

Zurich Buy to Let Insurance

Summary of cover



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Important – you should read this

Cover under this policy is underwritten by Zurich Insurance plc and arranged and administered by Source Software Limited.

Cover under the Landlord's Professional Fees And Rent Guarantee sections of this policy is underwritten by Fortis Insurance and administered and serviced by Legal Insurance Management Limited.

This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by the Zurich Buy to Let policy. The full terms, conditions or exclusions are shown in the policy document and in the Landlord's Professional Fees and Rent Guarantee insert. A copy of the policy is available on request.

Your schedule of insurance issued when you arrange your policy will confirm which cover is in force. English Law will apply to the legal protection cover. The rest of your policy is governed by the law that applies to where you reside within the United Kingdom, Channel Islands or Isle of Man. If there is any disagreement about which law applies, English law will apply, in which case you agree to submit to the exclusive jurisdiction of the courts in England and Wales. Unless agreed otherwise, we will communicate to you in English.

What cover do I have?

The sections of cover you have selected are shown in the policy schedule.

How long is it for?

Your policy will normally run for 12 months and is renewable annually.

What cover is available?

The Zurich Buy to Let policy provides the following cover options:

Buildings – the structure of the insured property.

Landlord's Business Contents – the contents belonging to and provided by you for use by tenants at the insured property.

Landlord's Rent Guarantee – rent arrears owed by the tenant under the tenancy agreement.

Landlord's Professional Fees – this cover is automatically included in the Policy.

Details of the key features of each section you may select are listed overleaf.

Summary of Cover and limits

The page numbers shown in brackets beside each section of cover are the page numbers in the policy document.

Buildings and Landlord's Business Contents Sections

These are insured against the following major events: fire, explosion, lightning, earthquake, riot, malicious damage, collision by vehicles, aircraft or animals, storm or flood, theft or attempted theft, subsidence, landslip or heave, water or oil leaking from any fixed appliance, pipe or tank, falling trees, breakage of glass of sanitary ware, falling or breakage of radio and television aerials and dishes.

Buildings Section

This covers the structure of your property and any permanent fixtures and fittings such as kitchen units and bathroom suits. It also includes cover for garages and other domestic outbuildings, walls, gates and fences as well as drives, paths, patios, and terraces at the property.

Buildings section (Pages 4-8)

	Sum Insured and/or limits
Sum insured	£500,000 or the sum insured selected by you as shown on your schedule.
Loss of Rent (including up to 2 years ground rent) or Alternative accommodation	20% of buildings sum insured
Lock replacement	£250
Legal liability as owner	£2,000,000
Employers liability for domestic employees	£10,000,000
Professional, demolition or local authority fees and expenses	Included in the buildings sum insured
Landscaped gardens	£1,000
Tracing a leak	£5,000
Re-letting costs	£500
Emergency access	£1,000
Removal of nests	£500
Loss of oil and metered water	£500

Landlord's Business Contents section (Pages 9 & 10)

Landlord's business contents are furniture, carpets, furnishing and household goods for which you are legally responsible as landlord and that are contained in the insured property and provided by you for the use of your tenant or for use in connection of the maintenance of the private residence.

Landlord's business contents do not include vehicles or craft, tenants property, property in the open or valuables such as gold or silver articles, jewellery or watches.

	Sum Insured and/or limits
Sum insured	£10,000

What is not insured?

The page numbers (or text) shown in brackets beside each section of cover indicates the part of the policy document where any key exclusions or restrictions appear.

This is a summary of the key exclusions or restrictions that apply:

Buildings and Landlord's Business Contents Sections

Excess (Pages 3, 4, 5, 6, 9, 10, 11 & 13)

An excess applies to most claims under all sections. The excess you have chosen is shown in your schedule.

Subsidence, landslip or heave (Page 4)

A £1,000 excess applies to claims under Buildings.

There are a number of exclusions, the main ones being:

- Loss or damage from the coast or river bank being worn away.
- Damage to walls, gates, fences, hedges, lampposts, railings, ornamental ponds or fountains, swimming pools and tennis courts, central-heating fuel tanks, cesspits and septic tanks, drives, paths, patios and terraces unless the main structure, private garages or domestic outbuildings are damaged at the same time and by the same cause.
- Loss or damage to the solid floor slabs, unless the foundations of the load-bearing walls are damaged at the same time and by the same cause.
- Settlement, shrinkage or expansion, demolition, faulty workmanship or faulty design.

Storm or flood (Pages 4 & 9)

- Loss or damage caused by frost.
- Loss or damage to gates, fences, hedges, and railings.
- Loss or damage caused by a change in the water table.

Riot and malicious damage and theft, attempted theft (Pages 4, 5, 9 & 10)

- Loss or damage when the property is unoccupied for more than 60 consecutive days.
- The first £2,500 of total loss or damage occasioned by the tenant or others lawfully on, in or about the premises.

Accidental damage (Optional extension) (Page 5)

There are a number of exclusions and the main ones are:

- The cost of maintenance or normal redecoration.
- Loss or damage due to settlement, shrinkage or expansion.
- Loss or damage caused by wear and tear, depreciation, rot, fungus, mildew, insects, vermin, domestic pets, damp, rust, corrosion, atmospheric or climatic conditions, frost, scratching or denting, the effects of light or any other gradually operating cause.
- Loss or damage due to faulty workmanship, defective design or the use of defective materials.
- Loss or damage caused by a person you employ to carry out maintenance or repair work.
- Loss or damage specifically excluded elsewhere under section 1 buildings.

Escape of water/oil (Pages 5, 6 & 10)

- Loss or damage when the property is unoccupied for more than 60 consecutive days.

Mirrors and glass (Pages 6 & 10)

- Loss or damage when the property is unoccupied for more than 60 consecutive days.

Water and heating installations (Page 6)

- Loss or damage when the property is unoccupied for more than 60 consecutive days.

Vehicles and craft (Pages 3, 7 & 9)

Landlord's contents cover does not include vehicles and craft, their accessories or any liability arising from any of these.

Unoccupied (Pages 3, 4, 5, 6, 9, 10 & 11)

If the property is unoccupied for more than 60 consecutive days, cover will exclude malicious damage, theft, leaking oil, loss of oil or metered water and breakage of glass.

It is also a condition that when the property is unoccupied for a period of longer than 7 days between the 1st of October to the 31st of March the following year, that the central heating system (where installed) be kept working to maintain a temperature of no less than 10 degrees centigrade failing which the water must be turned off at the mains and the water system completely drained.

When the property is unoccupied the cumulative excess is increased by a further amount of £250 for buildings and £500 for landlord's business contents.

Repairs or Renovations (Page 11)

During the period of repairs or renovations, the excesses are increased by £250.

Terrorism (Page 12)

We will not pay for any claim arising directly or indirectly from an act of terrorism. An act of terrorism means preparing, threatening to use, or actually using any item capable of producing biological, chemical, or nuclear pollution or contamination.

General Policy Exclusions (Page 12)

There are a number of general exclusions that apply to residential properties policies issued by all insurers.

Conditions (Pages 11 & 12)

There are a number of conditions that apply to the policy. These include:

- You must give immediate notice of any change in the tenancy type as shown on the schedule.
- No cooking is to be undertaken inside any part of the building insured by this policy other than in areas that have been constructed and equipped as domestic kitchens.
- All gas and electric appliances and installations must be regularly inspected by you or a responsible person acting on your behalf as required by the appropriate legislation. These should be repaired, replaced, maintained or serviced as necessary to ensure good order and records kept.
- No portable heating appliances are to be used in any part of the building.

Landlord's Professional Fees Section

(This cover is provided by Legal Insurance Management Limited and underwritten by Fortis Insurance Limited). Included with all policies.

The section will provide indemnity against Professional Fees charged by a claims handler, solicitor or accountant following a specific incident, for example; Breach of Tenancy Agreement; Pursuit of Tenancy Arrears; Eviction or Legal Defence. **You must obtain or have obtained and be able to produce an up to date satisfactory credit reference prior to the granting of the tenancy.**

What is not insured?

This is a summary of the key exclusions or restrictions that apply:

- If you should engage the services of a solicitor prior to making contact with us any costs you incur are not covered by this insurance.
- Professional Fees incurred arising out of rent registration or reviews, purchasing the freehold of the property, rent tribunals, land tribunals or rate tribunals unless defending an action brought against you by the tenant.

- Any professional fees relating to your alleged dishonesty, criminal act, or violent behaviour.
- An event which you notify to us more than 30 days after it occurred or ought to reasonably have come to your knowledge.
- Where the amount in dispute is less than £250 Including VAT.
- Claims where the Tenancy Agreement commenced more than 31 days after the date of the Tenant Reference.
- At the conclusion of the claim if you are awarded any costs (not your damages), these must be paid to us.

Landlord's Rent Guarantee Section (if selected)

(This cover is provided by Legal Insurance Management Limited and underwritten by Fortis Insurance Limited).

The Insured Person is covered for rent arrears owed by the tenant under the tenancy agreement during the period of insurance and up to the limit of indemnity, where an insured event occurs and the insured person is, where appropriate, pursuing proceedings under this policy.

What is not insured?

This is a summary of the key exclusions or restrictions that apply:

- Any event where the time of occurrence commenced prior to the commencement of the insurance.
- An event which you notify to us more than 30 days after it occurred or ought to reasonably have come to your knowledge
- Any event where the insured person and their agent fail to act promptly to gain vacant possession of the insured property and recover rent arrears.
- Rent arrears indemnity claims where the property is not occupied for residential purposes only
- An event where the insured person should reasonably have realised when purchasing this insurance that a claim under this insurance might occur.

How do I make a claim?

When you contact Zurich about a claim you will need to tell us:

- your name and address;
- the place where the loss or damage occurred;
- what caused the loss or damage.

Emergency Assistance

0845 712 5220

24 Hours a day

Claims advise and assistance

0845 601 0869

Monday to Friday, 8am to 6pm
and Saturday, 9am to 1pm

Claims under the Landlord's Professional Fees Or Landlord's Rent Guarantee sections

Helpline number

0870 900 2168

There is a legal helpline which provides advice on any legal problem affecting the policyholder. All potential claims **must be** reported initially to the claims helpline for advice and support.

How do I make a complaint?

We value the opportunity to investigate concerns you may have about our service. We are committed to handling complaints fairly, thoroughly and promptly.

In the first instance:

If you have a complaint about your policy, you should first contact the insurance adviser who arranged the policy for you.

If this does not resolve the problem, you can contact Source Software Limited on **02920 265 214**.

Or, if you prefer you may write to Source Software Limited at:

The Complaints Manager
Source Software Limited
Drake House
Plymouth Road
Penarth
CF64 3TP

Source Software Limited have authority to handle complaints on behalf of Zurich Insurance plc. Source Software Limited are regularly monitored in their handling of complaints and in some instances may refer to Zurich Insurance plc who will oversee or deal directly with your complaint.

If your complaint is about a claim under the buildings or contents section of the policy please call Zurich on **0845 601 0869**.

Or if you prefer, you can write to Zurich at:

The Claims Manager
Property Claims Centre
PO Box 3301
Swindon
SN4 8WQ

If your complaint is about a claim under the Landlords Professional Fees or Rent Guarantee sections of the policy, please write to:

The Managing Director
Legal Insurance Management Limited
18 Hagley Road
Stourbridge
West Midlands
DY8 1PS

If you are still not happy with the way we have dealt with your complaint, you can ask the Financial Ombudsman (FOS) to review your case. This is a free and unbiased service.

You can telephone on: **0845 080 1800** or e-mail: **complaint.info@financial-ombudsman.org.uk**

Or, write to:

Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London, E14 9SR.

You may contact the Ombudsman at any stage of your complaint. Your legal rights will not be affected.

Compensation

Zurich Insurance plc and Source Software Limited are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting FSCS directly on **020 7892 7300**.

Your Cancellation Rights

If you decide that you do not want to accept the policy (or any future renewal of the policy by us) tell us of your decision, in writing or by phone using the contact details provided on the covering letter within 14 days of receiving the policy (or for renewal, within 14 days of your policy renewal date). If no claims have been made we will refund the premium you have paid. If a claim is made we charge you for the days we have been on cover (applying a minimum premium of £15 plus insurance premium tax) and then refund the remainder of the premium you have paid.

You may cancel the policy at any time by telling us, either in writing or over the phone. We may cancel your policy by giving you 7 days written notice to your last known address. We will give you a refund in proportion to the time left until your current period of insurance is due to run out.

This policy is administered by Source Software Limited on behalf of Zurich Insurance plc.

Source Software Limited is registered in England and Wales no 2864963. Registered office: Drake House, Plymouth Road, Penarth, CF64 3TP. Source Software Limited is authorised and regulated by the Financial Services Authority (FSA) no. 300222.

The Landlord's Professional Fees and Landlord's Rent Guarantee Sections of this policy are covered by: Legal Insurance Management Limited, Registered in England and Wales No. 4040486. Registered Office: 18 Hagley Road, Stourbridge, West Midlands DY8 1PS.

UK Underwriting Limited on behalf of: Fortis Insurance Limited, Registered in England No.354568. Registered Office: Fortis House, Tollgate, Eastleigh, Hampshire SO53 3YA.

Zurich Insurance plc

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. A public limited company incorporated in Ireland. Registration No. 13460. Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland. UK Branch registered in England and Wales Registration No. BR7985.

Authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. FSA registration number 203093. These details can be checked on the FSA's register by visiting their website www.fsa.gov.uk/register or by contacting them on 0845 606 1234.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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