



# Product Summary



Please read this document carefully. This Policy summary does not contain the full terms and conditions, details of which can be found within the Policy Document.

## Ageas Policy

The Policy by Ageas offers comprehensive cover for property owners including buildings rent and property owners liability. Please refer to your Policy, Schedule and Certificate of insurance for specific details of your cover.

The maximum amount Insurers will pay is the sum insured or limit shown within the Policy, Schedule and Certificate of insurance.

The Policy is underwritten by Insurers as detailed on your Certificate of Insurance and Policy Document, is an annually renewable policy and will run for twelve months or as shown on the Schedule and Certificate of Insurance.

Cover applies to Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

You are free to choose the law applicable to this policy. Your policy will be governed by the law of England and Wales unless you have agreed otherwise.

Please refer to your policy schedule and certificate of insurance for full details of any endorsements, limits or excesses that may apply.

## Standard Cover

### Property Damage (Policy Section 1)

Cover	Extensions included as standard (subject to certain limits)	Conditions/Provisions	Significant or Unusual Exclusions and Limitations
<p>Available on "All Risks" basis (subject to certain exclusions) Subsidence is included in most cases</p>	<ul style="list-style-type: none"> <li>• Contract Works</li> <li>• Debris Removal</li> <li>• Damage caused by falling trees</li> <li>• Fire Extinguishment and Alarm</li> <li>• Resetting expenses</li> <li>• Fly Tipping</li> <li>• Insurance premiums and latent defects Policies</li> <li>• Technical Agents Fees</li> <li>• Investigation Expenses</li> <li>• Involuntary Bailee</li> <li>• Loss of Keys</li> <li>• Loss Of Market Value</li> <li>• Loss of Metered Gas or Water</li> <li>• Obsolete Building Materials</li> <li>• Personal Possessions</li> <li>• Professional Fees</li> <li>• Public Authorities Compliance</li> <li>• Removal of Nests</li> <li>• Sprinkler Costs</li> <li>• Temporary Removal</li> <li>• Temporary Repairs</li> <li>• Trace and access</li> <li>• Unauthorised Use of Public Utilities</li> </ul>	<p><b>Conditions</b></p> <ul style="list-style-type: none"> <li>• Automatic Cover – Newly acquired Properties</li> <li>• Alterations &amp; Additions</li> <li>• Contracting Purchasers Interest</li> <li>• Contribution</li> <li>• Automatic Reinstatement of Sum Insured</li> <li>• Subrogation Waiver against Parent or Subsidiary Companies, Tenants and Lessees</li> </ul> <p><b>Provisions</b></p> <ul style="list-style-type: none"> <li>• Contractors</li> <li>• Designation of Property</li> <li>• Mortgagees and Lessors</li> <li>• Non-Invalidation</li> <li>• Other Interests</li> <li>• Repairs maintenance Alterations</li> </ul>	<ul style="list-style-type: none"> <li>• Cessation of work or confiscation by authorities</li> <li>• Damage caused by the bursting of any boiler other than domestic boilers.</li> <li>• Frost damage:</li> <li>• Wear and tear,</li> <li>• Any process of cleaning, dyeing, restoring or repairing</li> <li>• Storm or flood damage to walls, gates or fences</li> <li>• Corrosion, wet or dry rot, marring or scratching</li> <li>• Normal settlement or bedding down of new structures</li> <li>• Inherent vice, latent defect, gradual deterioration</li> <li>• Faulty or defective workmanship</li> <li>• Collapse or cracking of Buildings</li> <li>• Maintenance, redecoration or repair costs</li> </ul>

## Rent (Policy Section 2)

Cover	Extensions included as standard (subject to certain limits)	Conditions/Provisions	Significant or Unusual Exclusions and Limitations
<ul style="list-style-type: none"> <li>Loss of Rent</li> <li>Additional Expenditure</li> <li>Outstanding Debit Balances</li> <li>Cover follows that chosen under Section 1 – Property Damage</li> </ul>	<ul style="list-style-type: none"> <li>Alternative Residential Accommodation and Rent</li> <li>Anticipated Rent</li> <li>Buildings Awaiting Sale</li> <li>Insurance Premiums</li> <li>Loss of Attraction</li> <li>Legionellosis</li> <li>Loss of Investment income on late payment of Rent</li> <li>Managing Agents Premises</li> <li>Murder, Suicide and Disease</li> <li>Payments on Account</li> <li>Prevention of Access</li> <li>Professional accounting and legal charges</li> <li>Rent Free Charges</li> </ul>	<p><b>Conditions</b></p> <ul style="list-style-type: none"> <li>Automatic Cover – Newly acquired Properties Alterations &amp; Additions</li> <li>Contracting Purchasers interest</li> <li>Contribution</li> <li>Reinstatement of Sum Insured following a loss</li> <li>Subrogation Waiver against Parent or Subsidiary Companies, Tenants and Lessees</li> </ul> <p><b>Provisions</b></p> <ul style="list-style-type: none"> <li>Savings</li> <li>Underinsurance</li> <li>Alternative Accommodation – Reduction of Loss</li> </ul>	<ul style="list-style-type: none"> <li>As shown under Section 1 – Property Damage</li> </ul>

## Property Owners Liability (Policy Section 3)

Cover	Extensions included as standard (subject to certain limits)	Provisions	Significant or Unusual Exclusions and Limitations
<ul style="list-style-type: none"> <li>Public Liability Indemnity limit £5 million (any one occurrence) unless otherwise shown on the schedule</li> <li>Additional Costs and Fees with the written consent of Insurers</li> </ul>	<ul style="list-style-type: none"> <li>Compensation for Court Attendance connected to a claim</li> <li>Motor Contingent Liability</li> <li>Contractual Liability</li> <li>Cross Liabilities</li> <li>Data Protection Act 1998</li> <li>Defective Premises Act 1972</li> <li>Indemnity to Other Persons</li> <li>Legal Defense Costs <ul style="list-style-type: none"> <li>Health &amp; Safety at Work Act 1974</li> <li>Part II Consumer Protection Act 1987</li> </ul> </li> <li>Movement of Obstructing Motor Vehicles</li> <li>Overseas Personal Liability</li> <li>Vehicles (Tools of Trade)</li> <li>Wrongful Arrest</li> </ul>	<ul style="list-style-type: none"> <li>Acquisitions</li> <li>Adjustments</li> <li>Contribution</li> <li>Rights of the Insurer(s)</li> </ul>	<ul style="list-style-type: none"> <li>Injury to any employee arising out of and in the course of employment</li> <li>Damage to property in the custody or control of Insured</li> <li>Any craft designed to travel in or through water and air</li> <li>Any mechanically propelled vehicle</li> <li>Professional negligence, wrongful or inadequate treatment, examination, prescription or advice given</li> <li>Works other than repairs and or maintenance and or alterations</li> <li>Liquidated damages, punitive exemplary or aggravated damages, fines, penalties or compensation</li> <li>Pollution or Contamination other than caused by a sudden identifiable and unintended and unexpected incident.</li> </ul>

### Legal Defence Costs (Policy Section 5)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Significant or Unusual Exclusions and Limitations
<ul style="list-style-type: none"> <li>Legal Costs incurred in the defence of criminal proceedings arising out of breach of the Health and Safety Act (1987) £1 Million Limit of Indemnity any one period of insurance</li> </ul>			<ul style="list-style-type: none"> <li>Fines and penalties</li> <li>Compensation ordered</li> <li>Loss or damage to property</li> <li>Injury to any person</li> <li>When an indemnity applies elsewhere</li> <li>Deliberate acts or omissions</li> </ul>

### Eviction of Unauthorised Occupants Insurance (Policy Section 6)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Significant or Unusual Exclusions and Limitations
<ul style="list-style-type: none"> <li>Legal expenses incurred in legal proceedings in order to regain possession of property arising out of any unauthorised occupancy of the property</li> </ul>		<ul style="list-style-type: none"> <li>Reasonable precautions to protect property</li> <li>Notification of claims to Insurer</li> <li>Legal Proceedings – approval process</li> <li>Arbitration process</li> <li>Appointed representatives</li> </ul>	<ul style="list-style-type: none"> <li>Pre-existing conditions</li> <li>Fraud or dishonesty</li> </ul>

## Optional Cover

### Employers Liability (Policy Section 4)

Cover	Extensions included as standard (subject to certain limits)	Provisions	Significant or Unusual Exclusions and Limitations
<ul style="list-style-type: none"> <li>Employers Liability Indemnity Limit up to £10 Million (inclusive of legal costs and fees) unless otherwise shown on the schedule</li> </ul>	<ul style="list-style-type: none"> <li>Cross Liabilities</li> <li>Compensation for Court Attendance connected to a claim</li> <li>Indemnity to Other Persons</li> <li>Legal Defence Costs               <ul style="list-style-type: none"> <li>Health &amp; Safety at Work Act 1974</li> <li>Part II Consumer Protection Act 1987</li> </ul> </li> <li>Unsatisfied Court Judgements</li> </ul>	<ul style="list-style-type: none"> <li>Acquisitions</li> <li>Adjustments</li> <li>Contribution</li> <li>Employers Liability Recovery</li> <li>Rights of the Insurer(s)</li> </ul>	<ul style="list-style-type: none"> <li>Injury to an employee whilst carried in any motor vehicle or Entering or alighting a motor vehicle</li> </ul>

### General Conditions

<ul style="list-style-type: none"> <li>Arbitration</li> <li>Cancellation</li> </ul>	<ul style="list-style-type: none"> <li>Compliance (excluding Section 4)</li> <li>Fraud</li> </ul>	<ul style="list-style-type: none"> <li>General Claims Conditions</li> <li>Policy voidable for non-disclosure</li> <li>The Policy shall be governed by English Law and English Courts Jurisdiction</li> </ul>	<ul style="list-style-type: none"> <li>Reasonable Precautions</li> <li>Subrogation</li> </ul>
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### General Exclusions

<ul style="list-style-type: none"> <li>Date Recognition</li> </ul>	<ul style="list-style-type: none"> <li>Radiation Risks</li> </ul>	<ul style="list-style-type: none"> <li>Sonic Bangs</li> </ul>	<ul style="list-style-type: none"> <li>War and Allied Risks (excluding Section 4)</li> </ul>
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## **Your Statutory Cancellation Rights**

Your insurance contract includes a statutory 14-day cancellation clause. This cooling-off period allows you to reconsider your selection and to cancel your cover if you wish. To cancel you must give written notice of cancellation within 14 days of the day we confirm that your insurance policy is in place or the day when you receive information about your cover, whichever is later.

If you cancel your policy within the 14-day period, your premium will be repaid to you by the insurers. If you have received the benefit of cover during this period, however, insurers may only return a share of the premium you originally paid. Equally, if a claim has been paid to you during this time, you may have to repay this to insurers. We reserve the right to retain our fees and brokerage if you cancel your insurance.

## **Termination**

In the event that our services are terminated by you we reserve the right to retain any fees or brokerage received, or to claim any that are still payable.

## **How to contact us**

Please feel free to discuss any queries you may have concerning your cover with any members of the team at Residents Insurance Services on 020 7428 7890 or you can fax us on 020 7424 9669. Our Office is located at UPS Building, Regis Road, London NW5 3EW

## **Your insurer**

Ageas Insurance Limited

Registered in England and Wales No 354568

Registered Address: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA

Ageas Insurance Limited Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

## **How to make a claim**

Please contact Residents Insurance Services immediately on the event

Tel: 020 7428 7890 Fax: 020 7424 9669

E-mail: mail@4residents.co.uk

Please quote your account number.

Emergency Claims only arising out of working hours should be reported to 0845 122 3283

## **How to complain**

We take complaints made against us very seriously and maintain a procedure to ensure that complaints are dealt with promptly and fairly.

If you wish to register a complaint, please notify your usual contact, either in writing or by telephone.

If we cannot resolve your complaint straight away, we will acknowledge its receipt promptly and arrange for a senior manager to investigate the matter and provide you with a response.

We would hope to resolve the matter for you but if you wish you may write to the Customer Care Department of your insurer at the address stated above.

If your complaint is not resolved to your satisfaction or if you are unhappy with the way we handled it, you are able to refer the matter to the Financial Ombudsman Service.

We will provide you with details of how to refer to the Financial Ombudsman Service when we send you your final written response or at 8 weeks after receipt of your complaint (whichever occurs first).