

Policy Summary for Landlords Buildings & Contents Insurance

The insurance for this policy is underwritten by Royal & Sun Alliance Insurance plc.

The Administrator for this insurance policy is Paymentshield Limited.

This summary does not contain the full terms and conditions which can be found in the policy document.



Where there are **exclusions** or **limitations** shown in this document, they are indicated by this symbol.



Full details of the policy will be provided with your certificate and you should take the time to read this to ensure that it provides the level of cover you require. In this document, we specify where information can be found in the policy document by using this symbol.

1. Landlords Buildings & Contents Insurance Policy

This policy can be used to provide household insurance where you are a private individual and the property that you own is rented out under a tenancy agreement directly between the Landlord and each tenant.

We will insure your property where it is occupied by a single family, or no more than 6 individual tenants. We will accept tenants who are students or those who fund their rent through the Benefits agency (the type of tenants will be taken into account in calculating the premium).



This policy is not suitable where the tenants are or will be persons seeking asylum in the British Isles.

This policy is not suitable where the property is a bedsit or divided into individual self contained units each with individual cooking facilities.

2. The type of cover available under this policy

The following cover is available to you:

- Combined Buildings and Furnished Contents insurance cover
- Combined Buildings and Unfurnished Contents insurance cover
- Buildings only cover

Accidental Damage cover is also available.

Furnished means originally contracted to let to a tenant as full or partially furnished. Unfurnished means not originally contracted to let to a tenant as full or partially furnished.



- Cover is not available in respect of valuables or personal possessions
- Accidental Damage cover is not available for Unfurnished Contents
- You cannot insure Contents only cover
- Home Emergency and Legal Expenses cover is not available
- Rental Guarantee cover is not available

3. How the policy works

- Buildings insurance reinstates your property. Contents insurance repairs or replaces your property as new
- Your premium is calculated dependent on how old you are, where the property is situated (the postcode), the age and type of property, the type of tenants in the property and the number of bedrooms in the property
- No Claims Discount up to 30% for claim free periods up to 5 years
- The policy is a monthly contract and will automatically continue for a further month on payment of each premium as it falls due
- The premiums are paid monthly in advance by direct debit

You can select the additional cover you require:

- Accidental Damage is available for buildings and furnished contents for an unexpected event

You pay an additional premium if you select Accidental Damage cover.



Please see the policy document for all selected cover exclusions and restrictions.

4. Maximum cover limits

The level of Buildings and Contents cover available to you:

- Buildings Insurance - £300,000
- Furnished Contents - £40,000
- Unfurnished Contents - £10,000

Furnished or Unfurnished Contents cover can only be insured with Buildings cover.

It is important you ensure that the cover you select provides you with adequate levels of cover.



Restrictions on cover amounts:

Under the Contents insurance section a cover limit of £5,000 is applied to any individual item.

You must ensure that the maximum cover limits (detailed above) for Buildings and/or Contents insurance provide you with adequate levels of cover. If you require higher levels of cover you will need to make alternative arrangements.

We will insure up to a maximum of ten (10) buildings owned by you. Each building requires an individual proposal and policy.

5. Buildings cover

The undernoted insured events are covered if you have selected Buildings cover:

- Fire, smoke, explosion, lightning or earthquake
- Riots, civil commotion, labour and political disturbances or strikes
- Malicious damage or vandalism
- Theft or attempted theft
- Storm or flood
- Impact or collision
- Subsidence or heave
- Escape of water or oil

Also covered:

- Property Owners liability
- Loss of rents receivable or payable
- Alternative accommodation for your tenant
- Temporary storage of furniture incurred by you
- Loss of metered water
- Damage caused by attending Emergency Services
- Unauthorised use of services
- Accidental damage to locks or theft of keys
- Cost of removing/lopping trees

Accidental damage cover for Buildings cover is available at an additional cost.

- Extends the cover under your buildings to include accidental damage

The main policy exclusions for Buildings cover:

- You have to pay the first £100 of any claim under the buildings cover section of the policy (£250 for accidental damage, malicious damage or vandalism, escape of water or oil), (£500 if the property is unoccupied for between 45 and 90 days), (£1000 if your claim is for subsidence). This is known as the policy excess
- Loss or damage by some events which occur after the insured property has been unoccupied for more than 90 days
- Any loss or damage caused by wet rot or dry rot
- Loss or damage caused by an evicted tenant
- Storm or flood damage to fences, hedges and gates
- Subsidence damage to terraces, patios, tennis courts, outdoor swimming pools, drives, footpaths, walls, hedges, gates, drains, septic tanks, cables and oil tanks unless your home is damaged at the same time and by the same cause

Please see the policy document for full Buildings, Accidental Damage to Buildings and Owners Liability cover exclusions and restrictions (sections B, C and D)

6. Contents cover

The undernoted insured events are covered if you have selected Furnished Contents or Unfurnished Contents cover:

- Fire, smoke, explosion, lightning or earthquake
- Riots, civil commotion, labour and political disturbances or strikes
- Malicious damage or vandalism
- Theft or attempted theft
- Storm or flood
- Impact or collision
- Subsidence or heave
- Escape of water or oil
- Cover for Landlord's communal contents

Also covered:

- Theft from outbuildings or garages within the boundaries of your home for up to £500

Accidental Damage for Furnished Contents cover is available at an additional cost:

- Extends the cover under your Furnished Contents cover to include accidental damage

The main policy exclusions for Contents cover:

- You have to pay the first £100 of any claim under the contents cover section of the policy (£250 for accidental damage, malicious damage or vandalism, escape of water or oil), (£500 if the property is unoccupied for between 45 and 90 days). This is known as the policy excess.
- Loss or damage by some events which occur after the insured property has been unoccupied for more than 90 days
- For theft or malicious damage or vandalism when the property is left without any occupants or the tenants retire at night they must secure the property as set out in the policy
- Loss or damage caused by an evicted tenant
- Any loss or damage caused by the movement of solid floors
- Any amount recoverable from the tenant
- The most you can claim for any individual item is £5,000. We will require a receipt, original valuation or suitable proof of purchase at the point of claim for any item that exceeds £250 in value

Please see the policy document for full Contents and Accidental Damage to Furnished Contents cover exclusions and restrictions (sections E and F)

7. Duration of the insurance

This is a monthly contract. The policy is issued for an initial period from the start date to the date the first premium is due and will automatically be continued for a further month on payment of each premium as it falls due.

8. Administration charge

The Administrator reserves the right to apply a monthly administration charge (subject to Insurance Premium Tax) to your policy.

9. Cancelling your policy

If, having examined your policy, you decide not to proceed you have a statutory right to cancel for up to 14 days from the start date. However, we offer a 30 day cancellation period without charge. If you cancel your cover more than 30 days after the start date you may not be entitled to any refund of premiums. In order to determine if you are eligible for a refund, you can write to us at the following address:

Paymentshield Limited, Southport Business Park, Wight Moss Way, Southport, Merseyside PR8 4HQ.

We can cancel your cover with immediate effect, in the event that a premium remains unpaid 30 days after the date on which it is due to be paid. Any cancellation of this nature will be effective from the expiry of the last paid period of insurance.

We can cancel your cover for any other reason by giving you 30 days written notice. This will not affect your rights to receive claim benefits for any event that occurred before the cancellation date.

10. How to cancel your policy


To cancel your cover, you should contact the Paymentshield Customer Services team on **0845 6011 050**. Alternatively, you can write to Paymentshield in advance at the address shown on your certificate. Please note that if you cancel your policy and do not give us advance notice, then you may be liable for paying an additional premium.

11. Making a claim

Your claim will be administered by Royal & Sun Alliance Insurance plc.

Should you need to claim under your Buildings & Contents policy, including Accidental Damage cover please call the claims helpline on **0845 6011 060**.

 Your No Claims Discount is reduced from the next monthly premium following a claim settlement.

 Please see the policy document for full details of how to claim (section M)

12. Complaints

Sales

If you are unhappy with any aspect of the sale of this policy or have cause for complaint you should initially contact the person who arranged the cover for you.

Administration

The administrator handles complaints regarding general administration on our behalf.

If you are unhappy with the general administration of the policy, or have cause for complaint you should contact the Paymentsshield Customer Services Team by telephone or in writing by letter or email to:

The address is: Paymentsshield Limited
PO Box 229
Southport
PR9 9WU

Customer Services Helpline: 0845 6011 050

Email: enquiries@paymentsshield.co.uk

The Customer Services Team will tell you what Paymentsshield will do to resolve your concerns and how long it will take.

Claims

If you are unhappy about claims handling on the policy you should contact our Claims Manager by telephone or in writing.

Write: Paymentsshield Claims Team
RSA
Claims Department
PO Box 21561
Stirling
FK7 1AA

Telephone: 0845 026 1132

The Claims Manager will tell you what they will do to resolve your concerns and how long it will take.

Where you remain dissatisfied with the response regarding claims handling or general administration on the policy you may refer the matter to the Customer Relations Manager.

Customer Relations can be contacted at:

Write: Customer Relations Office
RSA
Bowling Mill
Dean Clough Industrial Park
Halifax
HX3 5WA

Telephone: 0800 107 6160

Fax: 01422 325146

Email: crt.halifax@uk.rsagroup.com

The Customer Relations Manager will conduct a separate investigation and full review of your claims complaint, that will be concluded by issuing a final response letter.

Where you remain dissatisfied with the final response you receive, or your complaint has not been resolved within 8 weeks, you have the right to ask the Financial Ombudsman Service (FOS) to review your case.

Write: The Financial Ombudsman Service (FOS)
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: 0845 080 1800

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

If you contact any of the above organisations, this will not affect any right of legal action you may have under the policy.

13. Financial Services Compensation Scheme

Royal & Sun Alliance Insurance plc is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we cannot meet our obligations, depending on the circumstances of the claim.

Further information about the scheme is available from the FSCS website www.fscs.org.uk, or write to Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portsoken Street, London, E1 8BN.

Further information

- 1. The Law and language applicable to this contract**
The policy is governed by English law. The language used in this policy and any communication relating to it will be English.
- 2. Premiums**
Any premiums or premium refunds held by the Administrator will be held on behalf of the Insurer.
- 3. The payment of premiums**
The premium is payable monthly in advance by direct debit. We can change your premium by giving you 21 days notice in writing. The premium includes Insurance Premium Tax (IPT) at the current rate. If we are required by law to increase the level of IPT or to make any other charges, we will increase your premium from the date any such charges are implemented.
- 4. Policy document**
A copy of the full policy document for Landlords Buildings & Contents insurance is available on request. For a copy please ask your Intermediary or call the Paymentsshield Customer Services Helpline on 0845 6011 050.

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