



LANDLORDS BUILDINGS & CONTENTS INSURANCE

Policy Booklet

www.lettingshub.co.uk | policies@lettingshub.co.uk



YOUR LANDLORDS BUILDINGS & CONTENTS INSURANCE POLICY

Thank you for choosing The Lettings Hub as **Your** provider of Landlords Buildings & Contents Insurance.

This Policy Booklet gives **You** full details of **Your** insurance cover and the terms and conditions of **Your** policy. This policy is made up of individual sections. **You** may not be covered under all sections in this Policy Booklet, depending on which type of cover **You** have selected. The cover **You** have selected is detailed in **Your** Policy Schedule.

Please read this document carefully together with **Your** Policy Schedule for precise details of **Your** insurance protection and to check that it meets **Your** requirements.

Your premium has been based on the information shown in **Your** Policy Schedule and recorded in **Your** Statement of Fact. Please contact **Our** Customer Services team immediately if any details are incorrect or the insurance protection provided does not meet **Your** requirements.

You will find useful information and guidance on **Our** website www.lettingshub.co.uk.

If **You** have any questions about **Your** policy or need to update any of **Your** details please call Customer Services.

IMPORTANT

It's really important that all Your details are correct and up to date as incorrect information could invalidate Your policy and result in a claim being declined. You must tell Us about any facts or changes which affect Your insurance and which have occurred either since this policy started or since the last renewal date. If You need to change anything, please contact Us immediately so We can update Your policy.

Important numbers

0117 374 7117

Claims

0161 412 1548

Emergency assistance

0345 450 9903

Customer services & renewals

Opening Hours

	Claims	Emergency assistance	Customer services & renewals*
Monday	24 hours	24 hours	9.00am – 8.00pm
Tuesday	24 hours	24 hours	9.00am – 8.00pm
Wednesday	24 hours	24 hours	9.00am – 8.00pm
Thursday	24 hours	24 hours	9.00am – 8.00pm
Friday	24 hours	24 hours	9.00am – 5.00pm
Saturday	24 hours	24 hours	9.00am – 12.30pm
Sunday	24 hours	24 hours	Closed

*Please note customer services lines are closed on Public/bank holidays

ABOUT YOUR POLICY

Understanding and using your policy

This section "About Your Policy" does not form part of the insurance contract. It includes information that will help You to understand and use Your policy.

Insurance policies can be difficult to understand, so We have tried to make this document easy to read. Some words have a special meaning and these are defined on pages 7 to 10. From now on whenever a word with a special meaning is used it will be printed in **bold** type.

Your policy is in three parts – the policy wording (Policy Booklet and Policy Summary) **Your** Policy Schedule, and **Your** Statement of Fact.

The policy wording explains what is and what is not covered, how **We** settle claims and other important information.

Your Policy Schedule shows which sections of the policy wording apply to **You**, the limits to the cover and **Your** premium. Please keep **Your** Policy Schedule with the policy wording. **Your** Statement of Fact confirms the information that **You** have provided to **Us** at the start of **Your** policy.

We will send **You** a new Policy Schedule whenever **You** or **We** make a change to the insurance and each year before renewal so **You** can check that the cover still meets **Your** needs.

Once **You** have received **Your** policy documents **You** will have 14 days to make sure the cover is exactly what **You** need. If it isn't, **You** can send back **Your** documents and ask **Us** to make any necessary changes. Alternatively, **You** can request cancellation of this policy and **You** will receive a full refund of **Your** premium, as long as no claim has been made.

Remember to keep **Your** sums insured (which are shown on **Your** Policy Schedule) up to date, particularly when **You** acquire new items.

Your cover under this policy is for cash settlement on a new for old basis, except for Section 3 – Legal Liabilities

and Section 5 – Emergency Assistance. Refer to the relevant sections in the policy wording for how these claims are settled. Please remember to keep **Your** sums insured up to date when **You** buy new items.

If **You** have any questions please contact **Us** on 0345 450 9903 or email policies@lettingshub.co.uk.

Your policy is arranged by The Lettings Hub Limited, an Appointed Representative of Let Insurance Services Limited (LIS). LIS operate under delegated binding authority agreement for the Insurer who underwrites the insurance cover provided. Let Insurance Services Limited is an independent intermediary and is authorised and regulated by the Financial Conduct Authority under reference number 474985.

This insurance is managed for **Us** by Legal Protection Group Limited. Claims arising under this insurance are managed by Legal Claims Group Limited and handled by specialist claims management partners.

Legal Protection Group Limited and Legal Claims Group Limited Head and Registered Office: 8 Pinkers Court, Brialands Office Park, Gloucester Road, Rudgeway, Bristol, BS35 3QH.

Registered in England and Wales. Legal Protection Group Limited, company number 10096688. Legal Claims Group Limited, company number 11033103. Website: www.legalprotectiongroup.co.uk

Legal Protection Group Limited (firm reference number 749446) is an appointed representative of Somerset Bridge Insurance Services Limited (firm reference number 477112). Somerset Bridge Insurance Services Limited is authorised and regulated by the Financial Conduct Authority.

Your policy is underwritten by R & Q Quest Insurance Limited for and on behalf of C & C International, F. B. Perry Building, 40 Church Street, P. O. Box HM2062, Hamilton HM HX, Bermuda.

OUR SERVICE TO YOU

Our goal is to provide excellent service to all of **our** customers but **We** recognise that things do go wrong occasionally. **We** take complaints **We** receive seriously and aim to resolve each of **our** customers' problems promptly. To ensure that **We** provide the kind of service **You** expect, **We** welcome **Your** feedback. **We** will record and analyse **Your** comments to make sure that **We** continually improve the service that **We** offer.

Complaints

If **You** do need to make a complaint, **We** will acknowledge it within five working days of receipt. Most of **our** customers' concerns can be resolved quickly but occasionally more detailed enquires are needed. If this is likely **We** will contact **You** with an update and give **You** an expected date of response. This will not be beyond 20 working days from when **You** first made **Your** complaint. If **We** have failed to sort out the situation within 40 working days, **We** will give **You** information about the Financial Ombudsman Service (FOS).

The Lettings Hub

If **Your** complaint relates to the administration of this insurance policy, **You** should contact **Us** either by email, telephone or in writing at:

The Insurance Team, The Lettings Hub, 8 Axon, Commerce Road, Lynch Wood, Peterborough, PE2 6LR

Tel: 0345 450 9903

Email: policies@lettingshub.co.uk

Financial Ombudsman Service

If **You** decide to contact the FOS **You** must have given **Us** the opportunity to resolve **Your** complaint. However, if after 40 working days **You** still feel unhappy and that the matter has not been resolved to **Your** satisfaction, **You** can contact the FOS at:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Tel: 0800 023 4 567

Email: complaint.info@financial-ombudsman.org.uk

R&QQIL for and on behalf of C&CI

If **Your** complaint relates to policy coverage or the way a claim has been handled, **You** should refer the matter to C&C International using the contact details below, quoting **Your** policy number to:

Post: The Compliance Director, C&C International., R&Q Quest Insurance Ltd for and on behalf of C&C International, F. B. Perry Building, 40 Church Street, PO Box HM2062, Hamilton HM HX, Bermuda

Tel: 03333 447 987

Email: complaints@city-and.com

C&C International's Compliance Officer will acknowledge the complaint. C&C International aim to resolve **Your** concerns within three working days but if they are unable to do so they will confirm to **You** in writing that they have received **Your** complaint within five working days and will advise **You** of the person who will be dealing with the complaint, and when **You** can expect to receive a detailed response. The person dealing with the complaint will be a senior member of staff who was not directly involved in the matter which is the subject of the complaint. They will have the authority and experience to adequately address the complaint and explain the results of the investigation.

Your complaint will be thoroughly investigated and C&C International will respond to it as soon as possible. Within eight weeks C&C International will provide a final response to **Your** complaint in writing or, if it is not possible to respond within that time, they will inform **You** in writing within twenty business days, why they have been unable to resolve the complaint within that time, why they need more time to do so and when **You** can expect to receive their final response.

If C&C International have not completed their investigation, within eight weeks after the complaint was made, they will write to **You** and explain why there is a further delay. C&C International will also confirm when they expect to issue their final response and advise **You** that **you** may be eligible to refer the complaint to the Bermuda Ombudsman, if **You** are dissatisfied with the delay.

Where **You** are eligible to refer **Your** complaint to the Bermuda Ombudsman, **You** have the right to do so free of charge, but **You** must do so within six months of the date of C&C International's final response. If **You** do not refer **Your** complaint in time, the Bermuda Ombudsman will not have C&C International's permission to consider **Your** complaint and so will only be able to do so in very limited circumstances. For example, if it believes that the delay was as a result of exceptional circumstances.

If **You** are dissatisfied with the response **You** receive in relation to **Your** complaint or **Your** complaint is not resolved within 8 weeks, **You** have the right to refer **Your** complaint to the Bermuda Ombudsman.

Their address is: Bermuda Ombudsman, Suite 102, 14 Dundonald Street, West Hamilton, HM 09 Bermuda

Tel: +1 441 296-6541

Email: info@ombudsman.bm

Website: www.ombudsman.bm

Important: This complaints notification procedure does not affect **Your** right to take legal action.

Financial Services Compensation Scheme

This insurance is covered by the Financial Services Compensation Scheme (FSCS).

If this insurance fails to carry out its responsibilities under this policy **You** may be entitled to compensation from the FSCS. Information about the scheme is available online or by telephone.

Web: www.fscs.org.uk

Tel: 0800 678 1100 or 0207 741 4100

Fraud prevention, detection & claims history

In order to prevent and detect fraud **We** may at any time:

- share information about **You** with other organisations and public bodies including the police;
- check and/or file **Your** details with fraud prevention agencies and databases, and if **You** give **Us** false or inaccurate information and **We** suspect fraud, **We** will record this.

We and other organisations may also search these agencies and databases to:

- help make decisions about the provision and administration of insurance, credit and related services for **You** and members of **Your** household;
- trace debtors or beneficiaries, recover debt, prevent fraud and to manage **Your** accounts or insurance policies;
- check **Your** identity to prevent money laundering, unless **You** provide **Us** with other satisfactory proof of identity;
- undertake credit searches and additional fraud searches.

We can supply on request further details of the databases **We** access or contribute to.

Claims history

Under the conditions of **Your** policy **You** must tell **Us** about all insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When **You** tell **Us** about an incident **We** will record information relating to it on a database.

We may search these databases when **You** apply for insurance, in the event of any incident or claim, or at time of renewal to validate **Your** claims history or that of any other person or property likely to be involved in this policy or claim.

THE INSURANCE CONTRACT

This policy is a legal contract between **You** and **Us**. The policy wording, Policy Schedule and Statement of Fact make one document and must be read together. Please keep them together in a safe place.

The contract is based on the information **You** gave **Us** when **You** applied for the insurance.

Our part of the contract is that **We** will provide the cover set out in this Policy Booklet:

- for those sections for which **You** are insured, as detailed on **Your** Policy Schedule;
- for the **Insurance Period**, as detailed on **Your** Policy Schedule.

Your part of the contract is:

- **You** must pay the premium shown on **Your** Policy Schedule for each **Insurance Period**;
- **You** must comply with all the terms and conditions set out in this policy.

If **You** do not meet **Your** part of the contract, **We** may turn down a claim, increase the premium or **You** may find that **You** do not have any cover.

We can both choose the law which will apply to this contract. However, unless it says differently anywhere else in this policy, or unless **You** and **We** agree otherwise, the law that applies to this contract is the law which applies to the part of the United Kingdom, the Channel Islands or the Isle of Man in which **You** live.

Data protection

The Lettings Hub

The Lettings Hub are required to process **Your** personal data in accordance with the General Data Protection Regulation (the "GDPR").

Please refer to **Our** Privacy Notice which sets out the basis on which **We** process any personal data that **We** collect from **You** or about **You** that **You** provide to **Us** or that

We receive from other sources. By processing, **We** mean when **We** collect, use, store, delete and access personal data.

The Privacy Notice is available on **Our** website www.lettingshub.co.uk or by contacting **Us** by email on dataprotection@lettingshub.co.uk or by telephone on 01733 396016.

Legal Protection Group Limited Data Protection Notice

In order to manage this insurance, including the provision of helpline services, claims handling, underwriting and

other administrative duties, Legal Protection Group Limited may need to share personal information which has been given to them with other parties such as insurers, insurance intermediaries, law firms, experts, regulatory authorities or agents providing services to Legal Protection Group Limited or on their behalf. Legal Protection Group Limited will only request necessary information from **You** and will only use it and disclose it in the course of arranging and administering this insurance.

Any personal information Legal Protection Group Limited hold about **You** will be retained by them for a period of seven years after this insurance expires and in any event, for the minimum periods required by relevant laws and regulations. This information may need to be retained for legal and regulatory reasons and for legitimate business purposes including (but not strictly limited to) establishing, pursuing or defending legal claims.

Sometimes Legal Protection Group Limited may need to send **Your** personal information to agents based outside of the European Economic Area and in doing so will ensure that those agents apply the same levels of confidentiality, protection and security that are applied by Legal Protection Group Limited.

In arranging and managing this insurance and administering claims, Legal Protection Group Limited will comply with the provisions of the Data Protection legislation which is directly applicable in the United Kingdom (this includes the General Data Protection Regulation (EU) 2016/679 (otherwise known as GDPR) as well as any subsequent amending or replacement Data Protection legislation which is directly applicable in the United Kingdom) and unless required to do so by law or a professional body, will not disclose **Your** personal data to any other person or organisation without **Your** consent.

You can find full details of Legal Protection Group Limited's privacy policy on their website www.legalprotectiongroup.co.uk

More information on the Data Protection Act and the principles in place to protect personal information can be found on the Information Commissioner's Office website <https://ico.org.uk>

You have a right to obtain information Legal Protection Group Limited hold about **You**. This is called a Subject Access Request and in order to obtain such information, please write to:

The Data Protection Officer, Legal Protection Group Limited, 8 Pinkers Court, Briarlands Office Park, Gloucester Road, Rudgey, Bristol BS35 3QH.

If **You** have a concern about the way Legal Protection Group Limited have handled **Your** personal data, then **You** have the right to report this to the Information Commissioner's Office:

Website: <https://ico.org.uk/concerns>

Email: casework@ico.org.uk

Tel: 0303 123 1113

(lines are open Monday to Friday 9am to 5pm)

R&Q Quest Insurance for and on behalf of C&C International Privacy Notice and Your Personal Information

Use of personal information

If **You** have any concerns about how **Your** personal data is being collected and processed, or wish to exercise any of **Your** rights detailed in the insurer's Privacy Notice, please contact C&C International's Data Protection Officer at: -

Email: complaints@city-and.com

Tel: 03333 447 987

R&Q Quest Insurance Limited for and on behalf of C&C International and the appointed administrator and manager, Legal Protection Group Limited and the appointed claims administrator Legal Claims Group Limited are the data controller (as defined by the UK Data Protection Act 2018 and all applicable laws which replace or amend it, including the General Data Protection Regulation) in respect of this contract of insurance. C&C International may obtain, collect and process **Your** personal information for the purposes of entering into and to perform this insurance contract with **You**.

For full details of what data C&C International collect about **You**, how C&C International use it, who they share it with, how long they keep it and **Your** rights relating to **Your** personal data, please refer to C&C International's Privacy Notice which is available on the following Website at:

Website: www.city-and.com

If **You** do not have access to the internet, please write to the C&C International Data Protection Officer (at the address shown below) with **Your** name and address and a copy will be sent to **You** in the post.

In summary, C&C International may, as part of agreement with **You** under this contract, collect personal information about **You** including: -

- Name, address, contact details, date of birth and cover required
- Financial information such as previous credit history, bank details
- Details of any previous insurance claims.
- Information for Employers' Liability Database record (if Employers' Liability insurance is included)

C&C International may also collect sensitive personal information about **You**, and any additional people who **You** wish to be insured under this policy (if applicable to this insurance), including detailed medical records about the illness and treatment rendered for curing the same to validate the claim (if applicable to this insurance).

C&C International collect and process **Your** personal information for the purpose of insurance and claims administration.

Telephone calls may be monitored and recorded, and the recordings used for fraud prevention and detection, training and quality control purposes.

Your personal information may be shared with third parties which supply services to C&C International or which processes information on C&C International's behalf (for example, premium collection and claims validation, or for communication purposes related to **Your** cover). C&C International will ensure that they keep **Your** information secure and do not use it for purposes other than those that they have specified in their Privacy Notice.

Some third parties that process **Your** data on C&C International's behalf may do so outside of the European Economic Area ("EEA"). Where such transfers occur, C&C International ensure that they do not occur without their prior written authority and that an appropriate transfer agreement is put in place to protect **Your** personal information to an equivalent standard to that found in the EEA. C&C International will keep **Your** personal information only for as long as they believe is necessary to fulfil the purposes for which the personal information was collected (including for the purpose of meeting any legal obligations).

C&C International will share **Your** information if they are required to by law. C&C International may share **Your** information with enforcement authorities if they ask C&C International to, or with a third party in the context of actual or threatened legal proceedings, provided C&C International can do so without breaching data protection laws.

Marketing

If **You** have given **Us** permission, Let Insurance Services trading as The Lettings Hub, The Landlord Hub, LetRisks and its suppliers or associated companies may use **Your** data to advise **You** of the latest news, products and services.

HOW TO MAKE A CLAIM

Emergency assistance claims	All other claims
0161 412 1548	0117 374 7117

If **You** need to make a claim, what **You** need most of all is speedy, professional, practical help. That is exactly what **We** provide. Whatever the problem, big or small, **We** are here to help **You**.

When an incident happens, **You** should take any immediate action **You** think is necessary to protect **Your Property** and **Contents** from further damage, such as switching off the gas, electricity or water. Once **You** have secured **Your Property**, **You** should call **our** claims line as soon as possible.

If **You** need to call **Our** claims helpline, please have **Your** policy number handy when **You** call. While most claims can be agreed over the phone, there may be times when **We** will ask **You** to complete a claim form and provide **Us** with further information.

To help **Us** deal with **Your** claim quickly, please carefully read **Your** Policy Schedule and this Policy Booklet, particularly Claims Conditions on page 8 and General Exclusions on page 25.

Guidance when making a claim

Claim notification

Conditions that apply to this policy and in the event of a claim are set out in this Policy Booklet. It is important that **You** comply with all policy terms and conditions and **You** should be familiar with all the requirements.

Directions for claim notification are included under Claims Conditions on page 8. Please be aware that **You** must notify **Us**, as soon as reasonably possible, of events that may give rise to a claim under the insurance, although there are some situations where immediate notice is required. Further guidance can be found under How **We** Settle Claims at the end of each section of this Policy Booklet.

Claims conditions require **You** to provide **Us** with any reasonable assistance and evidence that **We** require concerning the cause and value of any claim. Ideally, as part of the initial notification, **You** will provide:

- **Your** name, address, and **Your** daytime and mobile telephone numbers;
- personal details necessary to confirm **Your** identity;
- policy number;
- the date of the incident;
- the cause of the loss or damage;
- details of the claim together with claim value if known;
- police details where applicable;
- names and addresses of any other parties involved or responsible for the incident (including details of injuries) and addresses of any witnesses.

This information will enable **Us** to make an initial evaluation on whether **Your** claim is covered by this policy and the likely claim value. **We** may, however, request additional information depending upon the circumstances and value of **Your** claim which may include the following:

- original purchase receipts, invoices, instruction booklets or photographs;
- purchase dates and location of lost or damaged property.
- for damaged property, confirmation from a suitably qualified expert that the item **You** are claiming for is beyond repair.

Sometimes **We** may wish to meet with **You** to discuss the circumstances of the claim, to inspect the damage, or to undertake further investigations.

CLAIMS CONDITIONS

These are the claims conditions **You** will need to keep to as **Your** part of the contract.

If anything happens which might lead to a claim, what **You** must do depends on what has happened.

The sooner **You** tell **Us** the better.

When an incident occurs which may result in a claim, **You** must also read the information on How To Make A Claim on page 7.

You should also check the information on how **We** settle claims under the section of **Your** policy which covers the loss or damage.

You must pay **Your** premium when requested. If **You** have not paid **Your** premium, **We** may take any unpaid premium from any claim payment the insurers make to **You**.

What you must do

For theft, riot, malicious acts or vandalism claims

If **You** are the victim of theft, riot, a malicious act or vandalism, tell the police immediately and ask for a crime reference number and tell **Us** as soon as **You** can, or in the case of riot tell **Us** immediately.

For injury or damage liability claims

If someone is holding any of **Your Family** responsible for an injury or any damage, no one in **Your Family** must admit responsibility. Give **Us** full details in writing as soon as **You** can and any claim form, application notice, legal document or other correspondence sent to **Your Family** must be sent to **Us** straight away without being answered.

For all other claims

For all other claims, tell **Us** as soon as **You** can.

You should do all **We** reasonably ask **You** to do to get back any lost or stolen property.

Do not throw away any damaged items before **We** have had a chance to see them.

To help **Us** deal with **Your** claim quickly, **We** may require additional information which may include the following:

- original purchase receipts, invoices, instruction booklets or photographs;
- purchase dates of lost or damaged items;
- for damaged items, confirmation by a suitably qualified expert that the item **You** are claiming for is beyond repair.

Rights & responsibilities

In the event of a claim, **We** may need to get into **Your Property** that has been damaged to salvage anything **We** can and to make sure no more damage happens. **You** must help **Us** to do this but **You** must not abandon **Your Property** to **Us**.

You must not settle, reject, negotiate or offer to pay any claim **You** have made or intend to make under this policy without **our** written permission. **We** have the right, if **We** choose, in **Your** name but at **our** expense to:

- take over the defence or settlement of any claim;
- start legal action to get compensation from anyone else;
- start legal action to get back from anyone else any payments that have already been made.

You must give **Us**, at **Your** reasonable expense, all the information **We** ask for about any claim. **You** must help **Us** to take legal action against anyone or help **Us** defend any legal action if **We** ask **You** to.

When **You** call **Us**, at **our** discretion **We** will:

- ask **You** to get estimates for repairs or replacement items; or
- arrange for the damage to be inspected by one of **our** claims advisors or an independent loss adjuster – their aim is to help **Us** agree a fair settlement with **You**; or
- arrange for the repair or a replacement as quickly as possible.

Automatic reinstatement of sums insured

We will automatically reinstate the sum insured upon notification of a claim to **Us** unless **We** give **You** written notice to the contrary provided that **You**:

- pay **Us** the appropriate additional premium;
- take immediate steps to carry out any amendments in the protection of **Your Property** that **We** may require.

The most **We** will reinstate in any one **Insurance Period** is the sum insured.

Other insurance

If **You** claim under this policy for something which is also covered by another insurance policy, **You** must provide **Us** with full details of the other insurance policy. **We** will only pay **Our** rateable share based upon agreed insurance market practice and procedures applicable at the time of **Your** claim.

DEFINITIONS

This part of the policy sets out the words that have a special meaning. Each word is listed with the meaning explained beside it and is printed in bold whenever it appears in this policy.

Accidental Damage	Sudden, unexpected and visible damage, which has not been caused deliberately.
Building(s)	<p>Your Property, Your fixtures and fittings, garages, greenhouses, outbuildings, patios, paved terraces, footpaths, tennis courts, swimming pools, garden ponds, statues and fountains permanently fixed into the ground, drives, walls, fences, hedges and gates.</p> <p>Buildings does not include aerials and satellite receiving equipment.</p>
Contents	<p>Household goods, furniture, furnishings, carpets, televisions, audio and video/DVD players owned by You or are Your responsibility under contract.</p> <p>If Your Policy Schedule states Your Contents insurance is "Limited Contents", Your cover is limited to fixed floor coverings including carpets, laminated wooden effect or vinyl floor coverings, curtains, fitted blinds, light fittings, fridges, freezers, dishwashers, washing machines, dryers, cookers and microwaves belonging to You or are Your responsibility under contract.</p> <p>Contents does not include the following:</p> <ul style="list-style-type: none"> • motor vehicles and children's motor vehicles whether licensed for road use or not (other than motorised or electric wheelchairs), mechanically-propelled or assisted vehicles (other than garden machinery and pedestrian controlled machinery), aircraft, trains and boats (other than models), gliders, hang gliders, wetbikes, hovercraft, and other mechanically-propelled or assisted watercraft and aircraft, caravans, trailers, or parts or accessories for any of them whether attached or detached, other than removable entertainment equipment while removed; • animals; • jewellery, articles of precious metal, clocks, watches or furs; • works of art or paintings; • clothing, personal belongings, money, credit cards, debit cards, stamp, coin and other collections, certificates, cheques, securities or documents of any kind; • Your fixtures and fittings; • bicycles; • computers, or photographic equipment; • any items for which special insurance cover has been arranged by You; • any items which belong to the Tenant or for which they are legally responsible.
Excess	The first part of any claim which You must pay. This is noted on Your Policy Schedule.
Family	<ul style="list-style-type: none"> • Husband, wife, or partner • Children (including foster children) • Relatives
Heave	Upward and/or lateral movement of the site on which Your Buildings stand caused by swelling of the ground.

Insurance Period	The period shown on Your Policy Schedule and any further period for which You have paid or have agreed to pay and We have accepted or have agreed to accept Your premium.
Landslip	Downward movement of sloping ground resulting from the action of self-weight stresses and imposed loadings exceeding the available strength of the ground. Landslip may be triggered by the application of superimposed loadings from Buildings or may be induced by excavating into sloping ground with the result that material fails and moves down the slope.
Our/Us/We	The Lettings Hub Limited, an Appointed Representative of Let Insurance Services Limited. This policy is issued under a binding authority agreement that the Lettings Hub Limited hold with Legal Protection Group Limited, who manage the insurance administration for the insurer: R & Q Quest Insurance Limited for and on behalf of C & C International, F.B. Perry Building, 40 Church Street, P.O. Box HM 2062, Hamilton HM HX, Bermuda.
Subsidence	Downward movement of the site on which Your Buildings stand by a cause other than the collapse of the structure of the home.
Tenancy Agreement	<p>A Tenancy Agreement between You and the Tenant in relation to Your Property which is:</p> <ul style="list-style-type: none"> • an Assured Shorthold Tenancy Agreement as defined within the Housing Act 1988 (as amended) or its equivalent outside of England and Wales but within the Territorial Limits, or • a Company Residential Tenancy (Company Let) created after 28th February 1997 where the Tenant is a public limited company (plc) or limited company (Ltd) or its equivalent outside of England and Wales but within the Territorial Limits and Your Property is let purely for residential purposes of the Tenant's employees and their Family, or • a written common law residential Tenancy Agreement created after 28th February 1997 between individuals where the rent is in excess of £100,000 per annum or its equivalent outside of England and Wales but within the Territorial Limits, and which is: <ul style="list-style-type: none"> i. appropriate for the tenancy; and ii. where relevant, signed and independently witnessed by You, the Tenant(s) and (if required as a condition of the Tenant reference) the guarantor; and iii. free from any unreasonably restrictive covenants.
Tenant(s)	Any person authorised under the terms of the lease who lives in Your Property and any member of their Family who normally lives with them.
Territorial Limits	The United Kingdom of Great Britain and Northern Ireland.
Unoccupied	When Your Property has not been lived in by You , the Tenant(s) or by anyone who has Your permission, for more than 60 days in a row. "Lived in" means slept in frequently overnight.
You/Your	The person(s) named as policyholder on Your Policy Schedule.
Your Property	The insured property address shown on Your Policy Schedule.

SECTION 1 – BUILDINGS

This part of the policy explains the cover **We** provide for the **Buildings** of **Your Property**, unless **Your** Policy Schedule states this section is 'Not Insured'.

	What is covered	What is not covered
	Damage to Your Buildings caused by the following:	
1	Fire, lightning, explosion, earthquake or smoke	The Excess . Damage by smoke from air pollution.
2	Storm or flood.	The Excess . Damage by frost. Damage to fences, hedges or gates.
3	Freezing of water in fixed water or fixed heating systems. Water or oil escaping from washing machines, dishwashers, fixed water or fixed heating systems.	The Excess . Damage while Your Property is Unoccupied . Damage to the appliance or system which the water or oil escapes from unless freezing causes the damage. Damage by sulphate reacting with any materials from which Your Property is built. Damage by water escaping which results in Subsidence , movement, settlement or shrinkage of any part of Your Buildings or the land belonging to Your Buildings .
4	Riot, civil commotion	The Excess .
5	Malicious acts or vandalism, including by the Tenant .	The Excess . Damage caused by You or by anyone who is lawfully on the premises other than the Tenant . Damage while Your Property is Unoccupied .
6	Theft or attempted theft, including by the Tenant .	The Excess . Damage caused by You or by anyone who is lawfully on the premises other than the Tenant . Damage while Your Property is Unoccupied .
7	Subsidence or Heave of the site on which Your building stands or of land belonging to Your building, or Landslip .	The Excess . Damage to patios, paved terraces, footpaths, swimming pools, tennis courts, garden ponds, statues and fountains permanently fixed into the ground, drives, walls, fences, hedges and gates unless Your Property is damaged by the same cause and at the same time.

	What is covered	What is not covered
		<p>Damage to solid floors unless the foundations of the outside walls of Your Property are damaged by the same cause and at the same time.</p> <p>Damage caused by structures bedding down or settlement of newly made up ground.</p> <p>Damage caused by the coast or a riverbank being worn away.</p> <p>Damage by or from demolition, alteration or repair to the structure of Your Property.</p> <p>Damage by sulphate reacting with any materials from which Your Property is built.</p>
8	Falling trees or branches.	<p>The Excess.</p> <p>Damage to fences, hedges or gates.</p>
9	Falling aerials or satellite receiving equipment, their fittings or masts.	The Excess .
10	Impact involving animals, vehicles, aircraft or anything dropped from them.	<p>The Excess.</p> <p>Damage by pets.</p>
11	<p>Fees and related costs incurred in repairing or replacing damaged parts of Your Buildings, provided the damage is covered under Your policy and subject to our prior agreement.</p> <p>We will pay for:</p> <ul style="list-style-type: none"> architects, engineers, surveyors and legal fees; the cost of removing debris, demolition, shoring up or propping up and taking away any damaged parts of Your Buildings; the cost of meeting current building regulations, local authority or other statutory requirements or conditions provided that the damaged parts of Your Buildings are repaired or replaced. 	<p>Any fees and costs You have to pay for preparing or progressing any claim.</p> <p>Fees and related costs incurred in meeting any building regulations, local authority or other statutory requirements or conditions if You were made aware of the need to meet them before the damage happened. These or any other fees or related costs that apply to any undamaged parts of Your Buildings are not covered.</p>
12	<p>Cover for the buyer while You are selling Your Property.</p> <p>If between the date You exchange contracts and the date You complete the sale, Your Property is damaged by anything insured under covers 1 to 10 and 16 (if applicable) of this section, the buyer shall be entitled to make a claim for the damage once the sale has been completed.</p>	<p>This cover does not apply if insurance on the Buildings has been arranged by or for the buyer.</p> <p>Damage by any cover listed elsewhere in Section 1 – Buildings and which is specifically excluded under that section.</p>

	What is covered	What is not covered
13	<p>Damage to trees, shrubs, plants and lawns by the following:</p> <ul style="list-style-type: none"> • Fire, lightning, explosion, earthquake or smoke • Riot, civil commotion • Malicious acts or vandalism • Theft or attempted theft • Impact involving animals, vehicles or aircraft or anything dropped from them hitting the trees, shrubs, plants and lawns 	<p>The Excess.</p> <p>Any amount exceeding the limit shown on Your Policy Schedule.</p> <p>Damage by smoke from air pollution.</p> <p>Loss or damage while Your Property is Unoccupied.</p> <p>Damage caused by pets.</p>
14	<p>If Your Property is uninhabitable as a result of damage to Your Buildings covered under this policy We will pay:</p> <ul style="list-style-type: none"> • the reasonable additional cost of similar short-term accommodation for Tenant(s) and also for any pets living with them. <p>OR</p> <ul style="list-style-type: none"> • rent You would have received but have lost, including ground rent. 	<p>Any costs payable by You or any Tenant once Your Property can be lived in again.</p> <p>The cost of alternative accommodation for any person who is not a Tenant.</p> <p>Any costs You agree to pay without our written permission.</p> <p>Any costs arising from damage by any cover listed elsewhere in Section 1 – Buildings and which is specifically excluded under that section.</p> <p>Any amount exceeding the limit shown on Your Policy Schedule.</p>
15	<p>We will pay the cost of removing and replacing any part of the Buildings necessary to repair a household heating or water system that has caused an escape of water or oil.</p>	<p>The Excess.</p> <p>Any amount exceeding the limit shown on Your Policy Schedule in any one Insurance Period.</p>
16	<p>You are only covered for Accidental Damage to Your Buildings if Your Policy Schedule states Accidental Damage is "Insured" under Section 1 – Buildings.</p> <p>We will pay for:</p> <ul style="list-style-type: none"> • loss or damage to Your Buildings caused by Accidental Damage, up to Your Buildings sum insured. • Accidental Damage to drains and pipes and Accidental Damage to cables and underground tanks which are used to provide services to or from Your Property and for which You are legally responsible. If, following a blockage, normal methods of releasing a blockage between the main sewer and Your Property are unsuccessful, We will pay the cost of breaking into and repairing the pipe. 	<p>The Excess.</p> <p>Damage while Your Property is Unoccupied.</p> <p>Damage by water entering Your Property other than by storm or flood.</p> <p>Damage caused by mechanical, electrical or electronic fault, breakdown or failure.</p> <p>Damage by water escaping which results in Subsidence, Heave, Landslip, movement, settlement or shrinkage of any part of Your Buildings or of the land belonging to Your Buildings</p> <p>Damage by gradual deterioration that has caused an installation to reach the end of its serviceable life.</p>

	What is covered	What is not covered
	<ul style="list-style-type: none"> • Accidental Damage to glass, ceramic hobs or sanitaryware fixed to and forming part of Your Property. Any broken parts of the item other than the glass, ceramic hobs or sanitaryware are not covered. 	<p>Damage by water escaping which results in Subsidence, movement, settlement or shrinkage of any part of Your Buildings or of the land belonging to Your Buildings.</p> <p>Damage by any cover listed elsewhere in Section 1 – Buildings and which is specifically excluded under that section.</p> <p>Damage caused by the coast or a riverbank being worn away.</p> <p>Damage caused by or from demolition, alteration or repair to Your Property.</p> <p>Damage caused by or from poor or faulty design, workmanship or materials.</p> <p>Damage caused by sulphate reacting with any materials from which Your Property is built.</p> <p>Damage by scratching, fouling, soiling, gnawing or biting caused by pets.</p>

How we settle claims for buildings

If **You** wish to claim under this section of **Your** policy please follow the steps detailed in How To Make A Claim on page 7. **You** should also read **Your** Policy Schedule, Claims Conditions on page 8, General Conditions on page 23 and General Exclusions on page 25.

At **our** discretion **We** will arrange for specialist investigations to be carried out.

We may take over and conduct in **Your** name with complete and exclusive control, the defence or settlement of any claim.

To settle **Your** claim, **We** will either:

- make a cash settlement to pay for the reasonable cost of work carried out in repairing the damaged parts of **Your Buildings** and agreed fees and related costs; or
- make a cash settlement for loss of market value of **Your Buildings** where a repair or replacement is not carried out, but not more than it would have cost to make a cash settlement to repair or replace the damage to **Your Buildings** if the repair or replacement had been carried out without delay.

Where an **Excess** applies, this will be taken off the amount of **Your** claim.

If **Your Buildings** have not been kept in a good state of repair or if the sum insured at the time of the loss or damage is less than the cost of rebuilding all **Your Buildings** in the same way, size, style and appearance as when they were new, including fees and related costs, **We** will pay the cost of repairing or replacing the damaged parts of **Your Buildings** and **We** will, where appropriate, take off an amount for wear and tear.

The most **We** will pay for any one claim, including fees and related costs, is the amount it will cost **Us** to repair the damage to **Your Buildings** in the same way, size, style and appearance as when they were new, but not more than the sum insured or any limits shown on **Your** Policy Schedule.

We will not pay for:

- loss of value resulting from repairs to or replacement of damage to **Your Buildings**;
- replacing or changing undamaged parts of **Your Buildings** which belong to a set or suite or which have a common design or use, such as a bathroom suite or fitted kitchen units, when the damage is restricted to a specific part or clearly defined area.

Index-linked inflation adjustments to your buildings sum insured

The sum insured shown on **Your** Policy Schedule will be adjusted in line with a recognised index to reflect the current rebuild value of **Your Buildings**. For **Your** protection, **We** will not reduce **Your** sum insured if the index moves down unless **You** ask **Us** to.

No extra charge will be made for any increase until the renewal of **Your** policy, when the renewal premium will be based on the adjusted sum insured and limits.

Index-linking of the sum insured will continue during repair or replacement following loss or damage provided

the sum insured at the time of the loss or damage represents the full rebuilding cost and **You** ensure that the work is carried out without undue delay.

Whilst **We** index-link **Your Buildings** sum insured as described above, it remains **Your** responsibility to ensure **Your Buildings** sum insured reflects the full rebuild value of **Your Property**.

SECTION 2 – LANDLORDS CONTENTS

This part of the policy explains the cover **We** provide for **Your Contents** in **Your Property**, unless **Your** Policy Schedule states this section is 'Not insured'.

	What is covered	What is not covered
	Damage to Your Contents within Your Property caused by the following:	
1	Fire, lightning, explosion, earthquake or smoke	The Excess . Damage by smoke from air pollution.
2	Storm or flood.	The Excess .
3	Water escaping from washing machines, machines, dishwashers, fixed water or fixed heating systems. Oil escaping from a fixed heating system.	The Excess . Damage to the appliance or system that the water or oil escapes from. Loss or damage while Your Property is Unoccupied .
4	Riot, civil commotion	The Excess .
5	Malicious acts or vandalism, including by the Tenant .	The Excess . Damage caused by You or by anyone who is lawfully on the premises other than the Tenant . Damage while Your Property is Unoccupied .
6	Theft or attempted theft, including by the Tenant .	The Excess . Theft or attempted theft will not be covered where force and violence has not been used to get into or out of Your Property , except where the theft or attempted theft was by the Tenant . Damage caused by You or by anyone who is lawfully on the premises other than the Tenant . Damage while Your Property is Unoccupied . For Contents in any garage or outbuilding, any amount exceeding the limit shown on Your Policy Schedule.
7	Subsidence or Heave of the site on which Your Property stands or of land belonging to Your Property , or Landslip .	The Excess . Loss or damage resulting from solid floors moving unless the foundations of the outside walls of Your Property are damaged by the same cause and at the same time. Damage caused by structures bedding down or settlement of newly made up ground. Loss or damage caused by the coast or a riverbank being worn away. Loss or damage by or from any demolition, alteration or repair to the structure of Your Property . Loss or damage caused by poor workmanship, poor design or faulty materials.

	What is covered	What is not covered
8	Falling trees or branches	The Excess .
9	Falling aerials or satellite receiving equipment, their fittings or masts	The Excess .
10	Impact involving animals, vehicles, aircraft or anything dropped from them	The Excess . Loss or damage by pets.
11	Accidental loss of metered water, liquid petroleum gas or oil at Your Property .	The Excess . Loss or damage while Your Property is Unoccupied . Loss or damage by any cover listed in Section 2 – Landlords Contents and which is specifically excluded under that section. Any amount exceeding the limit shown on Your Policy Schedule.
12	<p>You are only covered for Accidental Damage to Your Contents if Your Policy Schedule states Accidental Damage is “Insured” under Section 2 – Landlords Contents.</p> <p>We will pay for loss or damage to Your Contents caused by Accidental Damage, up to Your Contents sum insured.</p>	<p>The Excess.</p> <p>Damage while Your Property is Unoccupied.</p> <p>Damage by water entering Your Property other than by storm or flood.</p> <p>Damage caused by mechanical, electrical or electronic fault, breakdown or failure.</p> <p>Damage by water escaping which results in Subsidence, Heave, Landslip, movement, settlement or shrinkage of any part of Your Buildings or of the land belonging to Your Buildings</p> <p>Damage by gradual deterioration that has caused an installation to reach the end of its serviceable life.</p> <p>Damage by any cover listed elsewhere in Section 2 – Landlords Contents and which is specifically excluded under that section.</p> <p>Damage caused by or from demolition, alteration or repair to Your Property.</p> <p>Damage caused by or from poor or faulty design, workmanship or materials.</p> <p>Damage by scratching, fouling, soiling, gnawing or biting caused by pets.</p>

How we settle claims for landlords contents

If **You** wish to claim under this section of **Your** policy please follow the steps detailed in How To Make A Claim on page 7. **You** should also read **Your** Policy Schedule, Claims Conditions on page 8, General Conditions on page 23 and General Exclusions on page 25.

If an item has been damaged and it can be economically repaired **We** will make a cash settlement to **You** for the cost of repairs. Otherwise, **We** will make a cash settlement to **You** to replace the item with a new one of similar quality.

We will not pay the cost of replacing or changing undamaged items or parts of items which belong to a set or suite, or which have a common design or use such as suites of furniture and carpets which are only damaged in one area, when the loss or damage relates to a specific part or part of an item or to a clearly defined area.

We will not pay for any loss of value to any item that **We** have repaired or replaced.

Where an **Excess** applies, this will be deducted from the amount of **Your** claim.

If loss or damage happens and the sum insured on **Your** Policy Schedule is less than the cost of replacing all **Your Contents** as new, **We** will, where appropriate, deduct an amount for wear and tear from the cost of the new item unless the item can be economically repaired when only the cost of the repair will be paid.

The most **We** will pay for any one claim is the amount it will cost **Us** to replace all **Your Contents** as new but not more than the sum insured or any limits shown on **Your** Policy Schedule.

SECTION 3 – LEGAL LIABILITIES

This part of **Your** policy covers **Your** legal liabilities as a property owner.

	What is covered	What is not covered
1	<p>Your legal responsibility as owner of Your Buildings and land belonging to Your Property, to pay damages and costs to others which arise from any single event occurring during the Insurance Period which result in:</p> <ul style="list-style-type: none"> accidental death, disease, illness or accidental physical injury to anyone; Accidental Damage to physical property. <p>The most We will pay is the limit shown on Your Policy Schedule, plus any additional defence costs agreed by Us in writing.</p> <p>If You die, the cover under this cause can be transferred to Your legal personal representative provided that the representative follows the terms and conditions of this policy.</p>	<p>Anything owned by You or Your legal responsibility.</p> <p>Injury, death, disease or illness to any of Your Family.</p> <p>Damage to property belonging to or held in trust by You or Your Family.</p> <p>Liability accepted by You under any agreement, unless the liability would exist without the agreement.</p> <p>Liability covered by any other policy.</p> <p>Liability arising from any employment, trade, profession or business of You or Your Family (except for the purpose of letting out Your Property).</p>
2	<p>This insured event is only applicable if Your Policy Schedule states that Section 1 – Buildings is insured.</p> <p>Legal responsibilities which result from the ownership of any building previously occupied by You and insured by Us and which arise because of Section 3 of the Defective Premises Act 1972 or The Defective Premises (Northern Ireland) Order 1975, as long as You do not have this cover under another policy.</p> <p>The most We will pay is the limit shown on Your Policy Schedule, plus any additional defence costs agreed by Us in writing.</p> <p>If You die, the cover under this cause can be transferred to Your legal personal representative provided that the representative follows the terms and conditions of this policy.</p>	<p>Any home previously owned and occupied by You in which You still hold legal title or have an interest in.</p> <p>Any incident which happens more than 7 years after the last day of the last Insurance Period in respect of any home previously insured by Us and owned and occupied by You.</p> <p>Anything owned by or the legal responsibility of Your Family.</p> <p>Injury, death, disease or illness to any of Your Family.</p> <p>Liability arising from any employment, trade, profession or business of You or Your Family (except for the purpose of letting out Your Property).</p> <p>Liability accepted by any of Your Family under any agreement, unless the liability would exist without the agreement.</p> <p>Liability covered by any other policy.</p>

How we settle claims for legal liabilities

If someone is holding **You** responsible for an injury or any damage, **You** must not admit responsibility.

Policy Schedule, plus any additional defence cost agreed by **Us** in writing.

Tell **Us** as soon as **You** can by phoning the Claims Helpline on 0117 374 7117, and give **Us** full details in writing as soon as possible. Any writ, summons, legal document or other correspondence sent to **You** must be sent to **Us** straight away without being answered.

The most **We** will pay for any single event occurring during any **Insurance Period** is the limit shown on **Your**

SECTION 4 – LOCKS & KEYS

This part of **Your** policy covers **Accidental Damage** to the locks and keys of **Your Property**.

	What is covered	What is not covered
1	<p>Accidental Damage to the locks of, or loss of the keys to the outside doors of Your Property or to safes and alarms in Your Property.</p> <p>At our discretion, We will pay the cost of:</p> <ul style="list-style-type: none"> • buying new keys; or • changing parts of the locks; or • replacing the locks. 	<p>The Excess.</p> <p>Damage to locks caused by mechanical, electrical or electronic fault, breakdown or failure.</p> <p>Any amount exceeding the limit shown on Your Policy Schedule.</p>

How we settle claims for lock and keys

We will pay the cost of repairing or replacing the damaged parts of the locks and keys. The most **We** will pay for any one claim is the limit shown on **Your** Policy Schedule.

SECTION 5 – EMERGENCY ASSISTANCE

This part of **Your** policy provides access to advice and help with the cost of emergency assistance.

Call **our** 24 hour emergency helpline after taking any immediate action **You** think is necessary to protect **Your Property** and **Contents** from further damage, such as switching off the gas, electricity or water. **We** have access to a team of contractors who are able to carry out urgent repairs 24 hours a day, 7 days a week, to help make **Your Property** safe.

If the emergency means that **Your tenants** need to move out of **Your Property** overnight, **We** may pay for reasonable alternative accommodation.

The most **We** will pay for any one claim, which includes any overnight accommodation, the cost of the emergency repair, parts and call out charges, is the limit shown on **Your** Policy Schedule.

If the emergency is a result of an incident which is also covered under a specific section of **Your** policy, **You** may be able to claim for any further repair costs under that section. Please call **Us** on 0161 412 1548 and **We** will be happy to check this for **You**.

	What is covered	What is not covered
1	<p>A sudden and unforeseen situation which, if not dealt with immediately, would in our opinion:</p> <ul style="list-style-type: none"> make Your Property unsafe or insecure and is likely to cause further damage to Your Property or Your Contents; or create unreasonable risk to the health and safety of Your Tenant(s). <p>We will pay:</p> <ul style="list-style-type: none"> the reasonable cost of one visit to effect temporary repairs carried out by a contractor authorised by Us; the reasonable cost of overnight accommodation for Your Tenant(s) if We agree that Your Property cannot be lived in. 	<p>Anything that could be foreseen.</p> <p>Damage caused by mechanical, electrical or electronic fault, breakdown or failure.</p> <p>Any subsequent repairs for the same damage.</p> <p>Damage caused when Your Property is lived in solely by anyone other than Your Tenant(s).</p> <p>Repairs which are made by anyone other than a contractor authorised by Us.</p> <p>Costs incurred without our agreement.</p> <p>Any amount exceeding the limit shown on Your Policy Schedule.</p>

How we settle claims for emergency assistance

Telephone **our** 24 hour emergency assistance helpline and **our** team will advise **You** of the next steps depending on **Your** emergency.

The most **We** will pay for any one claim is the limit shown on **Your** Policy Schedule.

Payment for repairs will be made directly to the contractor.

GENERAL CONDITIONS

These are the conditions of the insurance **You** will need to meet as **Your** part of this contract.

Taking care

You must take all reasonable steps to avoid incurring liability and prevent loss or damage to everything which is covered by this insurance and to keep all the property insured in good condition and in good repair.

Statutory requirements

You must comply with all statutory requirements and other safety regulations imposed by any government or local authority in relation to letting out **Your Property**. Failure to do so may invalidate **Your** policy cover.

Changes in your circumstances

If there are any changes which might lead to a claim or increase **Your** risk of a claim, **You** must let **Us** know. A mid-term adjustment fee may apply, as detailed in **our** Customer Terms of Business document, if any changes to **Your** details are required.

You must tell **Us** or **Your** insurance representative within 30 days as soon as **You** know about any of the following changes:

- **Your Property** is going to be **Unoccupied** for more than 60 days in a row;
- work is to be done on the **Buildings** which is not routine repair, maintenance or decoration;
- if **You** have any conviction for any offence;

There is no need to tell **Us** about parking or speeding offences or any offences which are spent under the Rehabilitation of Offenders Act 1974.
- if **You** have received any formal police caution in the last five years;

There is no need to tell **Us** about police cautions for parking or speeding offences
- any increase in the rebuilding cost of **Your Buildings**;
- any increase in the value of **Your Contents**;
- if any part of **Your Property** is going to be used for any trade, professional or business purposes;

You do not need to tell **Us** about any trade, professional or business use

 - i. directly connected to **You** letting out **Your Property** solely as a domestic residence; or
 - ii. carried out by the **Tenant** if the trade, profession or business is of a clerical nature only.

- if **Your Property** or any part of it is going to be assigned, sublet or let out to anyone other than the **Tenant**;
- if the number of **tenants** living at **Your Property** changes. A **Family** is classed as one **Tenant**;
- if the employment status of **Tenant(s)** living in **Your Property** changes (e.g. if **You** told **Us** professional working people would occupy **Your Property** and now they are students).
- if **Your Property** is going to be let on any basis other than under a **Tenancy Agreement** as defined in Definitions on page 10.

We may re-assess **Your** cover and premiums when **We** are told about changes in **Your** circumstances. If **You** do not tell **Us** about changes or give **Us** incorrect information, the wrong terms may be quoted, a claim might be rejected or payment could be reduced. In some circumstances **Your** policy might be invalid, and **You** may not be entitled to a refund of **Your** premium.

Underinsurance

It is important that **Your** sums insured represent the total cost to rebuild **Your Property** or replace **Your Contents** as new. If **You** insure less than the full value **You** are choosing to share the risk, and therefore the cost, of any losses.

If **You** make a claim and, at the time of any loss or damage, the sum insured is less than the current cost to rebuild **Your Property** or replace **Your Contents** entirely as new, **We** will reduce the amount of any payment by the proportion of the amount **You** are underinsured.

For example, if **You** state that **Your Buildings** sum insured is £100,000 when in fact it would cost £200,000 to rebuild **Your Property**, a 50% reduction would be made to any claims settlement and **You** would only receive £50,000 of cover.

Non-Invalidation

If there is an increased risk of damage as a result of any act, omission or alteration by the **Tenant** of which **You** were not aware, **We** will not invalidate the cover under this policy, provided that **You**:

- tell **Us** as soon as **You** become aware of the increased risk;
- pay **Us** any appropriate additional premium.

Fraud

1. If **You** make a fraudulent claim under this insurance contract, **We**:
 - a. Are not liable to pay the claim; and
 - b. May recover from **You** any sums paid by **Us** to **You** in respect of the claim; and
 - c. May by notice to **You** treat the contract as having been terminated with effect from the time of the fraudulent act.
2. If **We** exercise **our** right under clause (1)(c) above:
 - a. **We** shall not be liable to **You** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **Our** liability under this insurance contract (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and,
 - b. **We** need not return any of the premiums paid.

Transferring your interest in this policy

You cannot transfer **Your** interest in this policy to anyone else without **our** written permission.

Cancelling this policy

Cancelling within 14 days

If **You** change **Your** mind and decide **You** no longer want this policy, **You** can cancel it free of charge within 14 days of receiving **Your** policy documents or the start date of this policy (whichever is later). **You** can contact **our** Customer Services team either by calling 0345 450 9903 or by email at policies@lettingshub.co.uk to confirm **Your** wish to cancel.

As long as **You** have not made a claim within the 14 days, no cancellation fee will apply and **You** will receive a full refund of any insurance premium **You** have paid for this policy. If **You** have paid by monthly instalments, **We** will also cancel **Your** direct debit for this policy.

Cancelling after 14 days or after you have made a claim

If **You** cancel **Your** policy after 14 days of receiving **Your** policy documents and **You** have not made any claims during the current **Insurance Period**, **We** will arrange a refund of **Your** premium, minus the pro rata cost of the days that **You** have already been insured. A cancellation fee may apply, as detailed in **our** Customer Terms of Business document. If **You** have paid by monthly

instalments, **We** will also cancel **Your** direct debit for this policy.

If **You** have made a claim within the current **Insurance Period**, **We** cannot offer **You** a refund of **Your** premium and any remaining monthly instalments for the **Insurance Period** must be paid in full.

If we cancel your policy

If **We** decide to cancel **Your** policy for any reason, **We** will give **You** at least 14 days notice in writing by email or to **Your** last known address. If **We** cancel **Your** policy, **We** may refund **Your** premium paid for the remainder of the current **Insurance Period**.

We reserve the right to cancel **Your** policy if **You** are paying by monthly instalments and fail to maintain **Your** direct debit payments.

Other conditions

There are other conditions which relate to any claim **You** may make and these are shown in the section headed Claims Conditions on page 8. **You** should also refer to any conditions shown under individual sections of **Your** policy, or any conditions or endorsements noted on **Your** Policy Schedule.

GENERAL EXCLUSIONS

These exclusions apply to all the sections of **Your** policy. This insurance does not cover:

Wear and tear	Any loss, damage, liability, cost or expense of any kind caused by or resulting from wear and tear, depreciation, corrosion, rusting, damp, insects, vermin, fungus, condensation, fading, frost, or anything which happens gradually, the process of cleaning, dyeing, repair, alteration, renovation or restoration or any consequential loss.
Existing and deliberate damage	Any loss or damage caused, or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by You . Loss, damage, injury or liability as a result of an event which happened before the cover under this policy started.
Rot	Any loss, damage, liability, cost or expense of any kind caused by rot, whether or not this is caused directly or indirectly by any other cover included in this insurance.
Business use	Any loss, damage, liability, cost or expense of any kind caused by or resulting from any use of Your Property for business, trade or professional purposes other than the letting of Your Property as a domestic dwelling or any clerical business use by the Tenant . By clerical business use We mean incidental use of Your Property for administrative tasks which do not involve the storage of any business stock or money and does not require any visitors to be received at Your Property in relation to the business.
Subletting	Any loss, damage, liability, cost or expense of any kind caused by or resulting from Your Property being sublet.
Defective construction or design	Any, loss damage, liability, cost or expense of any kind caused by or resulting from poor or faulty design, workmanship or materials.
Date change and computer viruses	Any direct or indirect, loss or damage caused: <ul style="list-style-type: none"> to equipment by its failing to recognise data representing a date in such a way that it does not work properly or at all; and by computer viruses. <p>Legal expenses, legal benefits and/or liability arising directly or indirectly from:</p> <ul style="list-style-type: none"> equipment failing to recognise data representing a date in such a way that it does not work properly or at all; computer viruses. <p>but any claim for legal expenses/benefits to pursue compensation for personal injury is not excluded.</p> <p>For the purposes of this exclusion:</p> <ul style="list-style-type: none"> equipment includes computers and anything else insured by this policy that has a microchip in it. computers include hardware, software, data, electronic data processing equipment and other computing and electronic equipment linked to a computer. microchips include integrated circuits and microcontrollers. computer viruses include any program or software that prevents any operating system, computer program or software working properly or at all.

Pollution or contamination	<p>Any loss, damage, liability, cost or expense of any kind caused directly or indirectly from pollution or contamination which:</p> <ul style="list-style-type: none"> • was the result of an intentional act; or • was expected or should have been expected; or • was not caused by a sudden incident; or • was not during any Insurance Period.
Radioactive contamination	<p>Any loss, damage, liability, cost or expense of any kind caused directly or indirectly by:</p> <ul style="list-style-type: none"> • ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of nuclear fuel; • the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it.
Terrorism	<p>Any loss, damage, liability, cost or expense of any kind directly or indirectly caused by, resulting from or in connection with any act of terrorism.</p> <p>For the purposes of this exclusion, 'terrorism' means the use, or threat of use, of biological, chemical and/or nuclear force or contamination by any person(s), whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government(s) or put any section of the public in fear.</p>
War risks	<p>Any loss, damage, liability, cost or expense of any kind caused directly or indirectly of any of the following, or anything connected with any of the following whether or not such consequence has been contributed to by any other cause or event:</p> <ul style="list-style-type: none"> • war • invasion • act of foreign enemy • hostilities or a warlike operation or operations (whether war be declared or not) • civil war • mutiny • rebellion • revolution • military rising • insurrection • civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
Sonic bangs	<p>Any loss, damage, liability, cost or expense of any kind caused directly or indirectly by pressure waves caused by aircraft.</p>

Infectious And Contagious Disease

(Not applicable to Section 3 – Legal Liabilities)

Any loss, damage, liability, cost, or expense of any kind directly or indirectly caused by or resulting from

- an Infectious or Contagious Disease
- any fear or threat of an Infectious or Contagious Disease regardless of whether this is actual or perceived
- any action taken to minimise or prevent an Infectious or Contagious Disease

For the purpose of this Exclusion Infectious or Contagious Disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.

NOTES

A series of horizontal dotted lines for writing notes.

