

Please ring Home and Legacy Insurance Services Limited on **0844 893 8360**.

If you are abroad please call **+44 (0) 20 3118 7777**.

How do I make a complaint?

If you have a complaint, please contact:

The Customer Satisfaction Manager,
Home and Legacy Insurance Services Limited,
500 Avebury Boulevard,
Milton Keynes, MK9 2LA.
Tel: 0844 893 8360.
Fax: 0844 893 8386.

Complaints which we are required to resolve will be passed on to us by Home & Legacy. Full details of the complaints procedure can be found in the policy wording.

If it is not possible to resolve the problem you will be provided with information about the Financial Ombudsman Service who offers a free independent service for resolving disputes about most financial matters. The Financial Ombudsman Service can be contacted at:

The Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London, E14 9SR

Tel: 0800 0 234 567 free for people phoning from a "fixed line" (for example, a landline at home) or 0300 123 9 123 free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02.

Email: complaint.info@financial-ombudsman.org.uk

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

Would I receive compensation if we were unable to meet our liabilities?

In the event that insurers are unable to meet their liabilities you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). Further information about the compensation scheme is available from the FSCS.

The FSCS can be contacted at:
Financial Services Compensation Scheme,
7th floor, Lloyds Chambers,
Portsoken Street, London E1 8BN

Tel: 0207 892 7300

Email: enquiries@fscs.org.uk

This policy summary can be made available in large print, audio or Braille.

Please contact Home & Legacy on 0844 893 8360 who will be pleased to organise an alternative for you.

Please note that telephone calls may be recorded for our joint protection, training and/or monitoring purposes.