



Landlord Home Emergency

Call to claim 0330 678 5248

0120 255 4502
(for use from abroad)



Landlord home emergency

Our Landlord home emergency insurance will complement your landlord insurance and provide benefits and services, which are not normally available under landlord insurance. It will only apply if selected by you and is shown as covered on your personal details. You must read your landlord personal details, our terms and conditions and this leaflet as one document.

If there is an emergency at your property during the period of insurance, we'll cover the cost of emergency assistance – as long as you keep to the policy conditions. This isn't a property maintenance contract and isn't intended to cover routine maintenance, such as servicing your central heating system.

How to claim

As soon as you discover an emergency, call us on **0330 678 5248, 01202554502 (for use from abroad)** any time of day, 365 days a year, please have your policy number handy.

If an emergency could result in serious damage or danger you should immediately report it to the gas, electricity or water company, the local authority or the emergency services.

If you smell gas or discover a leak, you should call National Grid on 0800 111 999.

Claims by tenants or letting agents

If you have given your tenant or letting agent permission to make a claim under this policy, please ensure you have provided them with the policy number to quote when they call. It may also be useful to provide them with copies of your last boiler service documentation to help us deal with the emergency as soon as we can. We will be unable to deal with the emergency if a policy number isn't provided. If the tenant or letting agent has to pay additional costs to resolve the emergency, which are not covered by the policy, you accept that they may reclaim these from you. We will attempt to contact you to let you know when a claim has been made.

Definitions

Wherever these definitions appear in this landlord home emergency section, they have the following meaning and are in addition to the definitions for your landlord insurance.

Approved repairer	a person, company or organisation we authorise to carry out repair work.
Beyond economical repair	the cost of parts to repair the boiler is greater than 85% of the manufacturer's current retail price of a replacement or similar model, or the required spare parts are not readily available.
Drainage system	drainage pipes and sewers that you have legal responsibility for within the boundaries of your property or beyond the boundary that do not join a public sewer.

Emergency	<p>a sudden and unforeseen incident at your property which, if not dealt with quickly, will:</p> <ul style="list-style-type: none"> • make your property unsafe or insecure; • cause damage to your property and/or its contents; or • leave your property without essential services.
Emergency assistance	work carried out by an approved repairer to resolve the immediate emergency. This may involve a temporary or permanent repair.
Essential services	the drainage system, main heating system, internal gas, electricity or water supply where no reasonable alternative exists and the service is necessary to prevent an emergency.
Internal plumbing	water supply pipes and taps beyond the mains stopcock, including storage tanks, bathroom suites and other fixed sinks and toilets, that you're legally responsible for and are within your property, but not underground water supply pipes.
Main heating system	<p>the main hot water or central heating system in your property that you have legal responsibility for. But not:</p> <ul style="list-style-type: none"> • warm air, solar or under-floor systems.
Permanent repair	<p>work needed to put right any loss or damage to your property caused by the emergency. Where possible, we'll look to complete a permanent repair if this can be carried out during the same visit and at a similar cost to a temporary repair.</p> <p>There will be times when this won't be possible such as :</p> <ul style="list-style-type: none"> • where a permanent repair involves property maintenance; • where the loss or damage isn't covered under this property emergency section, for example, repairs to a damaged ceiling following a burst pipe; • where decorations, fixtures, fittings and outside surfaces are damaged when providing emergency assistance. <p>You may be able to claim these costs back if the loss or damage is covered under your landlord insurance.</p>
Pests	wasps, hornets, rats, mice, squirrels.
Property maintenance	<p>work you're responsible to arrange and pay for to keep your property in good condition. Examples of property maintenance include:</p> <ul style="list-style-type: none"> • servicing your boiler including replacing any necessary parts highlighted by the service; • removal of sludge or corrosion from a main heating or internal plumbing system; • the cost of any action to trace and access a fault following a temporary repair; • updating or improving your property's essential services such as replacing lead pipes, re-wiring (including fuse boxes or consumer units); • removing debris from gutters and drain pipes; • replacement parts or materials that tend to wear out over time, such as roofing materials, tap washers, mixer valves and shower pumps.

Temporary repair	a repair that will resolve the immediate emergency but may need to be replaced by a permanent repair.
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- tell you how to protect yourself and your property before help arrives;
- organise and pay for an approved repairer to provide emergency assistance, up to a maximum of £1,000 (including call out, parts, labour and VAT) for any one emergency;
- organise and pay for alternative accommodation for your tenant up to £250 if your property is unfit to live in.

We'll pay for emergency assistance for the following insured events:

What's covered	What's not covered
<p>1. Heating</p> <p>Failure of the main heating system in your property.</p>	<ul style="list-style-type: none"> • warm air, solar or under-floor systems; • boilers that haven't been serviced within the last 12 months. If the approved repairer determines that failure has occurred as a direct result of the boiler not being serviced within the last 12 months, we will not pay the cost of any parts and labour costs required to fit them; • the cost of replacing water storage tanks, cylinder tanks, outside overflows, showers (including mixer valves and shower pumps), radiators, storage or panel heaters; • breakdown, loss or damage to domestic appliances or underground water supply pipes; • any fault that doesn't result in a failure of the main heating system, such as noisy pipe work or where a timer has failed, but where hot water and heating are still available; • repair of a boiler that is beyond economical repair. We'll pay you up to £500 towards the cost of replacing your boiler, providing the current boiler has been serviced within the last 12 months.
<p>2. Internal plumbing and drainage system</p> <p>Damage to or failure of internal plumbing and drainage system at your property.</p>	<ul style="list-style-type: none"> • the cost of repairing or replacing any main heating system component, which may be covered under section 1 Heating; • leaking or dripping taps or showers that need a new washer; • breakdown, loss or damage to domestic appliances, or underground water supply pipes;

	<ul style="list-style-type: none"> • the cost of replacing water storage tanks, cylinder tanks, outside overflows, macerators, showers (including mixer valves and shower pumps), radiators and bathroom suites and other fixed sinks and toilets; • a shared drainage system where it joins the public sewer.
<p>3. Electrical system</p> <p>Failure of the permanent electrical system that you have legal responsibility for from the electric meter in your property to fuse boxes, sockets, switches and light fittings.</p>	<ul style="list-style-type: none"> • the failure of a single light or socket unless the failure is in a kitchen or bathroom or the fault has caused the whole circuit to fail; • the cost of repairing or replacing any main heating system component, which may be covered under section 1 Heating; • the cost of replacing macerators, radiators, showers (including shower pumps), storage or panel heaters; • the cost of replacing light bulbs or decorative light fittings; • wiring for telephones, TV aerials, satellites or cable services; • failure of burglar alarm systems or CCTV equipment; • breakdown, loss or damage to domestic appliances.
<p>4. Internal gas supply</p> <p>Failure of the internal gas supply that you have legal responsibility for from the gas meter in your property to one or more appliances.</p>	<ul style="list-style-type: none"> • the cost of repairing or replacing any main heating system component, which may be covered under section 1 Heating; • breakdown, loss or damage to domestic appliances.
<p>5. Roofing</p> <p>Sudden and unexpected roofing problems such as leaks or tiles blown off during a storm or bad weather.</p> <p>Emergency assistance may involve a temporary repair such as fitting a tarpaulin to prevent water entering your property. Please note that you may have to arrange and pay for property maintenance work in order to complete a permanent repair. If the loss or damage is covered under your landlord insurance such as storm damage, you may be able to make a claim for the costs of a permanent repair.</p>	<ul style="list-style-type: none"> • where there is no immediate risk of internal damage to your property or its contents such as where only dampness is present; • where the approved repairer is not able to identify where water is entering your property and there is no visible damage to the roof.

What's covered	What's not covered
<p>6. Loss of keys</p> <p>Where the keys to your property have been lost or stolen and you aren't able to gain access to it. The approved repairer will help you get back into your property and replace any locks damaged in the course of gaining entry, or any locks where the only key has been lost or stolen.</p>	
<p>7. Property security</p> <p>Broken or damaged windows and doors that compromise the security of your property or prevent you from gaining access.</p> <p>The approved repairer will make your property safe and replace any glass or locks that have been broken or damaged.</p>	<ul style="list-style-type: none"> • loss or damage to boundary walls, gates, hedges or fences.
<p>8. Pest infestation</p> <p>Assistance with the removal of pests from your property.</p>	<ul style="list-style-type: none"> • removal of pests if you have not followed the approved repairer's recommendations on preventing and controlling pests.

General exceptions

(see also the general exceptions for your landlord policy)

We will not pay in the event of an emergency:

- anything that happens or is known before a policy starts;
- the cost if you haven't spoken to us first;
- if your property has been unoccupied for more than 45 days in a row;
- from the disconnection, interruption or breakdown of the gas, water or electric supply caused by or the responsibility of any public service company, or any equipment they are responsible for.

We will also not pay for:

- any subsequent claim relating to the same problem where property maintenance has not been carried out in order to prevent the emergency recurring;
- any property maintenance which you should carry out or pay for (such as servicing of the main heating system);
- the replacement of parts or materials that tend to wear out over a period of time such as roofing materials, tap washers, mixer valves and shower pumps;
- the cost of further work if our approved repairer has resolved the immediate emergency by completing a temporary repair;
- the cost of repairs more specifically insured under your property insurance or any other policy;
- any wilful or negligent act by you, your family or any resident(s).

General conditions

(see also the general conditions for your landlord policy)

You must:

- contact us as soon as you discover the emergency;
- take all reasonable steps to prevent loss, damage or breakdown and to keep your property, its systems and appliances in good working order;
- make sure any necessary permanent repairs are completed as soon as possible after a temporary repair, otherwise you may not be fully covered;
- provide us with evidence such as a service record, receipt or invoice if we require you to confirm that your boiler has been serviced within the last 12 months. If you're unable to supply this and the approved repairer determines that the boiler has not been serviced within the last 12 months, we will not make any payment if your boiler is deemed beyond economical repair.

Replacement parts

While we'll do our best to source replacement parts, there may be times when parts are delayed because of circumstances beyond our control. In these cases we may not be able to avoid delays in repair.

Our approved repairer may use parts that do not exactly match the originals that have failed in order to complete a temporary repair. If you request parts that are of a superior specification to the original ones fitted, you'll be responsible to pay for the increased costs involved.

There may also be occasions where parts are no longer readily available. For boiler claims, this may mean that your boiler will be declared beyond economical repair. In these situations we'll ensure your property is safe and, if required, the approved repairer will provide you with a quotation for a suitable replacement. You're responsible to pay the costs to replace any system or appliance.

Contribution towards a new boiler

In the event that your boiler is declared beyond economical repair we'll advise you to replace it and will contribute £500 towards the cost of the new boiler, providing the current boiler has been serviced within the last 12 months. You're responsible for arranging and paying the cost of the replacement.

Cover under section 1 Heating will not be in force until your current boiler has been replaced.

Claims that are not covered

If the cost of emergency assistance exceeds the limit of cover, or if a claim is not covered under this section, we'll still offer you assistance, but you'll be responsible for paying the approved repairer's charges. However, you may be able to claim these costs back if the damage is also covered under the buildings or contents sections of your landlord insurance. We'll tell you if you need to make a landlord insurance claim and help you through this process.

Please note that our approved repairer may be unable to restore an essential service because of wear and tear, lack of servicing or maintenance or faulty workmanship. This is common, for example, in main heating systems where the build-up of sludge and corrosion can cause failure.

Repairers chosen by you (Channel Islands, Isle of Man, Scilly Isles, Scottish Islands only). Where possible we'll try to use one of our approved repairers to provide assistance as soon as we can. However, if it's easier for you to find your own repairer, we'll allow you to do this providing you have called us first to agree that your claim is covered. We'll pay you the cost of obtaining emergency assistance up to a maximum of £1,000 (including call out, parts, labour and VAT) for any one emergency.

Where you choose your own repairer, the contract for services will be between you and your chosen repairer. In these cases, we can't be held responsible for any shortfall in the service they provide.

Cancellation of cover

We have the right not to pay your claim and or remove your landlord home emergency cover if you have used the service excessively or unreasonably. For example if you have not followed the advice of the approved repairer or ensured the completion of any necessary permanent repair or property maintenance following a temporary repair carried out by the approved repairer.

If this section has been removed, this will be at the expiry of your property policy and your renewal quote will let you know.

You can get this and other documents from us in braille, large print or in an audio format by contacting us.