

# Insurance Product Information Document

Haven Insurance Company Limited (Haven Insurance) is established in Gibraltar (registration number 85914) and authorised by the Gibraltar Financial Services Commission.

## Product: Landlord Rental Property Insurance Buildings & Contents Combined

Full Terms and Conditions of the policy can be found in the policy booklet on our website [www.haven.gi](http://www.haven.gi), this document should be read in conjunction with your policy schedule and endorsements.



This is a summary of what you can expect from your Landlord Rental Property Insurance Policy underwritten by Haven Insurance, should you proceed to purchase the policy.

### What is this type of Insurance?

This is a consumer contract providing landlord insurance for landlords of residential let properties. This means your rental property & contents are covered against the following perils; fire, flood, storm, lightning, earthquake, explosion, weight of snow, impact, subsidence, theft or attempted theft, riot, malicious damage, vandalism and escape of water and oil. You also have Residential Landlords' Emergency Solutions cover, provided by ARAG, included within the policy.



#### What is insured?

- ✓ Residential Landlords' Emergency Solutions cover provided by ARAG provided your period of insurance is 12 months.
- ✓ Legal liability as owner of your rental property up to £2million.

#### Cover for your rental property buildings

##### Sum insured £xx

- ✓ Loss or damage to your buildings, permanent fixtures and fittings and any garages or outbuildings.
- ✓ Standard accidental damage to underground drains, pipes and cables providing a service to and from your rental property, for which you are legally responsible.
- ✓ Trace & access cover up to £5,000 to identify the cause of a leak or escape of water or oil.
- ✓ Loss of metered water or oil up to maximum of £1,000.
- ✓ Lock & keys replacement for alarms and outside doors in the rental property following theft or loss of keys, up to £500.
- ✓ Forced medical access damage up to £1,000.
- ✓ Alternative accommodation for your tenant or loss of rent from an insured peril up to 20% of the rental property building sum insured, subject to a maximum of £20,000 in any one period of insurance.

#### Cover for your landlord contents

##### Sum insured £xx

- ✓ Loss or damage to your landlord contents: white goods, carpets, curtains, blinds, utensils and domestic appliances belonging to you or for which you are responsible as landlord.
- ✓ Garden contents up to £250.
- ✓ Standard accidental breakage to glass tops and fixed glass furniture, mirrors and ceramic hobs in free standing cookers in your rental property.
- ✓ Loss of metered water or oil up to maximum of £1,000.



#### What is not insured?

- ✗ Loss or damage when your rental property is let to anyone other than professionals, DSS or student tenants.
- ✗ Existing and deliberate damage.
- ✗ Loss or damage to solid floors caused by subsidence, unless the walls of your rental property are damaged at the same time by the same cause.
- ✗ Damage to hedges, fences or gates caused by storm or flood.
- ✗ Accidental damage or breakage, flood, storm, weight of snow, impact, subsidence, theft or attempted theft, riot, malicious damage, vandalism and escape of water or oil when your rental property is unoccupied for more than 30 consecutive days.
- ✗ Loss of value.
- ✗ Loss, damage or liability due to poor or faulty design, poor workmanship or the use of faulty materials.
- ✗ Claims for theft caused by your tenants.
- ✗ Escape of water caused by subsidence, heave or landslip.
- ✗ Wear and tear, maintenance, or anything that happens gradually.
- ✗ Mechanical failure or electronic breakdown.
- ✗ Electronic data and malfunction or failure of computer equipment.
- ✗ Indirect loss or damage.
- ✗ Business use, loss of profit or business interruption.
- ✗ Damage or loss as a result of substance misuse or any illegal activity.
- ✗ Policy excess.
- ✗ Sub-letting.
- ✗ Loss, damage, liability, cost or expense arising from rot, radiation, war, terrorism, sonic bangs, financial sanctions, confiscation, pollution, aviation, explosives or ammunition.
- ✗ Any contents belonging to your tenants.
- ✗ Landlord contents over £500 per item.



#### Are there any restrictions on cover?

- ! If your rental property is left unoccupied for more than 30 consecutive days your cover is automatically reduced to fire, lightning, earthquake and explosion only.
- ! Residential Landlords' Emergency Solutions cover is excluded if the property is unoccupied for more than 30 consecutive days.

#### Optional extras if selected

- ! Full accidental damage to your rental property buildings and contents which are not covered under the standard accidental damage section of your policy.



## Where am I covered?

You are covered for the risk address shown on your schedule. This includes garages, outbuildings and sheds built on a permanent foundation within 400 metres of the land belonging to your rented property.



## What are my obligations?

### Before cover starts

- Disclose all facts accurately and in full.
- Ensure the cover offered is right for you and take note of any significant or unusual policy conditions, exclusions or endorsements.
- You must comply with all regulations/statutory conditions regarding the letting of your premises and suitable tenant references & credit checks must have been completed before the start of this policy and must be provided to us when requested.

### Once you have purchased the policy

- Check your statement of fact and schedule are correct.
- Provide any documents requested, this may be information relating to the property history or no claims discount.
- Take all reasonable steps to limit loss, damage or injury.
- Comply with all policy terms and conditions and endorsements specified on the schedule.

### In the event of a claim

- Check your summary of limits and schedule to make sure you are covered before you register a claim.
- Notify the claims department as soon as possible, and in any event within a maximum of 7 days.
- Provide your details, as well as a crime reference number if applicable.
- Take all reasonable care to retrieve any lost or stolen property.
- Keep any damaged items for inspection to be carried out.
- Take reasonable steps to prevent further damage or loss to your property and contents.
- Pay any excesses applicable to the policy.

### During the policy

- Let us know if there are any changes in circumstances which may affect the policy, including but not limited to; change of address, having work carried out at the property, the property becoming unoccupied, you or your tenant are convicted of a criminal offence, the type of tenant changes, the property is being used for business or it becomes your current or main residence, or any increase/decrease to your sums insured.



## When and how do I pay?

The premium can be paid in full by credit or debit card as a one-off payment. Your insurance broker may be able to offer you a payment plan by monthly direct debit on annual policies.



## When does my policy start and end?

Your insurance policy will start on DD/MM/YYYY at 00:00 and end on DD/MM/YYYY at 00:00.



## How do I cancel the contract?

You can cancel the policy at any time by contacting your insurance broker. Cancellation after the 'cooling-off' period may be subject to broker administration fees.

If no claims have been made on the policy (by you or a third party) and there are no open claims at the point of cancellation, you will receive a refund for the remaining days of cover.

If a claim has been made by you or a third party, you will not be entitled to a refund and the full outstanding premium will be due.