This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by the Zurich Insurance plc Residential Property Owners policy. The full terms, conditions and exclusions are shown in the policy document. If you want to see full details of the cover, please refer to the policy document.

**Residential Property Owners**

**Policy summary**

This policy is designed for residential property owners and managing agents insuring small portfolios of let properties. Buildings cover is insured as standard with a number of optional covers to tailor the product to suit the needs of the property owners. Cover can be arranged on an “all risks” basis or for fire and specified perils.

The duration of this non-investment insurance contract is 12 months.

### Significant features and benefits

Completion of a proposal form is not required, a statement of facts will be provided.

### Automatic covers include

#### Material damage – Buildings
- Loss of metered supplies up to £5,000
- Replacement of keys and resetting of digital locks included up to £2,500
- Removal of wasps’ or bees’ nests up to £250 for any one occurrence and £5,000 in any one period of insurance
- Tree felling and lopping and Tree removal costs each included up to £500 for any one occurrence and £2500 in any one period of insurance
- Concern for welfare costs – damage caused by the police in gaining access to buildings as a result of concern for welfare of resident, up to £5,000 for any one occurrence and £15,000 in any one period of insurance
- Contractors’ works included where contract price or contract value does not exceed £150,000
- Landscaped gardens – reasonable costs for damage caused by emergency services to buildings including landscaped gardens up to £25,000
- Trace and access, costs and expenses up to £25,000

#### Loss of rental income and alternative accommodation
- Cover for loss of rental income up to 25% of buildings sum insured as standard with a 3 year indemnity period
- Reasonable comparable alternative accommodation costs for any resident leaseholder including pets
- Reasonable re-letting costs
- Professional accountants’ charges
- Capital additions rent receivable – £100,000 limit
- Loss of rental income in the event of damage to premises of any managing agent employed or engaged to collect rent receivable – £25,000 limit
- Prevention of access – £100,000 limit
- Public utilities accidental failure – £25,000 limit

#### Accidental breakage of fixed glass including £500 for combined costs of boarding up, damage to landlord’s contents and damage to framework

#### Optional cover for theft of fabric from the building(s)
### Automatic covers (continued)

**Property owners’, public and products liability**
- Standard **£5,000,000** limit of indemnity
- Corporate manslaughter, legal costs and expenses up to **£2,000,000**
- Court attendance costs, **£250** for directors/**£150** for employees
- Automatic cover for non-manual work on temporary business visits abroad
- Includes cover for private work carried out by any employee for you, your directors or business partners
- Environmental clean-up costs up to **£1,000,000**
- Libel and slander compensation costs up to **£250,000**

**Legal expenses**
- Costs and expenses limits up to **£100,000** for any one claim (**£500,000** maximum for any one period of insurance)
- Maximum limit for all compensation awards payable in any one period of insurance **£1,000,000**
- Option to include debt recovery for amounts exceeding **£500**
- Includes cover for eviction of squatters from residential premises
- Option to include Contract disputes and Lease disputes

### Optional covers available

**Material damage – Landlord’s contents (if selected)**
- Debris removal costs and expenses included

**Employers’ liability (if selected)**
- Selectable **£5,000,000** and **£10,000,000** indemnity limits
- Corporate manslaughter, legal costs and expenses up to **£5,000,000**
- Court attendance costs, **£250** for directors/**£150** for employees
- Includes cover for private work carried out by employees for you, your directors or business partners

**Equipment breakdown (if selected)**
- Maximum limit **£250,000** for damage to equipment caused by its breakdown
- Maximum limit **£250,000** for damage to equipment caused by explosion or collapse of pressure plant
- Maximum limit **£20,000** for making temporary repairs and expediting permanent repair to equipment
- Maximum limit **£10,000** for damage to equipment caused by sudden and unforeseen contamination by a hazardous substance
- Includes loss of rental income following equipment breakdown

**Terrorism (if selected)**
- Cover provided up to your sums insured for damage to property and business interruption
Significant Exclusions or Limitations

Applicable to Material Damage
- Excess £250 for each loss and £1,000 for Subsidence
- Excludes damage caused by theft or attempted theft not involving forcible and violent entry to or exit from a building at the premises
- Excludes theft or attempted theft of the fabric of the building (optional cover available)
- Excludes landlord’s contents in excess of £1,000 contained in outbuildings
- Excludes damage or business interruption caused by pollution or contamination
- Cover restrictions and additional terms and conditions apply in the event of the buildings or part of any building becoming unoccupied

Applicable to Material Damage
- Excludes landlord’s contents in excess of £1,000 contained in outbuildings
- Excludes theft or attempted theft of the fabric of the building (optional cover available)
- Excludes damage or business interruption caused by pollution or contamination
- Cover restrictions and additional terms and conditions apply in the event of the buildings or part of any building becoming unoccupied

Applicable to Loss of rental income and alternative accommodation
- In the event of damage to premises of any managing agent loss of rental income is excluded if rent receivable is outstanding for 120 days in excess of its due date
- In the event of loss resulting from interruption of the business at the premises resulting from notifiable diseases and other health risks, murder or suicide the maximum indemnity period is 3 months
- Excluding any costs incurred in the cleaning, repair, replacement, recall or checking of property following any occurrence of a notifiable disease, health risk, murder or suicide at the premises

Applicable to Property owners’, public and products liability
- Excess £250 for damage to property
- Excludes liability or loss caused by asbestos, asbestos fibres or products containing asbestos or derivatives
- Excludes damage to the part of any property upon which you or any servant or agent has been working where the damage is the direct result of that work
- Excludes personal liability arising from the carrying out of any trade or profession
- Excludes liability arising from professional advice given
- Excludes pollution or contamination

Applicable to Employers’ liability
- This section does not cover liability for bodily injury caused by work offshore or manual work overseas
- Limit of indemnity in respect of a single act of terrorism is £5,000,000

Applicable to Legal expenses
- Excess £500 for all contract dispute claims exceeding £5,000
- Excess £200 for costs and expenses on all aspect enquiries claims
- Excludes all Employment dispute, Contract Dispute and Lease Dispute claims arising within first 90 days of cover
- Excludes any claim where either at the start of or during the course of a claim you are declared bankrupt, are in liquidation or you are in the care or control of a receiver or administrator

Applicable to Equipment breakdown
- Excess £250 for Breakdown and Explosion or collapse of pressure plant
- Excludes compensation for any financial loss, damage, cost, expense, fine or penalty not directly associated with the incident leading to claim
- Excludes damage or business interruption arising from inadequate maintenance, modifications and non-compliance with recall notices
- Excludes cover for some equipment parts
- Excludes cover for wear and tear, gradually developing defects, distortion, cracks, defective joints or seams
General exclusions

- Electronic risks, excludes damage caused by virus or similar mechanism or hacking to computer equipment and systems
- Northern Ireland civil commotion, excludes damage or business interruption in Northern Ireland in consequence of civil commotion
- Nuclear and war risks

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 by a commercial insured 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 will apply the same approach where a consumer insured has made a misrepresentation which is neither deliberate nor reckless.

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.

Cancellation rights
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 a minimum premium of £50 plus insurance premium tax (IPT)

Claims
To notify a claim please call 0800 302 9055, 24 hours a day, 365 days a year

Further information
For further information please visit www.zurich.co.uk/commercial

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:
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.

The 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.