



POLICY SUMMARY – JUNE 2023

RESIDENTIAL PROPERTY OWNERS

WELCOME

to your Policy Summary

The Residential Property Owners Policy is a flexible Policy offering cover on a sum insured basis for loss or damage to buildings and/or contents. It is designed to meet the demands and needs of landlords who wish to ensure their properties are protected. You specify the levels of cover you need for your requirements.

Optional features are also available, and these can be used to amend the Policy cover to meet wider requirements that you may have.

This Policy Summary does not describe all the terms and conditions of your Policy, so please take the time to read the Policy Booklet to make sure you understand the cover it provides.

Your cover is valid for 12 months and is renewable annually.

Registration and Regulatory Information

Insurance cover is provided by Covea Insurance plc. Registered in England and Wales No.613259. Registered office: Norman Place, Reading, Berkshire RG1 8DA.

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its Firm Reference Number is 202277.

SIGNIFICANT FEATURES AND BENEFITS OF THE POLICY

The table below shows the benefits of this Policy and the maximum amounts we will pay in the event of a claim:

Description

Section A – Buildings

Standard Buildings

Loss or damage to the buildings caused by: fire, smoke, explosion, lightning, earthquake, riot, malicious damage, theft or attempted theft, storm, flood, escape of water or oil from fixed installations, collision, falling aerials and trees, subsidence, heave and landslip

Cover up to the buildings sum insured as shown in the Policy schedule

Cables, Pipes, Tanks

Accidental damage for which you are legally responsible

Temporary Accommodation and Loss of Rent

Cost of temporary accommodation or loss of rent if your property is uninhabitable due to damage insured by this section Up to 33.3% of the sum insured

Malicious Damage by Tenants

Any damage maliciously caused by persons legally on the premises up to £5,000

Trace and Access

Cost of locating the source of damage and subsequently making good up to £5,000

Emergency Access/Landscape Gardens

Cost of making good destruction of or damage to buildings or landscape gardens caused by the emergency services to prevent loss or damage to the property up to £1,000

Replacement of Locks

Cost of replacing and fitting the locks and keys of external doors and windows of the property if the keys are stolen from you up to £1,000

Unauthorised use of Electricity, Gas or Water

Cost of metered electricity, gas, or water for which you are legally responsible arising from its unauthorised use by persons taking possession or occupying the property without your authority up to £1,000

Property Owners' Liability

Legal liability as owner but not occupier of the buildings

Legal liability under Defective Premises Act

Up to £2,000,000 plus costs

Accidental Damage (optional cover)

Accidental damage to the buildings up to the buildings sum insured as shown on the Policy schedule

Illegal Cultivation of Drugs

Covers damage to Buildings and clean-up costs for damage caused by the illegal cultivation of drugs (subject to additional requirements) up to £5,000 any one claim.

SIGNIFICANT FEATURES AND BENEFITS OF THE POLICY

Description

Section B - Contents

Standard Contents cover

Loss of or damage to the contents caused by: fire, smoke, explosion, lightning, earthquake, riot, malicious damage, theft or attempted theft, storm, flood, escape of water or oil from fixed installations, collision, falling aerials and trees, subsidence, heave and landslip

Cover up to the contents sum insured as shown in the Policy schedule

Legal Liability

Legal liability as owner of landlords contents for injury caused to any person or loss of or damage to property

Up to £2,000,000 plus costs

Illegal Cultivation of Drugs

Covers damage to contents and clean-up costs following damage caused by the illegal cultivation of drugs (subject to additional requirements) up to £5,000 any one claim.

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS OF THE POLICY

The table below shows exclusions that are contained in your Policy and where they can be found. For full details of the exclusions, please refer to the Policy booklet.

Description	See Policy Booklet
The Policy	
Exceptions	
<ul style="list-style-type: none"> • Radioactive Contamination 	Pages 15-17
<ul style="list-style-type: none"> • Pollution or Contamination 	Pages 15-17
<ul style="list-style-type: none"> • Electronic Risk 	Pages 15-17
<ul style="list-style-type: none"> • Communicable Disease 	Pages 15-17
<ul style="list-style-type: none"> • Illegal Activities 	Pages 15-17
Section A - Buildings	
Standard Buildings	
Compulsory excess is £100 (option to increase for a discount) except for escape of water where the excess is £250 and subsidence, landslip and heave where the excess is £1,000	Page 18
Additional excesses may apply – please refer to the Policy schedule	
Escape of water or oil, theft or attempted theft, malicious acts or accidental breakage of fixed glass, sanitary ware and ceramic hobs while your property is unoccupied	Page 19
Cables, Pipes, Tanks	
Damage caused to pitch fibre drains and by any inherent defect of the fabric of the drains	Page 21
Property Owners' Liability	
Property owners' liability arising from the occupation of the buildings or to any business use of the building	Page 24
Liability directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:	Page 24
<ul style="list-style-type: none"> • any Cyber Act or Cyber Incident including but not limited to any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident • loss of use, reduction of functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data 	
This Exception shall not apply in respect of:	
<ul style="list-style-type: none"> • Bodily Injury • physical damage to material property 	
directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with a Cyber Act or a Cyber Incident.	
Liability in respect of pollution or contamination unless caused by a sudden and identifiable incident	

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS OF THE POLICY

Description

See Policy Booklet

Section B - Contents

Standard Contents

Compulsory excess is £100 (option to increase for a discount) except for escape of water where the excess is £250

Additional excesses may apply – please refer to the Policy schedule

Theft or attempted theft caused by you, your family, lawful tenants or guests or while your property is unoccupied Page 26

Legal Liability

Legal Liability arising from: Page 27-28

- Bodily injury to you or a family member or an employee
- Damage to property owned or the ownership of any land or building
- Ownership, or use of road vehicles, aircraft, watercraft, firearms or animals other than domestic pets not defined in the Dangerous Dogs Act 1999

Liability directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:

- any Cyber Act or Cyber Incident including but not limited to any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident
- loss of use, reduction of functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data

This Exception shall not apply in respect of:

- Bodily Injury
- physical damage to material property

directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with a Cyber Act or a Cyber Incident.

Liability in respect of pollution or contamination unless caused by a sudden and identifiable incident

CUSTOMER INFORMATION

COMMERCIAL CARELINE

0330 024 2266

How to contact us to make a claim

You can contact us to make a claim using any of the following methods.

Covéa Insurance Property Careline – 24 hours a day, 365 days a year

- Telephone Covéa Insurance on **0330 024 2255** or fax **0330 024 2613**
- Email – **RPOclaims@coveainsurance.co.uk**
- For online claim assistance complete our online claims form at **www.coveainsurance.co.uk/reportclaim**
- In writing to – **Covéa Insurance Property Careline, PO Box 824, Halifax HX1 9QT**

Covéa Insurance Property Careline is a UK based service. Our staff are highly trained and can confirm whether your Policy covers you for the incident.

Please have your Policy number to hand when phoning.

How to cancel your Policy

If you do not want to accept the Policy you have the right to cancel it within 14 days from the date of purchase of your Policy or the day you receive your Policy documentation, whichever is later. To do this you must return the Policy documentation to your broker when giving your instruction to cancel.

If cover has not yet started a full refund will be given. If cover has started we will refund the premium for the exact number of days left on the Policy, less an additional charge of £25 plus the prevailing rate of Insurance Premium Tax as stated on your Policy Schedule. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

We will also do this if you want to cancel the Policy within 14 days after the renewal date.

You may cancel the Policy at any other time by contacting your broker.

If you cancel your Policy after 14 days and a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance, we will not refund any part of the premium. If you have a Loan Agreement with us, all outstanding monies must be paid to us as described in your Loan Agreement.

If no claims have been submitted and there have been no incidents that are likely to give rise to a claim during the current period of insurance, we will refund the premium for the exact number of days left on the Policy less an additional charge of £25 plus the prevailing rate of Insurance Premium Tax as stated on your Policy Schedule.

Complaints Procedure

It is always our intention to provide a first class standard of service. However we do appreciate that occasionally things go wrong. In some cases the broker who arranged your insurance will be able to resolve any concerns, particularly if your complaint relates to the way the Policy was sold and you should contact them directly.

Alternatively please contact us using the following details quoting your Policy or claim number.

Customer Relations, Covéa Insurance, Norman Place, Reading, Berkshire RG1 8DA.

Telephone: **0330 221 0444**

Website: **www.coveainsurance.co.uk**

Email: **customer.relations-rdg@coveainsurance.co.uk**

Full details of the Covéa Insurance Internal Complaints Procedure are detailed in our leaflet 'Complaints Procedure' which is available on request or may be downloaded from our website at **www.coveainsurance.co.uk/complaints**.

CUSTOMER INFORMATION

You may be eligible to refer your complaint to the Financial Ombudsman Service. There are a few instances where they will not be able to assist and they will confirm if your complaint is eligible when you contact them. Their contact details are:

**Financial Ombudsman Service Exchange Tower,
Harbour Exchange Square, London E14 9SR
www.financial-ombudsman.org.uk**

Email:

complaint.info@financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme. You may be entitled to receive compensation from the scheme if we cannot meet our obligations.

Further information is available from the **Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU.**

Telephone: **020 7741 4100**

Email: **enquiries@fscs.org.uk**

Website: **www.fscs.org.uk**

COVÉA INSURANCE | WWW.COVEAINSURANCE.CO.UK

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