

# Landlord Insurance

## Insurance Product Information Document



Home and Legacy Insurance Services Limited, 500 Avebury Boulevard, Milton Keynes MK9 2LA, United Kingdom.  
Authorised and regulated by the Financial Conduct Authority, Financial Services Register number 307523.

### COMPANY: HOME & LEGACY · PRODUCT: ULTRA LANDLORD

This document applies for new contracts with cover start date on or after 19<sup>th</sup> April 2020.  
It **does not** apply for policyholders who are renewing their existing contracts.

This document summarises the key features of the 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 (SECTIONS 1 &/ OR 2)

- ✓ 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 (SECTION 1)

- ✓ 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 (SECTION 2)

- ✓ 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

#### OPTIONS (IF REQUESTED)

##### BUILDINGS &/ OR CONTENTS (SECTIONS 1 &/ OR 2)

- ✓ Theft or malicious damage by the tenant or theft or malicious by the tenant & accidental damage (including by the tenant)

##### EMERGENCY PROPERTY ASSISTANCE (SECTION 5)

- ✓ 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 (SECTIONS 1 &/ OR 2)

- ✗ 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

#### BUILDINGS ONLY (SECTION 1)

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

#### CONTENTS ONLY (SECTION 2)

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

#### LANDLORD LEGAL EXPENSES (SECTION 3)

- ✗ This cover is not included or available

#### OPTIONS (IF REQUESTED)

##### BUILDINGS &/ OR CONTENTS (SECTIONS 1 &/ OR 2)

- 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

##### LANDLORD RENT PROTECTION (SECTION 4)

This cover is not available

##### EMERGENCY PROPERTY ASSISTANCE (SECTION 5)

- 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 (SECTIONS 1 &/ OR 2)

- 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 (SECTION 2)

- £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

#### OPTIONS (IF REQUESTED)

##### EMERGENCY PROPERTY ASSISTANCE (SECTION 5)

- 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 take background and financial checks on any tenant(s) who will occupy the property

### BUILDINGS & CONTENTS (SECTIONS 1 & 2)

- 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



## 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 Home & Legacy
- 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. Home & Legacy will not charge you an administration fee.