

Commercial and Residential Landlords Insurance /

Summary of cover

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redefining / standards



Why choose AXA's Commercial and Residential Landlords Insurance policy?

The Commercial and Residential Landlords Insurance offers a range of covers and caters for a variety of customers, from individuals who own one property, to investors who own up to 10 properties. This insurance policy is suitable for owners or landlords of commercial or residential properties.

We offer cover for

- Buildings
- Rental income
- Property owners liability
- Employers' liability
- Terrorism
- Landlord's contents

Someone to help you when you need it

As accidents and incidents don't only happen between 9am and 5pm the Commercial and Residential Landlords Insurance provides a free 24 hour emergency helpline to ensure there's someone to help you when you need it most. A legal and tax helpline, providing free advice, is also available Monday to Friday between the hours of 9am to 5pm.

Glass replacement service

Broken glass? Not to worry, the Commercial and Residential Landlords Insurance offers a 24 hour replacement service which can fix windows, doors or partitions. Just call and assistance can be provided.

Inflation protection

The Commercial and Residential Landlords Insurance helps to take away the burden of keeping your buildings and landlords contents sums insured in line with inflation – we use recognised independent cost indices to amend your sums insured to reflect inflation.

Expert claims management

We take on the burden of negotiating with third parties on your behalf, allowing you to concentrate on running your business.

About this document

This document is a summary of the insurance provided by the Commercial and Residential Landlords Insurance and, as such, it does not contain the full terms and conditions of your insurance. You can find the full terms and conditions of the product in the policy document. This summary is provided to you for information purposes only and does not form part of your insurance contract. A copy of the full policy wording is available on request.

Policy summary

Features and benefits

Cover applies to Great Britain, Northern Ireland, the Isle of Man and the Channel Islands and additionally in respect of Public liability to temporary visits abroad.

Buildings

Cover offered

Replacement value of buildings (including debris removal, architects and surveyors fees and allowance for VAT) with an automatic uplift of 50% to cover inflation

Fire and specified causes subject to certain exclusions

Automatic reinstatement of sums insured following a loss (subject to you paying any additional premium that may be required and implementing any risk improvements that we may reasonably require)

Interest of all interested parties (mortgagees, tenants etc) automatically noted

Damage to landlords fixtures and fittings

Loss of additional metered oil and metered water charges

Cost of alternative residential accommodation

Architects, surveyors, legal and consulting engineers fees

Damage to cables and underground pipes

Automatic cover for newly acquired or newly erected property or property under construction

Eviction of squatters expenses

Cost of clearing, cleaning or repairing drains, gutters or sewers following damage to the property

Standard cover

Up to the buildings sum insured for the property

✓ (Accidental damage and Subsidence are optional)

✓

✓

✓ (Landlords contents is optional)

Up to £10,000 any one period of insurance

20% of the sum insured for the damaged building for a maximum of 24 months from the date of damage

✓

Up to £5,000 per claim

Up to £500,000 or 10% of the total buildings sum insured whichever is the lower

Up to £15,000 per claim

Up to £5,000 per claim

Features and benefits *continued*

Cost of extinguisher refilling and alarm resetting expenses	Up to £5,000 per claim
Breakage of fixed glass and fixed mirrors	✓
Damage to landscape gardens caused by emergency services	Up to £10,000 per claim
Cost of removal of nests	Up to £1,000 per claim
Theft of building fabric	✓
Cost of replacement locks after loss of keys	Up to £1,000 per claim
Cost of sourcing the damage and repairing any tank, apparatus or pipe caused by escape of water and damage to cables, underground pipes and drains providing services to the property	Up to £10,000 any one property in any one period of insurance
Transfer of interest	✓
Cost of unauthorised use of electricity, gas, oil and water	Up to £5,000 per claim
Clean up costs for damage caused by illegal cultivation of drugs	Up to £5,000 in any one period of insurance
Malicious damage and theft by tenants cover	Up to £5,000 in any one period of insurance
Tree felling or lopping cover	Up to £500 per claim and £2,500 in any one period of insurance

Features and benefits – Optional covers

Rental income

Cover offered	Standard cover
Loss of rental income and service charges caused by damage at the property	Up to the rental income sum insured for the property
A choice of indemnity periods is available	12, 24 and 36 months
Additional costs incurred to avoid or reduce the loss of rental income	Up to the rental income sum insured for the property

Features and benefits – Optional covers *continued*

Loss of rental income resulting from boiler explosion caused by damage at the property	Up to the rental income sum insured for the property
Buildings awaiting sale	✓
Loss of rental income resulting from damage to property at managing agents' premises or denial of access to your property as a result of damage to property within 5 miles of your property	✓
Loss of rental income following damage to public utility suppliers premises	✓
Increases in rent covered automatically until next renewal	Up to a maximum of 200% of the rental income sum insured
Automatic reinstatement of sums insured following a loss (subject to you paying any additional premium that may be required and implementing any risk improvements that we may reasonably require)	✓
Transfer of interest	✓

Property owners liability

Cover offered

Property owners liability

Legal costs and expenses in connection with manslaughter, corporate manslaughter, corporate homicide or culpable homicide defence

Legal costs in respect of an alleged breach of statutory duty under Health and Safety, Consumer Protection or Food Safety legislation

Legal costs and damages for liability incurred in connection with premises previously owned but now sold

Standard cover

Flexibility to select between £1million and £10million limit of cover

£1million any one period of insurance

£1million any one period of insurance

Flexibility to select between £1million and £10million limit of cover

Features and benefits – Optional covers *continued*

Personal liability whilst anywhere in the world temporarily in connection with the business

Flexibility to select between £1million and £10million limit of cover

Compensation for court attendance

£250 per day for each day that your attendance is required

Employers' liability

Cover offered

Standard cover

Limit of indemnity A – all incidents except any arising from terrorism

£10million

Limit of indemnity B – all incidents arising from terrorism

£5million

Legal costs and expenses in connection with manslaughter, corporate manslaughter, corporate homicide or culpable homicide defence

£1million any one period of insurance

Legal costs in respect of an alleged breach of statutory duty under Health and Safety

£1million any one period of insurance

Compensation for court attendance

£250 per day for each day that your attendance is required

Terrorism

Cover offered

Standard cover

Damage caused by terrorism

Sums insured under the individual sections

Landlord's contents

Cover offered

Standard cover

Landlord contents at the property

Up to £50,000 per property

Theft from outbuildings cover

Up to £2,500 per claim

Malicious damage and theft by tenant cover

Up to £5,000 in any one period of insurance

Specified causes subject to certain exclusions

✓ (Accidental damage is optional)

Significant or unusual exclusions, conditions and limits

Exclusion, condition or limit	Applicable section(s)
You must tell us about any changes that may affect our assessment of the risk including all changes in tenancy	All
You must disclose all information relevant to this insurance and not make any statement which is incorrect	All
Maintenance and reasonable precautions conditions apply	All
Terrorism exclusion (some cover available as an option)	Buildings, Rental income and Landlord's contents
Date recognition exclusion (damage caused by the failure of equipment to correctly recognise the correct date)	Buildings, Rental income and Landlord's contents
Illegal activities exclusion	Buildings, Rental income and Landlord's contents
Acts of fraud and intentional acts by you or employees exclusion	Buildings, Rental income and Landlord's contents
Unexplained loss exclusion	Buildings, Rental income and Landlord's contents
Damage to moveable property in the open, walls, fences, posts, hedges and gates caused by wind, rain, hail, sleet, snow, flood and theft exclusion	Buildings, Rental income and Landlord's contents
Special terms apply to empty buildings – you must tell us immediately if any premises become unoccupied	Buildings and Rental income
The maximum amount payable under the buildings cover including all the automatic covers is the buildings sum insured	Buildings
Inspection of flat roof condition	Buildings
Withdrawal of public services exclusion	Rental income

Significant or unusual exclusions, conditions and limits *continued*

Electrical signs exclusion	Landlord's contents
Glass and sanitary ware exclusion	Landlord's contents
Fines and penalties imposed exclusion	Property owners liability and Employers' liability
Foreign manual work exclusion	Property owners liability
Liability for damage to property owned by you exclusion	Property owners liability
Liability arising in connection with the ownership, possession or use of aircraft, watercraft or motorised vehicles exclusion	Property owners liability
Asbestos liability exclusion	Property owners liability
Managing agents professional risk exclusion	Property owners liability

Standard excesses

Section	Standard excess
Buildings and Landlords contents	
(a) Fire, lightning, explosion , aircraft or earthquake	No excess
(b) Damage caused by Flood	minimum excess £200
(c) Malicious damage and theft by tenants	£500
(d) All other insured damage	£200 (option to change to £100 up to £500)
Subsidence minimum excess (Optional cover)	£1,000
Property owners liability	
Property damage	£200

Policy duration

This is an annually-renewable policy.

Sum insured

Correct values at risk must be advised to us. If the Sums insured you request are not adequate this will result in the amount we pay in the event of a claim being reduced.

Law applicable

You and we can choose the law which applies to this policy. We propose that the Law of England and Wales apply. Unless we and you agree otherwise, the Law of England and Wales will apply to this policy.

Making a complaint

If you have a complaint about your policy you should contact the agent or AXA office where it was bought.

If your complaint relates to a claim on your policy please contact the department dealing with your claim. If you are not satisfied, with the way in which your complaint had been dealt with, you should write to Commercial complaints at AXA Insurance.

If we have given you our final response and you are still not satisfied you may be eligible to refer your case to the Financial Ombudsman Service (FOS). If applicable, you will receive details of how to do this at the appropriate stage of the complaints process.

Referral to the FOS will not affect your right to take legal action.

Full details of addresses and contact numbers can be found in the policy booklet.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance, size of the business and the circumstances of the claim.

Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

This document is available in other formats.

If you would like a Braille, large print or audio version, please contact your insurance adviser.

www.axa.co.uk