

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 terms & conditions, and other important information. Details of the specific cover you selected to meet your individual 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

LEGAL EXPENSES

- ✓ To take legal action for disputes between you and your tenant under the tenancy agreement
- ✓ To defend action brought by the tenant alleging you've not meet your obligations under the tenancy agreement
- ✓ To regain possession if the tenant does not move out when the tenancy ends

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 if the tenant defaults for up to 12 months or until vacant possession of the property is obtained and 75% of the rent for a further 2 months (or until new tenant found if that's 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

LEGAL EXPENSES FOR ANY DISPUTE:

- you were aware of before the policy started
- which occurs within 30 days of the policy starting, unless you held similar cover previously up to the date you took out this policy. This does not apply at renewal
- not notified within 30 days

- ✗ Legal expenses you incur before we accept your claim

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 claims following tenant default:
 - claims that are not notified to us within 30 days
 - the first month's rent
 - any rent after vacant possession has been obtained, if the property won't be re-let
- 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 or attempted theft from outbuildings
- ! £750 for accidental breakage of mirrors, fixed glass in furniture and ceramic hobs

LEGAL EXPENSES

- ! Claims if success in the legal case is unlikely

OPTIONS (IF REQUESTED)

- 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

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 legal expenses cover :
 - to collect a deposit of at least one month's rent before the policy first starts (and before any new tenancy, that is started during the period of insurance)
 - to ensure a written tenancy agreement is in place that complies with the requirements of relevant legislation
 - to satisfactorily reference the tenant and their guarantor, if applicable

OPTIONS (IF REQUESTED)

- For loss of rent cover following tenant default:
 - to collect a deposit of at least one month's rent before the policy first starts (and before any new tenancy, that is started during the period of insurance)
 - to ensure a written tenancy agreement is in place that complies with the requirements of relevant legislation
 - to satisfactorily reference the tenant and their guarantor, if applicable



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



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