

aro
landlord



Introduction

Thank **you** for choosing “Aro Landlord”.

Aro Landlord is a trading name of ARO UNDERWRITING GROUP LIMITED, who are authorised to underwrite and administer this policy on behalf of Liberty Mutual Insurance Europe Limited.

Liberty Mutual Insurance Europe Limited are authorised and regulated by the Financial Conduct Authority. (This can be checked on the FCA's register by visiting the FCA's website at www.fca.uk.org or by contacting them on 0800 1116768.)

This is **your** Residential Landlord **Property** Owners insurance policy. This policy is a contract between **you** and **us** and is based on the information **you** gave **us** when **you** applied for the insurance and **your** agreement to pay the premium. The information may have been provided to **us** on a statement of fact or a proposal form. If any of the information recorded in the proposal form or statement of fact is incorrect, **you** may find **you** have no cover at all. **You** should keep this policy in a safe place; **you** may need to refer to it if **you** have to make a claim.

In return for **you** having agreed to pay **your** premium including any tax applicable and subject to the policy terms and conditions **we** will insure **you** under those sections shown in **your schedule** during the period of insurance.

If more than one **property** is insured under this policy this contract applies as if each is separately insured.

This policy, **your schedule** and any endorsements should be read as if they are one document.

Please read them carefully and check that they meet your needs. Any query should be immediately referred to your insurance broker or intermediary.

If **you** have any questions, please contact **your** broker

Signed on behalf of The Company



Managing Director
Aro Underwriting Group Ltd

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Definitions

Certain words have specific meanings wherever they appear throughout this policy. They are printed in bold type and will always have the following meaning:

Accidental damage

Unexpected physical damage caused suddenly by an identifiable external means.

Bodily injury

Death, illness, injury disease or nervous shock.

Buildings

The **property**, its permanent **fixtures and fittings**, wooden laminate or vinyl flooring and coverings, patios, terraces, paths, drives, walls, gates, fences, hard tennis courts, sunken swimming pools, cesspits, septic tanks, central heating fuel tanks, meters (but not the **contents** of the meter), lampposts and railings, all situated at the risk address shown in **your schedule**.

Contents

Household goods, furniture, furnishings and appliances and other domestic property, as detailed in the Landlord's **property** inventory forming part of the tenancy agreement, all belonging to **you** as landlord while at the address specified on the **schedule**.

But excluding:

- a) Motor vehicles, caravans, trailers, aircraft, watercraft and their accessories, contact lenses, dentures, hearing aids, animals, mobile telephones, money, documents and bicycles.
- b) Property and tools used for business purposes.
- c) **Contents** which are insured more specifically under other sections of this insurance.
- d) **Contents** in an outbuilding more than 5 % of the total **contents** sum insured.
- e) Property belonging to any **tenant**

Excess

The **excess** is the first part of the claim that **You** (the customer) have agreed to pay. The **excess** for each section of this policy is specified in the relevant section, or where no **excess** is specified in the policy, the amount set out in the **schedule**. If a claim is made under more than one section of this policy, resulting from the same incident only one **excess** will be payable.

Fixtures and fittings

- Built-in furniture
- Built-in domestic appliances
- Fixed glass and sanitary ware
- Fixed pipes, ducts, tanks, wires, cables, switches, fires, central heating equipment, boilers and storage heaters.

Property

The private dwelling and its garage(s) and permanent outbuildings all at the address shown in **your schedule** and used for domestic purposes only.

Premises

The **buildings** and the land within the boundary belonging to **you**.

Schedule

The document which gives the details of the cover **you** have.

Tenant

The person or people legally occupying the **property**.

United Kingdom

Great Britain (England, Scotland, Wales, the Isle of Man and the Channel Islands) and Northern Ireland.

Unoccupied

Whenever the whole or any self-contained part of the **property** is without an adult in authorised residence for more than 60 consecutive days.

We, us or our

Liberty Mutual Insurance Europe Limited as insurers of **your** policy and Aro Underwriting Group Limited, who are authorised to underwrite and administer **your** policy on behalf of Liberty Mutual Insurance Europe Limited.

You or your

The person or people shown in **your schedule** as the policyholder/insured.

Information

Complaints Procedure

General Insurance Complaint Procedure-

If you feel dissatisfied with the service you have received

Our Service

We will always endeavour to provide the highest level of customer service to **you**. If **you** feel that **we** have failed to maintain the standard then this document outlines the procedure **we** will use to promptly and fairly deal with any issue **you** raise. Providing **you** with a copy of this procedure before **we** have had an opportunity to carry out an investigation does not infer any liability on **our** part.

Please note that **we** record and monitor all complaints centrally to make sure the matter is dealt with properly and that action is taken to avoid a similar problem arising in the future.

What to do next

You may register your complaint by e-mail, in writing, by telephone or in person but whichever method of communication **you** choose **we** will give each the same level of importance. However, please note that **our** preferred option is email to make sure a quicker documented service.

E: ian.page@aro-underwriting.com

W: www.aro-underwriting.com

Customer Services

Aro Underwriting Group Ltd,
Riverside House,
River Lawn Road,
Tonbridge,
Kent,
TN9 1EP.
T: 01732 783575

What we need to know

We need **you** to help **us** by summarising the problem, policy (ies) affected and the resolution **you** expect. Please make sure whenever possible that **you** quote any customer reference number.

What we will do

Our complaint investigation will follow the rules and guidelines of the Financial Ombudsman Service. Their jurisdiction covers these matters other than for organisations whose turnover or net assets are greater than £1m. The minimum standard **you** should expect from **us** is as follows:

1. If **we** are unable to resolve **your** complaint by the next working day a formal acknowledgement will be sent to **you** no later than 2 working days after receiving your complaint. This will confirm that **your** complaint has been escalated and provide contact details relating to the person(s) who will be dealing with the matter, their job title(s) and when **you** may expect their response.
2. If an early response cannot be given then **we** will respond in writing, no later than 4 weeks after receipt of your complaint. This response will either:
 - Accept the complaint and offer redress where appropriate or
 - State the reason **we** have been unable to resolve the complaint e.g. sufficiently complex to warrant further investigation, information required from insurer etc. and confirm when **you** may expect a response or
 - Reject the complaint and give a full explanation of **our** reasons.

If matters are still ongoing at 4 weeks then **we** will provide an update no later than 8 weeks after receiving your complaint.

Complaints concerning insurers

If the complaint concerns the insurers of your policy **we** will make sure **your** complaint is passed to them in order to respond to **you** quickly in accordance with paragraph 1. above "What we will do". (There is no "2-stage" process)

If you remain dissatisfied

You may be an eligible complainant within the rules of the Financial Ombudsman Service. This means if **you** remain dissatisfied with **our** final decision or more than 8 weeks have passed since receipt of your complaint then if **you** wish, **you** may contact the FOS. **We** will supply **you** with contact details. If **you** do not qualify as an eligible complainant **you** may still request that **our** Managing Director review the outcome.

Compensation

The insurers of **your** policy are covered by the Financial Services Compensation Scheme (FSCS). If **you** are an eligible claimant, a business with an annual turnover of under £1 million, a charity with an annual income of under £1 million or a trust with net assets of under £1 million then **you** will be entitled to compensation from the FSCS if **we** cannot meet **our** obligations. This depends on the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Full details and further information on the scheme are available from the FSCS at www.fscs.org.uk

Law and Jurisdiction

This Agreement shall be governed and construed under the laws of England and the exclusive jurisdiction of the English courts unless **we** agree with **you** otherwise.

Cancellation

You have the right to cancel **your** policy within 14 days of its inception or when **you** get **your** policy documentation whichever is the later, providing **you** have not made a claim which has been accepted under the policy. Thereafter, **you** may cancel **your** policy as per the following terms:.

You may as a consumer and without providing a reason, cancel **your** policy in writing to **us**. Any policy documentation, in particular legal documents, must be returned with **your** instruction to cancel.

By exercising **your** right to cancel **your** policy, **you** are withdrawing from the contract of insurance.

If no premium has been paid, then the time on risk premium (inclusive of IPT) including any relevant administration costs may be charged. The time on risk premium will be calculated as a proportion of the full annual premium reflecting the period of time that the policy was on cover, as a proportion of the 12 month policy period.

If a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance no refund for the unexpired portion of premium will be given.

Conditions

These conditions control the operation of the policy cover.

1. You must keep to the policy conditions

Our liability will be conditional upon **you** complying with the conditions of this policy. If **you** do not **we** may refuse to pay a claim or premium may be affected.

2. You must take reasonable care

You must take all reasonable care to prevent loss, damage, accidents or injury and to protect and maintain the **property** which is covered by this insurance.

3. You must tell us about changes in your circumstances

When **you** arranged **your** insurance **you** told **us** certain material facts. Material facts are those facts which **you** told **us** and which form the basis of the acceptance by **us** of **you** as a policy holder, and the calculation of the premium payable by **you** and which were recorded on the proposal form or statement of fact.

You must tell **us** or **your** insurance broker or intermediary straight away about any material change in **your** circumstances and/or any change in material facts.

If **you** do not tell **us** about any changes, **you** may not be covered if a claim occurs.

4. What you must do if you have an Unoccupied Property

Unless otherwise agreed by **us**, whenever the **property** is unoccupied for more than 60 consecutive days then **you** or **your appointed representative** must:

- a) give immediate notice to **us** of such unoccupancy and also when any Building or portion thereof becomes re-occupied
- b) ensure all the main services are turned off or disconnected except electricity where needed to maintain any fire or intruder alarm system in operation and the water and heating system drained
- c) carry out a thorough inspection of the **premises** on at least a weekly basis and carry out immediately any work necessary to maintain the security of the **premises**
- d) remove all refuse and waste materials from the **premises** following such inspection
- e) maintain a written record of such inspections
- f) ensure the **premises** are secured against unlawful entry

5. If you have other insurance

If **you** claim under this policy for something which is also covered by another insurance policy, **we** will only pay **our** share of the claim. **You** must give **us** full details of the other insurance policy.

6. You must undertake regular property inspections

The **property** must be inspected both externally and internally at least every 6 months by **you or your** representative, to confirm that the **property** is maintained in a good state of repair. Records of these inspections must be kept and made available to **us** if **we** ask. Where **your property** is unoccupied, Condition 4 "What you must do If **you** have an **Unoccupied Property**" will apply as well as this Condition 6.

7. Contracts (Rights of Third Parties) Act 1999

No member of the public will have, or be able to enforce any term of this policy under the Contracts (Rights of Third Parties) Act 1999. This does not affect the rights or remedies available to a member of the public, apart from this Act.

8. What you must do if a Claim occurs

When **you** know **you** may have to make a claim under this policy **you** must provide full details of **your** claim as soon as possible after the event and always within 30 days. **You** must also follow the instructions given on page 25 of this policy document and **you** must take all steps necessary to reduce further loss, damage or injury.

9. If you make a false or exaggerated claim

If **you** or anyone acting for **you** makes a claim under this policy which is in any part false or exaggerated or supports a claim with a false occurrence, **we** will not pay the claim and all cover under this policy ceases with immediate effect. If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies and **we** may share information about **you** with other organisations including the police.

10. The applicable Law

Law Applicable to Contract that will apply to this policy is English law, unless **you** and **we** agree otherwise.

11. You have a duty in relation to Maintenance/ Safety Requirements

As the landlord of a residential **property** **you** have a duty of care to **your tenant** and are required to comply with relevant Health and Safety legislation. It is a condition of this policy that **you** adhere to all relevant legislation.

12. Flat Roof Inspection and Maintenance

You must ensure, at your own expense, that all flat roof areas (where the flat roof area is in excess of 25% of the total roof area) at the **premises** are inspected at least once every year by a competent roofing contractor and that any necessary remedial work required is carried out immediately. Written evidence of such inspections and any remedial work must be retained and made available to **us** upon request.

If **you** have failed to fulfil this condition, **you** will lose all right to indemnity or payment for any claim for storm damage to the flat roof or for loss or damage caused internally by water leaking through the flat roof.

Exceptions

Exceptions are the events, liabilities or property **we** do not cover under the policy.

WE WILL NOT COVER:

1. Chemical, Biological or Nuclear Risks

Any loss arising directly or indirectly caused by, or contributed to, by, or arising from:

- (a) the radioactive, toxic, explosive, or other hazardous, properties of any explosive nuclear assembly or nuclear component thereof
- (b) ionising radiation or contamination by radioactivity or from the combustion of any radioactive material
- (c) chemical, biological, or radiological irritants, contaminants, or pollutants

in relation to only residential **property**, houses and blocks of flats, and other dwellings, insured in the name of a private individual

2. Sonic Booms

Any loss or damage arising directly from pressure waves caused by aircraft and other aerial devices.

3. War

Any loss or liability arising directly or indirectly in consequence of:

- (a) war, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not) civil war, rebellion, revolution, insurrection, sabotage, mutiny, martial law, military or usurped power
- (b) nationalisation, confiscation, requisition, seizure or destruction by any government or any public authority
- (c) any action taken in controlling, preventing, suppressing or in any way relating to (a) and/or (b) above.

4. Events Before the Policy Started

Loss, damage or liability arising out of any accident or incident that happened before this policy started.

5. Deliberate Acts

Loss, damage or liability arising from any accident, injury, loss or damage caused deliberately, maliciously, wilfully, recklessly or through the criminal act of **you, your** family or employees.

6. Reduction in Value

Any reduction in market value following repair or replacement paid for under this policy.

7. Deception

Any loss or damage caused by deception, unless the only deception is gaining entry to the **property**.

8. Business Property and Legal Liability

Loss or damage to any property owned by, held in trust or primarily used for any business, trade or profession. Any legal liability arising directly or indirectly from any business, trade or profession, other than as **property** owner.

9. Confiscation

Any loss, damage or liability caused by confiscation, detention or seizure by:

- (a) customs, police or other officials
- (b) order of any court of law
- (c) any statutory or regulatory authority.

10. Pollution or Contamination

Any loss, damage or liability arising from pollution or contamination unless directly caused by a sudden and unforeseen and identifiable incident occurring during the period of insurance.

11. Date Change and Computer Viruses

Any loss, damage or liability arising from:

- (a) the failure of a computer chip, computer software or any other electronic equipment to recognise a true calendar date
- (b) computer viruses.

12. Data

Any loss directly or indirectly caused by or consisting of unexplained disappearance of information, unexplained or inventory shortage, misfiling or misplacing of information;

13. Terrorism

Any loss occasioned by or happening through or in consequence directly or indirectly of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss

Any loss cost or expense of whatsoever nature directly or indirectly caused by, resulting from or about, any action taken in controlling, preventing, suppressing, or in any way related to Terrorism.

In any action, suit, or other proceedings where **we** allege that by reason of the provisions of this Exception any loss is not covered any Section of this policy the burden of proving that such loss is covered shall be upon the Insured.

14. Sanctions Limitation and Exclusion Clause

We shall not provide cover nor shall **we** be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment or such claim or provision of such benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or trade or economic sanction, laws or regulations of the European Union, United Kingdom or United States of America.

15. Wear and Tear

Loss or damage caused by wear and tear or anything which happens gradually.

16. Mould

Any loss caused directly by or consisting of or resulting from mould, mildew, fungus or spores but this shall not exclude such loss not otherwise excluded which itself results from a Defined Peril under Sections 1 and 2, in which case the Insured must report to **us** the existence and cost of the loss as soon as practicable, but no later than six months after the Defined Peril first caused any loss to the Insured during the Period of Insurance; **we** shall not indemnify the Insured for loss reported after that six month period.

17. Movable property

Any loss for movable property in the open, fences and gates, caused by wind, rain, hail, sleet, snow, flood, or dust.

Policy Cover

Section 1 - Buildings

WE WILL NOT COVER under this Section:

- The **excess** detailed in **your schedule**
- Wet or dry rot
- Loss or damage due to any gradually occurring cause
- Against any loss arising directly or indirectly in consequence of riot, civil commotion and (except for any loss by fire or explosion) strikers, locked out workers, people engaged in labour disturbances or malicious people in Northern Ireland

Sub-Section 1

WE WILL COVER:

Loss or damage to **buildings** caused by Fire, explosion, lightning or earthquake:

Sub-Section 2

WE WILL COVER:

Loss or damage to **buildings** caused by Smoke

Sub-Section 3

WE WILL COVER:

Loss or damage to **buildings** caused by Riot, civil commotion, strikes, labour or political disturbances

Sub-Section 4

WE WILL COVER:

Loss or damage to **buildings** caused by Malicious Acts.

WE WILL NOT COVER :

Loss or damage caused :

- While the **property** is unoccupied

The most **we** will pay for Malicious Acts caused by legal tenants or guests is £2,500 less any amount recoverable from any security deposit lodged by the **tenant**.

Sub-Section 5

WE WILL COVER:

Loss or damage to **buildings** caused by Storm or flood.

WE WILL NOT COVER :

Loss or damage :

- Caused by frost
- To gates, hedges and fences
- Caused by a rise in the water table or other gradually occurring cause

Sub-Section 6

WE WILL COVER:

Loss or damage to **buildings** caused by

(a) Water escaping from any fixed domestic water or heating installation, washing machine, dishwasher, refrigerator, freezer or fixed fish tank

(b) Oil escaping from any fixed domestic heating installation.

WE WILL NOT COVER :

Loss or damage caused while the **property** is unoccupied

Sub-Section 7

WE WILL COVER:

Theft or attempted theft, following forcible and violent entry to or from the **property**.

WE WILL NOT COVER :

Loss or damage caused:

- By people lawfully on the **premises**
- While the **property** is unoccupied

Sub-Section 8

WE WILL COVER:

Collision by:

(a) Aircraft or other aerial devices or items dropped from them;

(b) Vehicles, trains or animals.

WE WILL NOT COVER :

- Loss or damage caused by pets and livestock

Sub-Section 9

WE WILL COVER :

Loss or damage to **buildings** caused by:

- (a) Falling aerials (including satellite dishes) their fittings and masts;
- (b) Falling trees or branches.

We will also pay the cost of removing them if they have caused damage insured by this section to the **buildings**.

Sub-Section 10

WE WILL COVER :

Loss or damage to **buildings** caused by:

Subsidence or ground heave of the site that the **buildings** stand on or landslip.

WE WILL NOT COVER :

The **excess** detailed in **your schedule**

Damage caused by or resulting from:

- Coastal or river erosion
- Faulty design, workmanship or the use of defective materials
- Demolition, structural changes or repair to the **buildings**
- The movement of solid floor slabs unless the foundations beneath the external walls of the **property** are damaged at the same time and by the same cause
- The bedding down of new structures, settlement, shrinkage or expansion
- The action of chemicals or chemical reaction

Damage:

- To walls, gates, fences, paths, drives, terraces, patios, swimming pools, tennis courts, cesspits, septic tanks, central heating fuel tanks unless the **property** is damaged at the same time and by the same cause
- For which compensation is provided by the National House Building Council Scheme, or other similar guarantee

Sub-Section 11

WE WILL COVER :

Loss or damage to **buildings** caused by frost damage to interior fixed domestic water or heating installations in the **property**.

WE WILL NOT COVER :

Loss or damage caused while the **property** is unoccupied

Sub-Section 12

WE WILL COVER :

Loss or damage to Glass, Sanitary Ware and Ceramic Hobs Accidental breakage of ceramic hobs in fixed appliances if fitted, fixed glass and sanitary ware all forming part of the **property**.

WE WILL NOT COVER :

Breakage caused while the **property** is unoccupied

Sub-Section 13

WE WILL COVER :

- Loss or damage to Cables, Pipes and Tanks;
- **Accidental damage** for which **you** are legally responsible to any cables, underground service pipes, drains or underground tanks servicing the **property**.

WE WILL NOT COVER :

- The cost of cleaning blocked drains unless the blockage is caused by damage to the fabric of the drains insured by this section.
- Damage caused to pitch fibre drains and by any inherent defect in the design, construction or installation of the drains

Sub-Section 14

WE WILL COVER :

Trace and Access following damage insured by sub-section 6 **we** will also pay the costs **you** incur in locating the source of the damage up to £2,500 for any one claim

WE WILL NOT COVER :

- Any amount in excess of £25,000 in any one period of insurance

Sub-Section 15

WE WILL COVER :

Extra Costs, following damage covered by this section and with **our** consent **we** will pay:

- the costs of complying with any government or local authority requirement;
- fees to architects, surveyors and consulting engineers;
- legal fees;
- the cost of clearing the site and making it and the **property** safe.

WE WILL NOT COVER :

Costs or fees for preparing and handling a claim under this section

Costs of complying with requirements that **you** were given notice of before the damage occurred

Costs for undamaged parts of the **buildings** except the foundations of the damaged parts

Sub-Section 16

WE WILL COVER :

Temporary Accommodation and Loss of rent if **your property** is uninhabitable due to damage covered by this section **we** will cover:

- the reasonable extra cost of similar temporary accommodation for the **tenant**
- or
- rent which should have been paid to **you**; until the **property** is fit for habitation again for a maximum period of 24 months.

The most **we** will pay is 30 % of the **buildings** sum insured by this section unless loss or damage is caused by malicious acts by legal **tenants** or guests whereby the most **we** will pay is £2,500 or three months' rent, whichever is the lesser.

Sub-Section 17

WE WILL COVER:

Moving **property**.

If **you** are selling the **property** **we** will insure the buyer under this section between the date of exchange of contracts, or conclusion of missives, and the completion date unless the buyer has arranged his own insurance.

In order for this cover to apply, formal completion must have taken place. **You** and the buyer must keep to the terms and conditions of this policy.

Sub-Section 18

WE WILL COVER:

Emergency Access/Landscape Gardens Loss or damage to the **buildings** or landscaped gardens or grounds within **your premises** caused by a member of the emergency services breaking into the **property** to prevent loss or damage to **your property**.

The most **we** will pay is £1,000.

Sub-Section 19

WE WILL COVER:

Replacement of Locks

The insurance by this section extends to cover costs incurred as a result of the necessary replacement of locks at the **property** described in the **schedule** following theft of keys from the insured.

The most **we** will pay is £500.

Sub-Section 20

WE WILL COVER:

Unauthorised use of Electricity Gas or Water

The insurance by this section extends to include the cost of metered electricity gas or water for which **you** are legally responsible arising from its unauthorised use by people taking possession or occupying the **property** without **your** authority.

Provided that **you** shall take all practical steps to end such unauthorised use as soon as it is discovered.

The most **we** will pay is £ 1,000.

Sub-Section 21

WE WILL COVER:

Property Owners Liability

We will indemnify **you** for **your** legal liability:

(a) as owner but not occupier of the **buildings** and their land

or

(b) resulting from **your** previous ownership of any private property under Section 3 Defective Premises Act 1972

For damages, costs and expenses if followed an accident during the period of insurance someone suffers **bodily injury** or their **property** is damaged.

The most **we** will cover any claim or claims arising from one event is the limit of indemnity specified in **your schedule**, plus costs agreed by **us** in writing.

WE WILL NOT COVER :

Liability arising directly or indirectly from:

- Any contract or agreement that says **you** or a member of **your** family are liable for something which **you** or they would not otherwise have been liable for
- The occupation of the **buildings**
- Any business or professional use of the **buildings** other than in **your** capacity as owner of the **property**
- any loss caused by or contributed to by, or arising from, or occasioned by or resulting from riot or civil commotion.

Liability for:

- **Bodily injury** to **you** or to a person employed by **you**
- **Property** belonging to **you** or for which **you** are responsible
- Any act, error, or omission, in the provision for a fee of any advice, design services, instructions, or specification.

Sub- Section 22

WE WILL COVER:

Accidental Damage to the **Buildings**

This cover only applies if **you** have selected it and it is shown in **your schedule**

WE WILL NOT COVER :

Any loss or damage which **we** have indicated that **we** will not cover under sub-section 1 to 13 of this section

Cost of maintenance or routine decoration

Damage occurring while:

- The **property** is unoccupied
- The **property** is undergoing demolition, structural changes or structural repair

Damage caused by or arising from:

- Insects, parasites, vermin, fungus or mildew
- Chewing, scratching, tearing or fouling by pets
- Atmospheric or climatic conditions or frost (except as covered by paragraph 11)
- Changes, repair, maintenance, cleaning, restoration, dismantling, renovation or breakdown
- Faulty design or workmanship or the use of faulty materials
- Structural movement, settlement, shrinkage

Policy Cover

Section 2 - Contents

Your **schedule** shows if this section applies to **your** policy.

Sub-Section 1

WE WILL COVER:

Loss or damage to **contents** which **you** own or which **you** are legally responsible for while in the **property**:

WE WILL NOT COVER :

- The **excess** detailed in **your schedule**
- Loss or damage due to any gradually occurring cause

Sub-Section 1

WE WILL COVER:

Loss or damage to **contents** caused by Fire, explosion, lightning or earthquake:

Sub-Section 2

WE WILL COVER:

Loss or damage to **contents** caused by Smoke

Sub-Section 3

WE WILL COVER:

Loss or damage to **contents** caused by Riot, civil commotion, strikes, labour or political disturbances

Sub-Section 4

WE WILL COVER:

Loss or damage to **contents** caused by Malicious Acts.

WE WILL NOT COVER :

Loss or damage caused :

- While the **property** is unoccupied

The most **we** will pay for Malicious Acts caused by legal **tenants** or guests is £2,500 less any amount recoverable from any security deposit lodged by the **tenant**.

Sub-Section 5

WE WILL COVER:

Loss or damage to **contents** caused by Storm or flood.

WE WILL NOT COVER :

Loss or damage caused by a rise in the water table or other gradually occurring cause

Sub-Section 6

WE WILL COVER:

Loss or damage to **contents** caused by

- (a) Water escaping from any fixed domestic water or heating installation, washing machine, dishwasher, refrigerator, freezer or fixed fish tank
- (b) Oil escaping from any fixed domestic heating installation.

WE WILL NOT COVER :

Loss or damage caused while the **property** is unoccupied

Sub-Section 7

WE WILL COVER:

Theft or attempted theft, following forcible and violent entry to or from the **property**.

WE WILL NOT COVER :

Loss or damage caused:

- By people lawfully on the **premises**
- While the **property** is unoccupied

Sub-Section 8

WE WILL COVER:

Collision by:

- (a) Aircraft or other aerial devices or items dropped from them;
- (b) Vehicles, trains or animals.

WE WILL NOT COVER :

- Loss or damage caused by pets and livestock

Sub-Section 9

WE WILL COVER :

Loss or damage to **contents** caused by:

- (a) Falling aerals (including satellite dishes) their fittings and masts
- (b) Falling trees or branches.

We will also pay the cost of removing them if they have caused damage insured by this section to the **contents**.

Sub-Section 10

Subsidence or ground heave of the site that the **buildings** stand on or landslip.

WE WILL NOT COVER :

Damage caused by or resulting from coastal or river erosion

Sub-Section 11

WE WILL COVER :

Temporary Accommodation and Loss of rent if **your property** is uninhabitable due to damage covered by this section **we** will cover:

- the reasonable extra cost of similar temporary accommodation for the **tenant**
- or
- rent which should have been paid to **you**; until the **property** is fit for habitation again for a maximum period of 24 months.

The most **we** will pay is 30% of the **contents** sum insured by this section or £2,000 whichever is the lesser

Sub-Section 12

WE WILL COVER :

Property Owners Liability

We will indemnify **you** for legal liability as owner of landlord's **contents** at the **property** insured by this section, for damages and claimant's costs arising out of accidental **bodily injury** (including death, disease or illness) or **accidental damage** to material property occurring during the period of insurance.

The most **we** will cover any claim or claims arising from one event is the limit of indemnity specified in **your schedule**, plus costs agreed by **us** in writing.

We will also pay legal costs and expenses agreed by **us**.

WE WILL NOT COVER :

Liability arising from:

- **Bodily injury** to **you** or a member of **your** family or to a person employed by **you** or a member of **your** family
- Damage to property owned or held in trust by or in the custody or control of **you**
- Any contract or agreement that says that **you** are liable for something which **you** would not otherwise have been liable for
- Ownership of any land or building including the **property**
- The ownership, custody, control or use of:
 - Road vehicles or any other mechanically powered or assisted vehicles (except domestic gardening equipment, battery or pedestrian operated models or toys, golf trolleys or wheelchairs)
 - Caravans, horse boxes or trailers
 - Aircraft, hang-gliders, hovercraft, watercraft or any other equipment designed for or intended for use on or in water (except battery or pedestrian operated models or toys or hand propelled watercraft not owned by **you** or a member of **your** family) or parts or accessories designed for or intended for use on or in any of them
 - Animals other than domestic pets and horses kept for private hacking;
 - Dogs of a type referred to in the Dangerous Dogs Act 1991
 - Firearms, except legally-held sporting guns while being used for sporting purposes
- Any act, error, or omission, in the provision for a fee of any advice, design services, instructions, or specification.

Sub-Section 13

WE WILL COVER:

Accidental Damage to the Contents

This cover only applies if **you** have selected it and it is shown in **your schedule**

WE WILL NOT COVER :

Any loss or damage which **we** have indicated that **we** will not cover under sub-section 1 to 10 of this section

Cost of maintenance or routine decoration

Damage occurring while:

- The **property** is unoccupied
- The **property** is undergoing demolition, structural changes or structural repair

Damage caused by or arising from:

- Insects, parasites, vermin, fungus or mildew
- Chewing, scratching, tearing or fouling by pets
- Atmospheric or climatic conditions or frost (except as covered by paragraph 11)
- Changes, repair, maintenance, cleaning, restoration, dismantling, renovation or breakdown
- Faulty design or workmanship or the use of faulty materials

Structural movement, settlement, shrinkage

How to make a claim

If you wish to make a claim please contact:

The Claims Manager, for the purpose of the Claims Conditions is Cunningham Lindsey,
PO Box 76, Cardiff, CF11 1JX

Alternatively, contact Cunningham Lindsey on

Email: aroclaims@cl-uk.com

Telephone: 0845 600 3174

All other communications with the Claims Manager shall be sent by email to:

aroclaims@cl-uk.com

or by post or by hand to Cunningham Lindsey at the above address.

The Claims Manager will also be available on 0845 600 3174.

Immediately tell the Police following loss or damage by theft, attempted theft, malicious damage, violent disorder, riots or civil commotion and obtain the Crime Reference Number

Please also refer to "**Conditions**" on page 8-10 and "**How we settle your claim**" on pages 26-27.

How we settle your claim

This section details how **we** settle claims under **your** policy. The most **we** will cover any one claim is the amount shown in **your** policy **schedule** unless a more specific limit applies.

We will take off the **excess** from the amount **we** agree to settle **your** claim. The **excess** will apply to each separate incident.

Remember, no policy covers everything. **We** do not cover certain things such as wear and tear and maintenance. The things which are not covered by **your** policy are stated:

- In the Conditions on pages 8-10.
- In the Exceptions on pages 11-13.
- Under what WE WILL NOT COVER for each Section and Sub-section on pages 14-24.

It is important to make sure that **you** understand the conditions and exceptions which apply to **your** policy because if **you** do not meet these conditions, it may affect any claim **you** make.

Section 1: Buildings

As long as the loss or damage is covered under **your** policy, **we** will decide whether to settle a claim by either rebuilding, repairing or replacing or by making a payment for the damaged part of the **buildings** provided that:

1. Immediately before the incident giving rise to the loss or damage:
 - the **buildings** were in a good state of repair and properly maintained;
 - the sum insured shown in **your** policy **schedule** was sufficient to allow for the full cost of rebuilding the **buildings** in a new condition similar in size, form and style, including the Extra Costs as set out in Section 1 sub-section 15.

2. The reinstatement or repair is carried out without delay.

If repair or rebuilding is not carried out, **We** will pay the amount by which the **property** has gone down in value as a result of the damage or the estimated cost of repair, whichever is lower.

The most **we** will pay for each incident of loss or damage is the **buildings** sum insured or any other limit shown in **your schedule** or in the policy.

We will not cover the cost of replacing any undamaged item or part of an item solely because it forms part of a set, suite or one of a number of items of similar nature or design.

We will automatically reinstate the policy limits following payment of a claim, provided that all replacement or repair work is completed and any recommendations **we** make to prevent further loss or damage are carried out without delay.

Underinsurance

If at the time of damage the total of the sums insured on **buildings** specified in the policy **schedule** is less than 85 % of the reinstatement cost of the **buildings** covered by this section **we** shall bear only that proportion of the damage which the total of the sums insured on **buildings** bear to the total reinstatement cost.

Section 2: Contents

As long as the loss or damage is covered under **your** policy, **we** will decide whether to settle a claim by either repairing or replacing property. Or, at **our** option, **we** will pay the cost at which **we** can replace the item through **our** network of suppliers.

An amount for wear, tear and depreciation will be taken off:

- for clothing and linen;
- if at the time of the loss or damage the limit on **contents** is not adequate to replace the **contents** as new after allowing for wear, tear and depreciation for clothing and linen.

The most **we** will pay is the **contents** sum insured or any other limit shown in **your schedule** or in the policy.

We will not cover the cost of replacing any undamaged item or part of an item solely because it forms part of a set, suite or one of a number of items of similar nature or design.

The limit will not be reduced following payment of a claim, provided that all replacement or repair work is completed and any recommendations **we** make to prevent further loss or damage are carried out without delay.

Underinsurance

If at the time of damage the total of the sums insured on **contents** specified in the policy **schedule** is less than 85 % of the reinstatement cost of the **contents** covered by this section **we** shall bear only that proportion of the damage which the total of the sums insured on **contents** bear to the total reinstatement cost.