

Property Owners

Summary of cover



This document outlines the key features, benefits and limitations of the cover provided by the Zurich Insurance Company Ltd Property Owners policy. If you want to see the full terms, conditions and exclusions, please refer to the policy document.

This summary of cover gives you an overview of the standard covers available as part of this policy. It's not personalised to you.

Please read this document alongside your quote/policy schedule and policy document to see what's covered and any limits or exclusions that apply. Please check your coverage to ensure it meets your needs.



Type of insurance and cover

This policy is designed for commercial and residential property owners insuring portfolios of let property. Cover can be tailored for the types of property insured. Please see your policy Schedule for the covers that have been selected.

The standard contract duration is 12 months. Please see your policy Schedule, or Certificate of Insurance for the start and end dates.

Businesses must be based in the UK, the Channel Islands or the Isle of Man.



Material damage

Provides insurance cover to protect buildings, and other insured property, against accidental damage. Our standard cover is on an 'all risks' basis and includes subsidence.

Extension/cover	Standard limits per occurrence unless stated otherwise below
General clauses	
Abortive costs	Included
Archaeological discoveries	£25,000
Architects' surveyors' legal and consulting engineers' fees	Included
Business rates	£25,000 any one occurrence/ £100,000 any one period of insurance
Clearing of drains	Included
Concern for welfare costs	Included
Designation	Included
Dilapidation	£25,000
Emergency services	Included
European Union and Public Authorities including undamaged property	Included
Eviction of squatters	£50,000
Exhibition equipment	£2,500
Fire extinguishment expenses	Included
Fly tipping	£10,000, £1,000 excess applies
Involuntary betterment	Included
Landscaped gardens	£25,000
Loss minimisation and prevention expenditure	£25,000
Loss of market value	£100,000
Malicious damage caused by a resident	£10,000
Metered supplies	£10,000
Money	Optional
Obsolete building materials	Included
Personal possessions	£500
Public relations expenses	£2,500
Reinstatement	Included
Reinstatement to match	£100,000
Removal of debris	Included
Replacement of keys and resetting of digital locks	£5,000

Trace and access	£25,000
Tree felling or lopping	£1,000 any one occurrence/£2,500 any one period of insurance
Tree removal	£1,000 any one occurrence/£2,500 any one period of insurance
Unauthorised use of electricity, gas, oil or water	£25,000
Unauthorised use of telecommunications	£25,000
Upgrading sprinkler installations	Included
Residential buildings clauses	
Alternative accommodation and loss of rent (for residents including their pets)	25% of the building sum insured
Illegal cultivation of drugs	Included
Removal of nests	£1,000
Contingent cover clauses	
Bailor's goods	£50,000
Diminution in value	£100,000
Non-aggregation clause	Included
Other premises	£10,000
Privity of contract	£1,000,000
Temporary removal	£1,000,000
Value added tax	Included



Business interruption (if selected)

Provides insurance cover to protect commercial business income following a material damage loss.

Extension/cover	Standard limits per incident unless stated otherwise below
Action of competent authorities	£25,000 any one period of insurance
Anchor tenant	£25,000 any one period of insurance
Book debts	Optional
Legionellosis	£25,000 any one period of insurance
Loss of attraction	£25,000 any one period of insurance
Managing agents	£1,000,000
Named diseases, murder, suicide or rape	£25,000 any one period of insurance
Prevention of access	£25,000 any one period of insurance
Public utilities	£250,000
Unlawful occupation	£10,000
General clauses	
Alternative trading	Included
Buildings awaiting sale	Included
Cost of re-letting	Included
Loss of investment income on late payment	Included
New business	Included
Payments on account	Included
Renewal	Included
Rent free periods	Included



Extensions applicable to Material damage and Business interruption

Extension/cover	Standard limits per incident unless stated otherwise below
General clauses	
Automatic reinstatement of loss	Included
Munitions of war	Included
Professional accountants	Included
Seventy two hour clause	Included
Adaptation Clauses	
Debris recycling	Included
Energy performance and sustainable buildings	Included
Contingent cover clauses	
Automatic cover from exchange	£1,000,000
Capital additions	£1,000,000
Failure of third party insurances	£1,000,000
Inadvertent omission to insure	£1,000,000
New acquisitions	£1,000,000
Contract work clauses	
Buildings awaiting demolition	Included
Contract all risks	£500,000
Contractors' interest	£250,000
Tradespeople	Included
Interested parties clauses	
Mortgagees and lessors	Included
Non-invalidations	Included
Other interests	Included
Subrogation waiver	Included
Legal contingencies clause	
Legal contingencies	Included

Conditions applicable to Material damage and Business interruption

- Security requirements
- Unoccupied buildings

Exclusions applicable to Material damage and Business interruption

- Excess £250 (Escape of water excess £500 and Subsidence excess £1,000)
- Acts of fraud and dishonesty
- Contract works more specifically insured
- Corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects
- Damage or business interruption to land
- Damage caused by or consisting of or business interruption arising directly or indirectly from disappearance unexplained or inventory shortage, misfiling or misplacing of information.
- Damage or business interruption caused by its own collapse or cracking
- Faulty or defective workmanship, operational error or omission on your part or any of your employees
- Inherent vice, latent defect, gradual deterioration, wear and tear, its own faulty or defective design or materials
- Malicious damage by residents in excess of £10,000
- Pollution or contamination, unless arising from an insured event and is sudden and unforeseen
- Damage or business interruption in respect of moveable property in open, gates and fences caused by storm or flood



Property owners' and public and products liability (if selected)

Provides insurance protection for any legal liability arising out of injury to third parties or for damage to their property.

Extension/cover

Automatic acquisitions cover

Contingent motor liability (non-owned vehicles)

Court attendance costs

Criminal defence costs

Data protection

Defective Premises Act 1972

Environmental clean-up costs

Indemnity to directors and employees

Indemnity to principal

Joint liabilities

Legionella

Libel and slander

Personal liability

Personal representatives

Public relations expenses

Standard wording/limits

10% of existing wage roll

Included

Director/partner £750, employees £250

£5,000,000

£1,000,000

Included

£1,000,000

Included

Included

Included

£1,000,000

£250,000

Included

Included

£25,000 any one event and in any one period of insurance

Significant exclusions to Property owners and public liability

- Motor
- Products no longer in your custody or control
- Property being worked on
- Property damage excess
- Property in your custody or control
- Vessels and craft

Significant exclusions to product liability

- Aircraft products
- Exports to the USA or Canada
- Reinstating, rectifying, removing or guaranteeing the performance of any products

Significant exclusions to Property owners and public and products liability

- Asbestos
- Contractual liability
- Cyber
- Exposure to ultraviolet radiation
- Foreign operations
- Hazardous works
- Liquidated or punitive damages or fines
- Pollution or contamination
- Professional advice
- Silica
- Treatment liability

Special provisions

- Discharge of liability
- Limit of indemnity
- Limit of indemnity – terrorism – £5,000,000

Special conditions

- Underground services condition
- Use of heat condition



Employers' liability (if selected)

Covers the cost of compensating employees who are injured at or become ill through work.

Extension/cover

Automatic acquisitions cover

Court attendance costs

Criminal defence costs

Indemnity to directors and employees

Indemnity to principal

Personal representatives

Public relations expenses

Standard wording/limits

10% of existing wage roll

Director/partner £750, employees £250

£5,000,000 any one period of insurance

Included

Included

Included

£25,000 any one event and in any one period of insurance

Significant exclusions

- Liability for which compulsory Motor insurance or security is required under road traffic legislation
- Liability for bodily injury caused by Work offshore

Special provisions

- Limit of indemnity – terrorism – £5,000,000

Special conditions

- Compulsory insurance



Legal expenses (if selected)

Provides you with insurance cover for legal costs and expenses should you experience one of the legal problems covered by this policy in relation to your business activities.

Underwritten by ARAG Legal Expenses Insurance Company Limited.

What is insured

Employment Disputes and Compensation Awards

Legal Defence

Statutory Licence Appeals

Property Protection

Personal Injury

Tax Protection

Contract Disputes

Debt Recovery

Let Property

Standard/Optional

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

What is not insured

- Claims which do not arise directly in connection with the insured business
- Any claim reported to us more than 180 days after the date you should have known about the insured incident
- Civil cases where the lawyer we appoint for you does not believe you will be more likely than not to win your case
- Costs you incur without our expressed acceptance
- Legal problems that started before the date your cover begins
- Costs and expenses and compensation awards which exceed the amount stated on the schedule for any one event, and Employment Dispute compensation awards which exceed an overall total limit of £1,000,000 in any one period of insurance
- Fines, penalties, compensation or damages you are ordered to pay by a court or other authority other than compensation awards covered under Employment Disputes and Compensation Awards and Legal Defence
- The VAT element of any costs if you are registered for VAT
- If we agree you can choose your own lawyer, any costs above £100 per hour (this amount may vary from time to time)

Cover restrictions

You are not covered for:

The use of your own lawyer. We will appoint a preferred lawyer or other professional for you. You may choose your own lawyer when legal proceedings start or if there is a conflict of interest unless we are liable for a compensation award under the policy

Employment Disputes and Compensation Awards claims relating to:

- employee internal disciplinary or grievance procedures
- disputes within the first 90 days of the start of this policy
- a dispute with an employee subject to a warning issued 180 days immediately preceding the start date of this policy if the dispute arises within 180 days of the policy start date
- any claim relating to a redundancy which occurs within the first 180 days of the start of this policy
- compensation awards following a breach of statutory duty, where you did not seek and follow legal advice after becoming aware of the issue
- Transfer of Undertakings Regulations or the Transfer of Employment (Pension Protection) Regulations

Legal Defence for criminal prosecutions relating to a motor vehicle

Contract Disputes or Debt Recovery claims:

- relating to a dispute arising within the first 90 days of the policy (if the agreement was entered into before the start of this policy)
- where the amount in dispute is £500 or less (incl. VAT)
- relating to a lease, license, or tenancy of land or buildings
- relating to financial products

Personal Injury claims relating to an illness or injury that happens gradually, or those solely for psychological injury or mental illness, or clinical negligence

Tax Protection claims relating to an investigation or enquiry by HM Revenue & Customs into alleged dishonesty or alleged criminal offences

Excess payments – you must pay:

- The first £500 of any Contract Disputes claim if the amount in dispute exceeds £5,000 (incl. VAT).



Terrorism (if selected)

Provides insurance cover for acts of terrorism.

Extension/cover

Certified terrorism
Uncertified terrorism

Standard wording/limits

Included
Included

General policy exclusions

- Communicable diseases
- Date related performance and functionality
- Electronic risks
- Northern Ireland civil commotion
- Nuclear and war risks, government or public authority order and sonic bangs
- Terrorism

General policy conditions

- Alteration
- Arbitration
- Cancellation
- Cancellation notice
- Contractual right of renewal (tacit)
- Fair presentation of the risk
- Fraudulent claims
- Legal representatives
- Payment by instalments
- Premium adjustments
- Reasonable care
- Sanctions



Additional policy benefits, services and helplines

Zurich Risk Advisor

Zurich Risk Advisor is a free to use risk management app that makes risk assessments easier to understand, provides you with insight and recommends best practices including self-risk assessments.

Experience the benefits of Zurich Risk Advisor by downloading the app from the Apple store or the Google Play Store. Visit our website for more details: www.zurich.com/products-and-services/tools-for-business/zurich-risk-advisor

Risk Management Advice Line

To help identify and manage issues before they occur, our risk management advice line operates during normal business hours, providing free practical guidance on risk issues such as property, security, food hygiene, business continuity, environmental and health and safety management.

Call 0800 302 9052

ARAG Legal Expenses Helplines and other services

- Legal advice – please call 0344 893 0859
- Tax advice – please call 0344 893 0859
- Counselling service – please call 0344 893 9012
- Online document drafting – visit www.aragbusinesslaw.co.uk
- Employment Manual – visit www.arag.co.uk/customer/business-legal-expenses-insurance/employment-manual

Insurance Act 2015

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which aims to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Act. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

Minimum transaction premium

If any changes are made to the policy that result in an additional or return premium of less than our minimum transaction premium of £25 plus insurance premium tax (IPT), then this premium adjustment will not be charged or refunded.

Cancellation rights

If you are a Leaseholder, and you did not arrange the insurance, you cannot cancel the policy.

If you are the Policyholder, cancellation rights are set out below.

If you do not want to accept the policy, notification is required within 14 days of receiving the policy or renewal notice. A pro rata charge for the time on cover will be applied subject to our minimum policy premium of £50 plus insurance premium tax (IPT).

If the policy is cancelled at any other time we will charge you on a pro rata basis for the time we have been on cover subject to our minimum policy premium of £50 plus insurance premium tax (IPT).

If the policy is cancelled and the refund is less than our minimum transaction premium of £25 plus insurance premium tax (IPT) then no refund will be given.

Claims



To make a claim online visit: www.zurich.co.uk/business/claims



Call us on: **0800 302 9055**

Rehabilitation Claims Services (available to Employers' Liability customers only)

Our Rehabilitation team offer an innovative approach to acute injury management, proactively treating injuries to prevent chronicity and long-term absence, helping your employees return to work sooner. Treatments offered can include physiotherapy, hand therapy, psychological therapy, diagnostic imaging and surgical solutions.

Our service is suitable for most injuries arising from workplace incidents and offers immediate access to professional medical expertise. Our rehabilitation service can help you reduce the costs of injuries and accidents at work by ensuring employees access appropriate and timely treatment.

Rehabilitation can help manage a claim and mitigate your losses as a faster recovery enables quicker settlement, less exaggeration of symptoms and reduction in the average number of days lost.



To make a claim online visit: <https://liabilityclaims.zurich.co.uk/link/portal/mmc>



Call us on: **0800 028 8261**



Email us on: mmc@uk.zurich.com

Contact details

For information relating to your policy coverage or premium, if you are the Policyholder please contact your broker or insurance intermediary.

If you are a Leaseholder, the quickest way to get the information would be to contact the Policyholder (who will be your freeholder, leaseholder association or managing agent). If they do not respond, you can contact Zurich Insurance at leaseholderenquiries@uk.zurich.com

Our complaints procedure

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you.

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich or your broker or insurance intermediary, as they will generally be able to provide you with a prompt response to your satisfaction. Contact details will be provided on correspondence that we or our representatives have sent you.

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website www.financial-ombudsman.org.uk

You can also contact them as follows:

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

Telephone: 08000 234567 (free on mobile phones and landlines)

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

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

ARAG Head and Registered Office:

ARAG Legal Expenses Insurance Company Limited, Unit 4a, Greenway Court,
Bedwas, Caerphilly, CF83 8DW

Registered in England and Wales | Company Number 103274

Website: www.arag.co.uk

ARAG Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority.

Zurich Insurance Company Ltd

A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BRO00105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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