



# MMA Landlords Prospectus

(incorporating the Policy Summary)





# MMA Landlords

## Contents

	<i>Page</i>
Demands and Needs Statement	1
How Much Should You Insure For	1
Significant Features and Benefits	1
What Types of Property Can Be Covered	2
Security Considerations	3
Untenanted Property	3
Payment by Instalments	3
Claims Information	4
How Claims Payments are Calculated	4
Cancellation Rights	4
Complaints Procedure	5
Financial Services Compensation Scheme	5
Law Applicable to Contract	5
Exchange of Information	5
Summary of Cover – Buildings Insurance	6
Summary of Cover – Landlords Contents Insurance	7

## **Demands and Needs Statement**

Landlords Residential Property Owner Insurance is a competitive landlords policy designed to meet the demands of landlords who wish to ensure their properties and/or contents are protected.

The Landlords Insurance policy provides cover for:

- Buildings only Option – loss or damage to the structure of your property.
- Contents Option – loss or damage to your contents in your property (only available with Buildings cover).

## **How Much Should You Insure For**

You must insure your property and contents for the full replacement costs, otherwise any claim may not be paid in full.

For buildings this means the cost of rebuilding your property (including garages, outbuildings, garden walls, paths, etc) if it were completely destroyed plus another 12.5% for professional fees (e.g. architects and surveyors) which you would incur in the course of rebuilding.

For contents it means the full cost of replacing all the contents of your property at their current replacement cost as new.

If you need any assistance in calculating how much insurance you need, ask your Broker/Agent for assistance or see our leaflet "How Much Should I Insure For?" (Ref. M208).

## **Significant Features and Benefits**

### **Optional Excesses**

The standard excess is £100. A premium discount can be obtained by selecting a higher excess of £250, £500 or £1,000.



# MMA Landlords

## **What Types of Property can be Covered**

- Individual self-contained residential properties
- Houses converted into fully self-contained flats.
- Purpose built blocks of self-contained flats.
- The tenant must be:
  1. a family unit, a single person or two people sharing,
  2. gainfully employed
- The property must be let to the tenant for a minimum of six months
- Satisfactory written references must be obtained for all tenants

## **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 the Policy that you adhere to all relevant legislation.

## Security Considerations

- If Contents cover is required and the property is in Rating Areas K-N (Contents) then the following Security Requirements will apply in all cases:
  1. The final exit door shall be secured by locks defined in A B C or D below.
  2. All other external doors (including access doors from integral garages into your dwelling) shall be secured by locks defined in A B C D or E below.
  3. Sliding patio doors shall be secured by locks defined in A B D or E below.
  4. Double leaf French doors shall be secured by locks defined in D or F below.
  5. All accessible windows and skylights (accessible from the ground or from adjoining roofs porches or downpipes) other than louvred windows shall be secured by locks and bolts defined in D or G below.
  6. All external louvred windows to have the glass firmly fixed to the frame with 'superglue' or similar strong adhesive.
  7. All doors on domestic outbuildings and garages shall be secured by locks and bolts as defined in H below.
    - A. mortice deadlock conforming to BS3621:1980.
    - B. mortice deadlock with the physical strength and security requirements of BS3621:1980.
    - C. rim automatic deadlock conforming to BS3621:1980 and with a key lockable handle on the inside.
    - D. key operated integral multi-point locking system.
    - E. any integral locks plus two key operated security bolts.
    - F. any integral locks plus four key operated security bolts.
    - G. key operated window locking devices.
    - H. any key operated security devices.

These requirements should be maintained in full working order and should be brought into operation whenever the property is left unattended and (other than in occupied bedrooms) when the occupants retire at night.

## Untenanted Property

Whenever the Property is untenanted for a period of more than 7 consecutive days then You must:

- a. turn off the water at the mains and drain the system
- b. disconnect (turn off) the electric and gas services at the mains
- c. turn off any oil supply at the tank
- d. inspect The Property internally at least once a week

## Payment by Instalments

You can pay your premium including tax by monthly instalments provided that You meet our credit application criteria, a summary of which is shown in the application attached to the proposal form. Please refer to your agent for the current rate of interest.

In the first year of the credit plan your premium including tax plus service charge, less a 20% deposit is divided into 10 instalments and collected each month by direct debit from your bank account. The first instalment is due one month from policy inception/renewal date and subsequent instalments will be collected monthly thereafter. If there is any delay in collecting your initial instalments, the first debit will include all payments due up to that date.

In the second year of instalments there is no need for a new application or deposit cheque. The premium (including tax) and service charge will be divided into 12 monthly direct debit payments, the first falling due on the date of renewal of your policy.

If You wish to apply for this facility please complete the direct debit mandate application attached to the proposal form and give it to your agent with a cheque for 20% of the premium and fee. Full details of your monthly payment and credit agreement will be sent to You upon acceptance of your application.

### Policy Summary

Some important facts about your MMA Landlords insurance product are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure You understand the cover it provides. A full specimen policy is available on request.

Cover is valid for 12 months and is renewable annually.

### Claims Information

Should You be unfortunate enough to make a claim, MMA Property Care Line will manage all aspects of the claim for You from the time it is reported. They can be contacted using the following methods:

Dedicated telephone number – 08708 44 44 41

Dedicated fax number – 029 2037 2015

In writing to – Property Care Line, PO Box 471, Cardiff, CF10 3WJ

By dialling ONE number which is operated 24 HOURS A DAY 365 DAYS A WEEK by trained insurance specialists all aspects of household claims can be handled.

You can use MMA Property Care Line at anytime within the period of insurance to:

- Report a claim
- Obtain emergency out of hours assistance and other practical advice
- Arrange the replacement of lost or stolen goods by approved suppliers
- Check on the progress of a claim
- Obtain advice on any personal legal problem
- Arrange a contractor to provide advice on maintenance matters or other uninsured damage to your home. (You will be responsible for the payment of all charges associated with effecting any uninsured repairs)

### How Claims Payments are Calculated

#### Buildings

Provided that the sum insured is adequate to cover the cost of completely rebuilding your property including all items mentioned on page 6, and the property is kept in a good state of repair, we will pay the cost of any necessary replacement or repair work.

#### Contents and Personal Possessions

Provided that the sums insured for contents are adequate to cover full replacement value as defined on page 7, we will pay the full replacement or repair cost.

### Cancellation Rights

The policy may be cancelled:

- a) by You giving written instruction to us at any stage of the duration of the contract
- b) by Us:
  - a) Sending fourteen days written notice in the event of non payment of any monthly premium
  - b) Sending thirty days written notice in all other circumstances by recorded delivery letter to the last known address of the policyholder.

You will be able to **cancel your policy within 14 days of either the inception or renewal date** or, if later than this date, the date from which You receive the policy or renewal documents which includes the contractual terms and conditions. You will be entitled to a proportionate return of premium in respect of the unexpired portion of the current period of insurance less a service charge. This applies **regardless of whether or not a claim has been made**. The service charge will be applied only to the first year of insurance and will not be applied to successive years of insurance.

If the policy is **cancelled after 14 days of either the inception or renewal date** or, if later than this date, the date from which You receive the policy or renewal documents which includes the contractual terms and conditions, the policyholder will be entitled to a proportionate return of premium in respect of the unexpired portion of the current period of insurance less a service charge, **provided a claim has not been made in the current period of insurance**. The service charge will be applied only to the first year of insurance and will not be applied to successive years of insurance.

If the policy is **cancelled after 14 days of either the inception or renewal date** or, if later than this date, the date from which You receive the policy or renewal documents which includes the contractual terms and conditions, no return of premium will be given **if You have made a claim within the current year of insurance** unless otherwise stated.

## Complaints Procedure

It is always our intention to provide a first class standard of service. However if you do have any cause for complaint please contact us:

- The Underwriting Manager or the Claims Manager at MMA Insurance plc, Norman Place, Reading, RG1 8DA

If you consider the matter still unresolved, the following options are open to you:-

1. Write to the Chief Executive at MMA Insurance plc.
2. Ask for your case to be reviewed by the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. There are a few instances where the FOS are not able to assist and you must have allowed MMA the opportunity to resolve your complaint before the FOS become involved.

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to receive compensation from the scheme if we cannot meet our obligations. This depends on the type of business and 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.

## Law Applicable to Contract

You and the insurer are free to choose the law applicable to this contract but, in the absence of agreement to the contrary, English law will apply.

## Exchange of Information

Insurers pass information to the Claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDS Ltd). The aim is to help us to check information provided and also to prevent fraudulent claims. When we deal with your request for insurance, we may search the register. When you tell us about an incident, (such as a fire, water damage or theft) which may or may not give rise to a claim, we will pass information relating to it to the register.

You can ask us for more information about this.

You should show this notice to anyone who has an interest in property insured under the policy.

## Summary of Cover Buildings Insurance

### Definition

Buildings including extensions, domestic outbuildings, private garages, walls gates, fences, paths, drives, terraces, patios, swimming pools and service tanks. Also included are fixtures and fittings belonging to You as landlord and fitted carpets, curtains and blinds.

### What is covered:

- Fire, smoke, explosion, lightning and earthquake
- Riot and civil disturbance
- Malicious damage and theft
- Storm and flood
- Escape of water or oil from fixed installations
- Impact
- Subsidence, heave and landslip
- Frost Damage to Plumbing Installations
- Accidental breakage to fixed glass, sanitary ware and ceramic hobs
- Accidental damage to cables and service pipes
- Temporary Accommodation and Loss of Rent up to 20% of the sum insured
- Property Owners Liability up to £2 million
- Architects, surveyors and other professional fees
  - The additional cost of complying with Government or Local Authority requirements
  - The additional cost of clearing debris, demolition, shoring or propping up the damaged structure.

### What is not covered

## Section B – Buildings

This is a summary only of the main exclusions and limitations. For full details refer to pages 4-8 and 15 of the policy wording.

- The first £1,000 of any subsidence, heave or landslip claim.
- The first £100 of each and every loss or damage claim for any other peril.
- Malicious damage or theft caused by persons lawfully in your property or while your property is unoccupied.
- Storm or flood damage to gates and fences.
- Subsidence, heave or landslip damage resulting from coastal river or watercourse erosion, faulty design, workmanship or use of defective materials, demolition, alteration or repair, normal settlement or shrinkage.
- Subsidence, heave or landslip damage to walls, gates, fences, paths, drives, terraces, patios, swimming pools, service tanks, tennis courts unless your property is damaged at the same time and by the same cause.
- Frost damage to plumbing installations or breakage of glass, sanitary ware and ceramic hobs while your property is unoccupied.
- Property owners liability arising from the occupation of the buildings, your profession, business or occupation other than in your capacity as owner of the property, the use of or possession of mechanically propelled vehicles other than gardening implements.

Loss or damage caused by

- Wear, tear, pets, vermin, insects, wet or dry rot, mechanical or electrical breakdown
- Cleaning, repair or alteration
- Your own deliberate act
- Liability loss or damage caused by terrorism using biological, chemical and/or nuclear force

## Summary of Cover Landlords Contents Insurance

### Definition

The contents of the property belonging to You as landlord including furniture, furnishings, utensils and domestic appliances.

The contents do not include tenants contents.

### What is covered:

- Fire, smoke, explosion, lightning and earthquake
- Riot and civil disturbance
- Malicious damage and theft
- Storm and flood
- Escape of water or oil from fixed installations
- Impact
- Subsidence, heave and landslip
- Legal liability up to £2 million

### What is not covered

## Section C – Contents

This is a summary only of the main exclusions and limitations. For full details refer to pages 9-11 and 15 of the policy wording.

- The first £1,000 of any subsidence, heave or landslip claim
- The first £100 of each and every loss or damage claim for any other peril
- Malicious damage or theft caused by persons lawfully in your property or while your property is unoccupied
- Storm or flood damage to gates and fences
- Theft and malicious damage cover in excess of £1,000 from outbuildings and garages

Legal liability arising from:

- bodily injury to the insured
- your profession, business or employment other than as owner of the property
- the use of aircraft, watercraft or hovercraft other than models and hand propelled watercraft
- the use of animals (including dangerous dogs as defined by the Dangerous Dogs Act 1991) other than domestic pets
- the use of caravans or trailers other than while at your home
- the use of crossbows, firearms other than air guns and non-repeating shotguns
- the use of landcraft and motor vehicles other than pedal cycles
- gardening implements and wheelchairs not registered for road use.

Loss or damage caused by:

- Wear, tear, pets, vermin, insects, wet or dry rot, mechanical or electrical breakdown
- Cleaning, repair or alteration
- Your own deliberate act
- Liability, loss or damage caused by terrorism using biological, chemical and/or nuclear force



# MMA Landlords

## **About MMA Insurance**

MMA Insurance plc is part of the MMA Group – a major European insurer established over 170 years ago. In 2003 group premium income was over £3 billion and gross worldwide assets were £17.5 billion.

MMA Insurance products are available through a national network of professional insurance brokers and intermediaries to ensure you receive local and expert service.

MMA Insurance is a member of the Association of British Insurers.

Authorised and regulated by the Financial Services Authority.