

Landlord Insurance

Insurance Product Information Document



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Authorised and regulated by the Financial Conduct Authority, Financial Services Register number 307523.

COMPANY: HOME & LEGACY · PRODUCT: ULTRA LANDLORD

This document summarises the key features of Ultra Landlord. Your policy documentation provides the complete terms & conditions, and other important information. Details of the specific cover you selected to meet your needs are in your schedule.

What is this type of insurance?

Ultra Landlord provides buildings and/ or contents insurance for residential rental properties. The cover has options so it can be tailored to meet different landlord insurance needs.



What is insured?

BUILDINGS &/ OR CONTENTS

- ✓ Loss or damage due to events such as fire, theft, malicious damage, escape of water, storm or flood
- ✓ Property owner's liability up to £5,000,000 if you're legally responsible for damaging another person's property or causing their death or injury
- ✓ Employer's liability up to £10,000,000 if your domestic staff suffer accidental injury or death as a result of the work they are employed to do for you

BUILDINGS ONLY

- ✓ Loss of rent or alternative accommodation up to 25% of the buildings sum insured if the property can't be lived in following an insured event
- ✓ Detecting and repairing leaking pipes up to £5,000
- ✓ Making good damage caused by emergency services
- ✓ Defective premises liability up to £5,000,000 for accidental injury to any person, including your tenant, or damage to their property if you are legally liable

CONTENTS ONLY

- ✓ Loss of rent or alternative accommodation up to 25% of the contents sum insured or £5,000, whichever higher, if property can't be lived in following an insured event
- ✓ Loss or damage to contents in the open within the grounds of the property, up to £750

LANDLORD LEGAL EXPENSES

- ✓ Costs to obtain damages or legal remedy for:
 - Property disputes includes trespass, damage or nuisance or rights of way
 - Disputes over the terms of your tenancy agreement
- ✓ Costs to evict the tenant(s)

OPTIONS (IF REQUESTED)

- ✓ Theft or malicious damage by the tenant or theft or malicious by the tenant & accidental damage (including by the tenant)
- ✓ Loss of rent for up to 12 months or until vacant possession obtained, whichever is sooner
- ✓ 75% of the previous rent for up to 2 months after vacant possession obtained or until the property is re-let, whichever is sooner
- ✓ Access to a 24 hour/ 365 day emergency property assistance helpline
- ✓ Repairer call out up to £500 for emergencies such as utility failure, burst pipes or pest infestations.
- ✓ Gas safety check & energy efficiency performance inspection services also available (when emergency property assistance cover is requested)



What is not insured?

BUILDINGS &/ OR CONTENTS

- ✗ Loss or damage due to wear and tear/ lack of maintenance
- ✗ Theft, attempted theft or malicious damage when the property is not lived in for more than 90 days in a row
- ✗ Loss or damage caused by domestic animals
- ✗ Theft or attempted theft not involving force/ violence

LANDLORD LEGAL EXPENSES

- ✗ Disputes you were aware of before the policy started
- ✗ Tenant disputes not notified during the period of insurance and for up to 30 days after the end of the period of insurance

BUILDINGS ONLY

- ✗ Loss or damage caused by storm/ flood to fences, gates & hedges

CONTENTS ONLY

- ✗ Landlord's personal items left in the property, unless agreed

OPTIONS (IF REQUESTED)

- For theft or malicious damage by the tenant:
 - any amount that may be deducted from the tenancy deposit
 - theft claims that are not reported to the police
- For loss of rent following non-payment by tenants:
 - claims not notified as soon as possible or for up to 30 days after the end of the period of insurance
 - the first month's rent
 - vacant possession cover if you do not accept an offer to re-let the property at 80% of the rent paid by the preceding tenant
- Emergencies affecting outbuildings, garages or sheds
- Most emergencies, if the property is multi-occupancy
- Boilers over 10 years are excluded



Are there any restrictions on my cover?

BUILDINGS &/ OR CONTENTS

- Limits of cover shown in the policy wording
- Excesses & endorsements detailed on the schedule
- Escape of water when the property is not lived in for more than 90 days in a row unless the water is turned off

CONTENTS ONLY

- £5,000 or 15% of the contents sum insured for loss or damage caused by theft/ attempted theft from outbuildings
- £750 for accidental breakage of mirrors, fixed glass in furniture and ceramic hobs

LANDLORD LEGAL EXPENSES

- Claims if success in the legal case is unlikely

OPTIONS (IF REQUESTED)

- £60,000 for any and all claims during one period of insurance for landlord legal expenses and loss of rent claims combined
- No more than 5 emergencies in one year are covered
- Helpline must be contacted within 24 hours of emergency



Where am I covered?

- ✓ Your property located in England, Wales, Scotland and the Isle of Man



What are my obligations?

- To provide complete & accurate answers to the questions asked when you take out, renew and amend your policy
- To pay the cost of the insurance
- To observe and comply with the terms & conditions of the policy
- To ensure a written tenancy agreement is in place which is an Assured Shorthold tenancy agreement as defined within the Housing Act 1988 (as amended) or a Company Let with a limited company or a limited liability partnership
- To obtain references for the tenant(s) (and their guarantors, if applicable) no more than 60 days before the start of the tenancy agreement

BUILDINGS & CONTENTS

- To maintain your insured property in a good condition and repair
- To inspect the property at least every 14 days if it is not lived in (before the start of a tenancy or between lets)
- To tell us as soon as possible if you need to make a claim and give us any information we may need
- To cooperate with us or our appointed representatives at all times throughout the processing of your claim

For Landlord legal expenses cover :

- To collect before the start of the tenancy a deposit of at least one month's rent which must be held in accordance with statutory requirements, unless the tenant(s) has purchased a deposit guarantee policy which has been approved by Home & Legacy

OPTIONS (IF REQUESTED)

For Rent protection cover which provides loss of rent following non-payment by the tenant(s):

- To collect before the start of the tenancy a deposit of at least one month's rent which must be held in accordance with statutory requirements, unless the tenant(s) has purchased a deposit guarantee policy which has been approved by Home & Legacy



When and how do I pay?

- Please pay the premium before the cover first starts or renews
- We will write to you before your renewal date to let you know the renewal premium
- You can pay us using debit/ credit card or electronically
- If you wish to pay by instalments, we can introduce you to a specialist premium finance loans company. There is a charge for credit



When does the cover start and end?

- The period of insurance is shown on your relevant policy schedule



How do I cancel the contract?

- You can cancel this policy at any time by contacting your insurance intermediary or us
- If you cancel your policy within 14 days of purchase you will receive a full premium refund as long as you have not made a claim
- If you cancel your policy after the first 14 days you will receive a proportionate premium refund as long as you have not made a claim. We will charge you an administration fee of £15 when cancelling. This will be deducted from the premium refund.