

## LANDLORDS INSURANCE FOR LET PROPERTY

This is a summary of the cover available under the Woodbrook Underwriting Agencies Ltd Policy. It does not include all the policy benefits, limits and exclusions. Full terms and conditions can be found on your policy booklet (and accompanying schedule of insurance) that will be issued to you if you decide to take a Let Property Policy. **You should read this document carefully and immediately upon receipt of it** and, if you have any queries you should raise them with your insurance advisor.

### NAME OF INSURER

This insurance is underwritten by certain Underwriters at Lloyd's, under a facility managed and administered by Woodbrook Underwriting Agencies Ltd who have delegated authority for the administration of your policy.

### TYPE OF INSURANCE AND COVER

This policy covers property insurance of let properties.

This insurance provides cover for landlords' buildings and landlords' contents. Accidental damage cover is available as an option for buildings only. Property owner's liability cover also is included. Please refer to your policy schedule for your selected cover. Please contact your insurance advisor if you would like a copy of the policy wording.

The maximum amount that your insurer will pay is the sum insured shown within your policy wording or policy schedule. **It is important that the sum insured shown represents the full value of re-building / replacement of your property.**

## SIGNIFICANT FEATURES AND BENEFITS

### Buildings Cover

The cost of repairing or rebuilding the property following loss or damage to your house by the following specific perils:

- Fire, lightning and explosion
- Riot, civil commotion, strikes, locked-out workers or malicious people
- Malicious damage by tenant
- Theft or attempted theft
- Earthquake
- Impact by aircraft, vehicles or animals, falling of trees, branches, telegraph poles, lamp-posts, falling aerials or satellite dishes
- Storm, flood, escape of water or oil
- Subsidence or heave of the site upon which the buildings stand or landslip
- Accidental breakage of sanitary fittings
- Accidental breakage to underground services which extend from your home to the public mains
- Loss of rent up to a maximum of 20% of the building sum insured following the action of a peril insured by this policy or at your choice reasonable additional expenses of comparable alternative accommodation.
- Communal content (of common parts and being owned by You as landlord) up to a maximum of £5,000
- Property Owners legal liability

### Contents Cover

The cost of repairing, or where applicable the new for old replacement of landlords' contents in the property following loss or damage by the following specific perils:

- Fire, lightning and explosion
- Riot, civil commotion, strikes, locked-out workers or malicious people (Not by tenants)
- Theft or attempted theft
- Earthquake
- Impact by aircraft, vehicles or animals, falling of trees, branches, telegraph poles, lamp-posts
- Storm, flood, escape of water or oil
- Subsidence or heave of the site upon which the buildings stand or landslip

### Legal Liability to the Public

Any amount which you are legally liable to pay as damages for bodily or damage to property, plus your defence costs and expenses arising as owner of the property up to £2,000,000 for any one accident or series of accidents arising out of one event or £2,000,000 in all for pollution or contamination.

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### SIGNIFICANT CONDITIONS

- You must tell the insurance broker who sold you this insurance if the type of tenant in the property changes or if the property becomes unoccupied for more than 30 days
- You must tell the insurance broker who sold you this insurance in advance if you are planning to carry out structural building work to the premises insured.
- If a part of the roof at the premises is flat, you must have this checked and maintained where necessary every 5 years.
- Where a single flat is the subject matter of this insurance policy, insurer's liability for loss or damage to the common parts of the building which the insured flat forms part of, is limited to the percentage that said flat bears to the total number of flats forming the building. In any event, insurer's maximum liability will not exceed the sum insured stated.

### SIGNIFICANT OR UNUSUAL GENERAL POLICY EXCLUSIONS

- Any loss or damage caused by the use of portable heating appliances other than oil filled electric radiators or fan assisted electric heaters
- Any loss or damage caused by cooking in rooms other than rooms that are fitted and designed as kitchens
- Any loss caused by wear and tear or any gradually operating cause
- Existing and Deliberate Damage
- Consequential Loss

### SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO BUILDINGS

- Theft or attempted theft unless violent or forcible entry or exit occurs
- Damage to gates and fences due to falling trees, telegraph poles or lamp-posts
- Subsidence or heave damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences unless the property was damaged at the same time by the same cause
- Theft or attempted theft for loss or damage which your lodgers or tenants have caused, allowed, chosen to overlook or not reported to the police

### SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO CONTENTS

- Theft or attempted theft unless violent or forcible entry or exit occurs
- Malicious damage by tenant
- Theft or attempted theft for loss or damage which your lodgers or tenants have caused, allowed, chosen to overlook or not reported to the police
- Electrical goods, jewellery, furs, gold and silver including plated articles
- For loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions.

### SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO ACCIDENTAL DAMAGE EXTENSION

- Infestation, corrosion, damp, wet or dry rot, mould or frost
- For loss or damage while the home is being altered, repaired, cleaned, maintained or extended
- For any damage to swimming pools, tennis courts, drives, patios and terraces, walls, gates, and fences, fuel tanks, piers, jetties, bridges and culverts

### COVER APPLICABLE SHOULD YOUR PROPERTY BECOME VACANT DURING THE POLICY PERIOD

The property will be considered vacant if either the property does not have sufficient furnishings for normal use as a home, or the property has not been lived in for 30 consecutive days. Should the property become vacant during the policy period, the following restricted cover will apply:

#### Buildings

Insurers will only pay the cost of repairing or rebuilding the property insured following loss or damage by the following specific perils:

- Fire, lightning and explosion
- Aircraft
- Earthquake
- Subsidence, ground heave or landslip (This is not covered if the property is unoccupied at time of inception)
- Property owners legal liability

#### Contents

All contents cover is deleted in full.

#### Notes Applicable to all vacant properties

- We should be advised as soon as the property becomes vacant
  - No return premiums are allowable **UNLESS** you request cancellation of the policy. We can only cancel the policy from the date your advices are received.
  - You or your agent must inspect the property at least once every 14 days.
  - Property must be in good condition
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### POLICY EXCESS

- The subsidence excess applicable to this policy is £1,000 unless otherwise agreed and noted on your schedule.
- The policy excess applicable to the buildings section is £100 and to the contents section is £250 subject to the type of tenant in your property. See your schedule for confirmation
- In the event that a property becomes vacant at inception or during the policy period, the building section excess remains at £100
- The loss or rent excess applicable is 2 weeks
- Excesses can vary depending on tenant types (refer to your insurance advisor for full details)

### DURATION

This is an annually renewable policy.

### COOLING OFF PERIOD

If you decide that you do not wish to proceed then you can cancel this insurance by writing to [the insurance broker who sold you this insurance] within 14 days of either:-

- The date you receive your policy documentation; or
- The start of the period of insurance

whichever is the later.

### CANCELLATION

We may cancel your insurance by sending 30 days notice by registered post to your correspondence address shown in the schedule. We will return any premium you have paid for any period of insurance left and we will not charge any cancellation penalties such as administration charges.

### HOW TO MAKE A CLAIM

If you believe that you have a claim under this Insurance, you should notify:

Insurance Services Claims Management Ltd  
7 Spinnaker Drive  
Heybridge Basin  
Maldon  
Essex  
CM9 4UG

Tel: 0844 800 7747

Fax: 01621 855 833

### COMPLAINTS PROCEDURE

If you have any questions or concerns about your policy or the handling of a claim, in the first instance, contact the insurance broker who sold you this insurance.

If you are still unhappy with any issue connected with the handling of your insurance policy or claim then you should direct your enquiry in writing to:

The Compliance Officer  
Woodbrook Underwriting Agencies Ltd  
Lake Meadows Business Park  
13 Woodbrook Crescent  
Billericay  
Essex  
CM12 0EQ

In the event that **you** remain dissatisfied **you** can refer the matter to:

Policyholder & Market Assistance,  
Lloyd's Market Services,  
G6/86, One Lime Street,  
London EC3M 7HA  
Tel: 020 7327 5693; Fax: 020 7327 5225; E-mail: [Complaints@Lloyds.com](mailto:Complaints@Lloyds.com)

Copies of our complaints procedures are also available from this address.

Complaints that cannot be resolved by Policyholder & Market Assistance may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaint procedure is without prejudice to your right to take legal proceedings.

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**FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)**

In the event that your insurer is unable to meet their liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. The first £2,000 of a claim or policy is protected in full. For the remainder of any claim or unused premium, compensation is made to 90% of its value.

More information regarding this scheme can be found on [www.fscs.org.uk](http://www.fscs.org.uk) Telephone **0207 892 7300**.

**LAW APPLICABLE TO THE INSURANCE**

The parties are free to choose the law applicable to this Insurance Contract. Unless specifically agreed to the contrary this insurance shall be governed by the laws of England and subject to the exclusive jurisdiction of the courts of England.