



Home Emergency Cover

Let Property Policies

- ✔ This is designed to cover a sudden and unforeseen situation that needs to be dealt with quickly to stop further damage to the property.
- ✔ It covers up to 1 hours labour, parts & materials up to a maximum of £500.
- ⊘ The cover is designed to make sure everything is safe and secure and is not a form of maintenance cover.
- ⊘ It does not cover circumstances more properly handled by a Let Property Insurance policy.
- ⊘ The cover can only be added to a policy at the start of the policy and cannot be removed mid-term.

Plumbing & Drainage

Where there is a sudden and unexpected failure of, or damage to, the internal plumbing (including the central heating) or the internal or external drainage system of the property, an engineer will visit the property and complete a temporary repair to limit or prevent damage or, replace the relevant part(s).

Electrical Emergency

Where there is the sudden and unexpected breakdown or failure of the permanent domestic electrical wiring system and its components supplying electrical power to the property, an engineer will visit the property and complete a temporary repair to limit or prevent damage or, replace the relevant part(s) and/or wiring.

Emergency Gas Supply

In the event of a leak of an internal gas supply pipe, an engineer will visit the property and repair or replace the damaged section of the pipe.

Emergency Boiler

In the event of a complete breakdown of the domestic boiler at the property which results in the complete loss of the heating/or hot water an engineer will visit the property and complete a temporary repair to limit or prevent damage or, replace the relevant part(s).

Primary Heating

Where an emergency causes a complete breakdown of the domestic central heating system, which results in the system becoming completely unusable, an engineer will visit the property and complete a temporary repair to limit or prevent damage or replace the relevant part(s).

Exclusions

- Pests
- Security/access/loss of keys
- Complete loss of water supply

Making a Claim

- ✔ A maximum of three claims can be made during any one period of insurance.
- ✔ There is no excess and a claim does not affect the let property insurance policy.
- ✔ All claims must be reported to the Claims Helpline who will arrange to send a contractor.
- ⊘ If a policyholder engages the services of a contractor directly, then cover will not apply.

Claims Number

 0191 466 1115

SourceTM