

# City Landlord

## Insurance Product Information Document

City Landlord is a trading style of Home and Travel limited registered in the UK under company number 7270270 and authorised and regulated by the Financial Conduct Authority under number 533383.

**Company: City Landlord Product: Landlord Insurance Underwriter: AXIS Managing Agency**

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

### What is this type of Insurance?

This product is a Buildings & Contents Insurance product designed for Landlords of residential let properties. Cover includes perils insured against the following major events: fire, smoke, explosion, lightning, earthquake, riot, collision by vehicles, aircraft or animals, storm or flood (postcode dependent), theft or attempted theft, malicious damage, subsidence (postcode dependent), landslip or heave (postcode dependent), water or oil leaking from any fixed appliance, pipe or tank, falling trees, breakage of glass or sanitary ware, falling or breakage of radio and television aerials and dishes.

Additional cover is provided for damage to contents belonging to and provided by you for use by tenants at the insured property. The sections of cover you have including the sum insured for each section are shown in your policy certificate.



### What is insured?

#### BUILDINGS

- ✓ Replacement value of the property following loss or damage by the insured perils
- ✓ Tracing and repair of leaking underground pipes, drains and cables
- ✓ Accidental breakage of fixed glass, double glazing, ceramic hobs and sanitary fixtures
- ✓ Loss of rent or alternative accommodation costs
- ✓ Damage to landscaped gardens
- ✓ Replacement of keys and lock replacement following theft
- ✓ Accidental loss of metered water
- ✓ Emergency access

#### CONTENTS

- ✓ Replacement value of contents belonging to you
- ✓ Property in the open but within the premises
- ✓ Domestic oil in fixed fuel tanks
- ✓ Contents in the communal areas of the property
- ✓ Landlord's garden equipment

#### LIABILITY

- ✓ Public liability for property owners
- ✓ Employers Liability
- ✓ Legal liability incurred under the Defective Premises Act



### What is not insured?

#### ALL COVERS

- ✗ Escape of water, escape of oil, theft and attempted theft, malicious damage and storm are some of the perils excluded when property has been without a tenant for more than 30 days
- ✗ Damage caused by wear and tear
- ✗ Damage caused by settlement
- ✗ Damage caused by shrinkage
- ✗ Damage caused by depreciation
- ✗ Damage caused by corrosion
- ✗ Damage caused by wet or dry rot
- ✗ Damage caused by fungus and/or damp
- ✗ Damage caused by beetles, moths and/or vermin infestation
- ✗ Damage caused by rust
- ✗ Damage caused by mildew
- ✗ Damage caused by atmospheric or climatic conditions
- ✗ Leaking joints
- ✗ Sealant failure
- ✗ Cracking, fracturing or collapse
- ✗ Diminution in market value
- ✗ Theft or malicious damage by the Insured (or member of their family) or any employee or by the tenant residing in the building or other people lawfully on the premises or with the deception of any of these persons
- ✗ Gradually operating causes e.g. rust, rot, corrosion and gradual pollution
- ✗ Losses involving faulty/defective workmanship or the activities of contractors

#### CONTENTS

- ✗ Valuables, gold, silver, furs and jewellery

#### LIABILITY

- ✗ Fines and penalties
- ✗ Liability assumed by agreement
- ✗ Liability for which compulsory motor insurance is required
- ✗ Damage to property in your custody



### Are there any restrictions on cover?

- ! Excess applies to each and every loss per private dwelling
- ! Replacement value of the property following loss or damage by the insured perils is covered up to the amount nominated by you
- ! Tracing and repair of leaking underground pipes, drains and cables up to £2,500 for any one claim and £25,000 in any period of insurance
- ! Loss of rent or alternative accommodation expenses up to 30% of buildings sum insured
- ! Damage to landscaped gardens caused by emergency services up to £5,000 in any period of insurance
- ! Theft of keys/lock replacement up to £500 per property in any period of insurance
- ! Accidental loss of metered water up to £5,000
- ! Emergency access up to £1,000
- ! Property in the open but within the premises up to £250
- ! Domestic oil in fixed fuel tanks up to £1,000

- Landlord's garden equipment up to £1,000
- Public liability for property owners up to £2 million
- Employers Liability up to £10 million



### Where am I covered?

- ✓ This policy covers you in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.



### What are my obligations?

- You must provide honest, accurate and complete information during the whole duration of your contract
- The property must be maintained in a good state of repair and reasonable precautions must be taken to avoid any loss
- The property must be inspected every 6 months internally and externally
- You should notify us immediately of any change in the risk or circumstances that may affect your insurance cover
- In the event of a claim you must notify us as soon as possible



### When and how do I pay?

You can pay for your policy as a one off payment via Credit/Debit Card or you can set up a Direct Debit. All Direct Debits are subject to a 12.99% premium charge and instalments are spread over ten months.



### When does the policy start and finish?

The policy starts on the date of your choice and runs for 12 months. The start and finish date of your policy are found in your Certificate.



### How do I cancel the contract?

You are entitled to cancel your insurance policy at any stage during the policy term. You are entitled to a cooling-off period of 14 days, from inception or receipt of your documents, whichever is the later, in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within this period is therefore subject to a full refund.

Provided that there have been:

- No claims made under the policy for which we have made a payment;
- No claims made under the policy which are still under consideration;
- No incident likely to give rise to a claim but is yet to be reported to us.

Cancellations made after the cooling-off period will be subject to a cancellation fee by City Landlord of up to £35. We will retain a proportionate premium for time on cover. For instance, if you paid £200 for a policy and cancelled this half-way you will be entitled to a refund of £100 for the unexpired portion of the policy less City Landlord's cancellation fee of £35 (total refund in this instance would be £65). Please note any administration fees charged for policy set up are nonrefundable if cancelled after the cooling off period.

To cancel the contract you can either write to us at City Landlord, The Business Exchange, 26/28 Hammersmith Grove, London, W6 7BA or speak to our customer services team by calling 0800 2944 546