

Summary of Cover

The Residentsline policy, underwritten by QBE Insurance (Europe) Limited, provides protection on an "All Risks" basis.

What is insured

Fire, Lightning, Explosion, Aircraft, Earthquake, Impact, Storm, Flood, Escape of Water, Escape of Oil, Riot & Civil Commotion, Malicious Damage, Theft, Subsidence, Ground Heave and Landslip and all other Accidental Damage not specifically excluded, to the Buildings comprising:

Blocks of flats or apartments and/or individual private dwellings, including:

- ◆ Outbuildings, garages, car ports, spas, swimming pools and tennis courts used by residents for domestic and leisure purposes;
- ◆ Garden walls, patios, pavements, terraces, hedges, fences, gates, paths, drives, roads, car parks, bollards, lamp posts, fuel tanks, cess pits, septic tanks, underground pipes, cables and overhead services;
- ◆ Interior decorations, kitchen and bathroom fixtures, outside aerials, dishes, CCTV, fixed glass and light fittings, landlord's fixtures and fittings and lessee's improvements;
- ◆ Any common areas to the insured property, including furniture, furnishings and other property of the Insured or for which the Insured is responsible.

Subject to:-

- £1000 excess in respect of damage by Subsidence, Ground Heave or Landslip.
- £100 excess, or other amount agreed, in respect of any other damage.

IMPORTANT:

This document is a brief summary of "headline" covers please refer to the policy wording for full contract terms at www.residentsline.co.uk.

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Additional Features

- ◆ Architects and professional fees and removal of debris costs
- ◆ Automatic Index Linking of Buildings Sum Insured
- ◆ Automatic reinstatement of Sum Insured after a claim
- ◆ Clearing and cleaning of drains and gutters following an Insured event
- ◆ Communal contents
- ◆ Contractors' interest – up to £500,000
- ◆ Emergency cost of minimising losses – up to £25,000
- ◆ Employers' Liability – limit £10,000,000
- ◆ Fixed glass, sanitary fittings and shower trays
- ◆ Government fees, contributions or imposts
- ◆ Legal fees for submission to regulatory bodies following a loss
- ◆ Lessee contributions, levies and maintenance charges following a loss
- ◆ Lessee's fixtures and improvements excess costs – up to £50,000 per flat
- ◆ Machinery Breakdown – Sudden and accidental loss or damage up to a limit of £10,000 in respect of lifts, escalators, other mechanical machinery and boilers/ pressure vessels
- ◆ Property Owners' Liability - limit £10,000,000
- ◆ Storm damage to fences and gates
- ◆ Temporary protection – up to £2,500

Special Benefits

- ◆ Alterations or additions to the Insured Property – up to £500,000
- ◆ Arson reward – up to £5,000
- ◆ Bee and wasp nest removal – up to £5,000
- ◆ Disability access modifications due to injury following a loss – up to £5,000 per flat
- ◆ Emergency accommodation – up to £500 per flat
- ◆ Fallen trees – up to £5,000 for the professional removal if damage caused to the Insured Property
- ◆ Fire extinguishing costs – reasonably incurred
- ◆ Fly tipping debris removal - up to £25,000
- ◆ Further investigation costs – up to £5,000
- ◆ Landscaping repair costs following damage – up to £25,000
- ◆ Money whilst in the personal custody of a Director or Officer or Your Property Manager – up to £5,000
- ◆ Mortgage discharge – up to £2,500

- ◆ Personal property of others – up to £2,500
- ◆ Pets and security dogs temporary accommodation - up to £500 per flat
- ◆ Privity of Contract – Legal Liability following the sale of freehold arising from previous property ownership – up to £2,000,000
- ◆ Purchaser's interest during conveyancing
- ◆ Removal/storage costs of common area contents – up to £5,000
- ◆ Removal of squatters – up to £5,000 for legal fees
- ◆ Replacement of keys or locks in communal areas – up to £7,500
- ◆ Rewriting of records – up to £25,000
- ◆ Sale of property additional interest charges - up to £30,000
- ◆ Temporary accommodation/loss of rent/contributions and fees plus removal and storage of lessee's contents or cost of re letting – up to 35% of buildings sum insured following:-
 - ◆ damage
 - ◆ disease, murder or suicide
 - ◆ denial of access including by Police Authority
 - ◆ failure of utilities
- ◆ Title deeds replacement - up to £2,500
- ◆ Trace and Access costs reasonably incurred (plus cost of defective parts - up to the value of £500)
- ◆ Tree felling and lopping if a danger to life or property – up to £5,000
- ◆ Unauthorised use of metered electricity, gas, oil and water – up to £10,000 in respect of charges incurred
- ◆ Welfare concern – cost of repairing damage caused by the Police – up to £5,000
- ◆ Water removal from basement due to storm or flood - up to £2,500

Special Conditions

- ◆ Flat roof inspection
We require any flat roof areas over 10 years old to be inspected every 2 years by experienced builder or surveyor and any defects made good within 10 days
- ◆ Trees & Shrubs
We require a tree surgeons report to be undertaken for all trees (including any shrubs over 2M in height) for which you are responsible every 3 years and any recommendations are carried out within 60 days

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Additional Products

Directors' & Officers' Liability

When volunteering for a post with your Residents' Management Company you assumed unlimited personal liability for any actual or alleged "wrongful act" perpetrated whilst acting in that capacity. Without suitable insurance protection your personal assets could be affected – or lost.

Directors' & Officers' Liability insurance protects its Directors & Officers against claims arising as a result of a "wrongful act" such as:

- ◆ breach of duty including fiduciary or statutory duty
- ◆ negligent act, error or omission
- ◆ breach of warranty or authority
- ◆ misstatement or misleading statement

committed in their capacity as an official of the Company.

Our policy also provides "entity cover" allowing reimbursement to the Company itself where it has indemnified a director for losses arising from a "wrongful act".

Fidelity Guarantee

Cover is provided following fraudulent misappropriation of money, securities or property owned by the Company or for which it is legally responsible, committed during the Period of Insurance. Limits of indemnity are available from £50,000 to £200,000.

Machinery Breakdown

We are able to upgrade the cover provided by the standard policy to include failure to defined building services including lifts and/or communal boilers and/or electrical or electronic machinery with an enhanced limit of £250,000. You must maintain, test and inspect items in accordance with statutory and manufacturers' requirements and claims are subject to your policy excess.

Terrorism Insurance

Damage to your block of flats by an act of terrorism may seem unlikely BUT if it happened who would provide the funds for rebuilding? As a responsible director of your management company you have a duty to protect lessees and residents from unforeseen events wherever possible.

By adding Terrorism cover when arranging your Residential Buildings Insurance you are also protecting your own and your fellow freeholders and leaseholders assets.

Cover is provided against accidental loss or damage to the Insured property caused by an occasion or happening through any act of any person acting on behalf of or in connection with any organisation with activities directed towards the overthrowing of any government by force or violence.

Voluntary Workers

Personal accident cover is provided for unnamed voluntary workers who suffer bodily injury whilst engaged in work on your Company's behalf.

Benefits include payments in respect of:

- ◆ Death
- ◆ Total loss of all sight in both eyes
- ◆ Total loss of all sight in one eye
- ◆ Total and permanent loss of the use of both hands or both feet or the use of one hand or one foot
- ◆ Total disablement from engaging in or attending to usual profession, business or occupation
- ◆ Partial disablement from engaging in or attending to usual profession, business or occupation

Legal Expenses

With limited means Residents' Management Companies very often do not have funds available for legal fees to defend, prosecute or further a dispute.

Legal Expenses cover, underwritten by DAS Legal Expenses Insurance Company Limited, will provide indemnity in respect of an Insured Incident arising in connection with the activities of the Residents' Management Company. Insured Incidents include:

- ◆ Legal defence
- ◆ Property protection
- ◆ Commercial & residential leased or let property disputes
- ◆ Repossession
- ◆ Bodily injury
- ◆ Contract disputes
- ◆ Debt recovery
- ◆ Employment disputes and compensation awards
- ◆ Service occupancy
- ◆ Statutory licence protection
- ◆ Tax protection

There is a limit of Insurer's liability of £250,000.

Call us on 0800 281235 for quotations or further information.

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Comparison

CHECKLIST	Residentsline	YOUR POLICY
Alterations or additions to the insured property	up to £500,000	
Architects and professional fees and removal of debris costs	✓	
Arson reward	up to £5,000	
Automatic index linking of buildings sum insured	✓	
Automatic reinstatement of sum insured after claim	✓	
Bees and wasps nests removal	up to £5,000	
Clearing and cleaning of drains and gutters following an insured event	✓	
Communal contents	✓	
Contractors' interest	up to £500,000	
Disability access modifications due to injury following a loss	up to £5,000 per flat	
Emergency accommodation	up to £500 per flat	
Emergency cost of minimising losses	up to £25,000	
Employers' liability	£10,000,000 Limit	
Fallen trees - removal following damage caused to buildings	up to £5,000	
Fire extinguishing costs	✓	
Fly tipping debris removal	up to £25,000	
Further investigation costs	up to £5,000 in any one year	
Government fees, contributions or imposts	✓	
Landscaping repair costs following damage	up to £25,000	
Lessee's fixtures and improvements - excess costs	up to £50,000 per flat	
Machinery breakdown	up to £10,000	
Metered electricity, gas, oil and water - loss following damage	up to £25,000	
Metered electricity, gas, oil and water - unauthorised use	up to £10,000	
Money whilst in the personal custody of director or property manager	up to £5,000	
Mortgage discharge	up to £2,500	
Personal property of others	up to £2,500	
Privity of contract - legal liability following the sale of freehold	up to £2,000,000	
Pets and security dogs temporary accommodation	up to £500 per flat	
Property owners' liability	£10,000,000 Limit	
Purchaser's interest during conveyancing	✓	
Removal/storage costs of common area contents	up to £5,000	
Replacement of keys or locks in communal areas	up to £7,500	
Rewriting of records	up to £25,000	
Sale of property - additional interest charges incurred	up to £30,000	
Squatters removal costs	up to £5,000	
Storm damage to fences and gates	✓	
Temporary accommodation/loss of rent/contributions and fees plus removal and storage of lessee's contents or cost of re letting following:- * damage * disease, murder or suicide * denial of access including by Police Authority * failure of utilities	up to 35% of buildings sum insured ✓ ✓ ✓ ✓	
Temporary protection	up to £2,500	
Title deeds replacement	up to £2,500	
Trace and access	✓	
Trace and access replacement of damaged parts	up to £500	
Tree felling and lopping if a danger to life or property	up to £5,000	
Water removal from basement due to storm or flood	up to £2,500	
Welfare concern: cost of repairing damage caused by the Police	up to £5,000	