



PROPERTY  
OWNERS



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**Summary**

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# Property Owners Insurance

## Policy Summary



This document is a summary of the significant features, benefits, limitations, exclusions, obligations and conditions of the cover, but does not form or contain full terms of the Policy.

Full details can be found in the Policy Wording so please take time to read it in conjunction with your Statement of Fact and Policy Schedule.

It is important that you read these fully before making any decision about your insurance.

Some of the covers provided are optional and will only apply if you have selected them and they are shown as covered in the Policy Schedule.

The cover is valid for a period of 12 months or as detailed in the Policy Schedule.

<b>Section 1 – Buildings</b>	
<b>Standard Cover</b>	<b>Standard Limits (increased limits may be available on request)</b>
Reinstatement of Buildings including Debris Removal, European Community & Public Authority fees and Architects, Surveyors, Legal & Consulting Engineers fees	Up to the Buildings Sum Insured
Defined Perils The perils covered may not include all the standard ones shown, your Policy Schedule will confirm if that is the case	Fire, Lightning, Explosion, Aircraft/Aerial Devices, Riot, Malicious Damage, Theft, Earthquake, Storm, Flood, Sprinkler Leakage, Escape of Water, Impact, Leakage of Oil, Subsidence and Accidental Damage
Additional Management Fees	£25,000 any one period of insurance
Additional Metered Utility Charges	£25,000 any one period of insurance
Rent and Alternative Accommodation (Residential only)	20% of the Buildings Sum Insured up to 36 months indemnity period
Automatic Reinstatement of Sum Insured following a Claim	Subject to payment of any required premium
Book Debts	£25,000 any one claim
Capital Additions	20% of the Sum Insured up to £1,000,000
Concern for Welfare Costs	£25,000 any one claim
Contents of Communal Parts	£25,000 per premises
Day One Basis	Declared Value plus 15%
Expediting Costs	£10,000 any one period of insurance
Fly Tipping Removal and Cleaning Costs	£10,000 any one claim occurring at occupied premises

Fixed Glass and Sanitaryware Breakage	Up to the Sum Insured
Frustrated Legal Costs	£25,000 any one period of insurance
Illegal Cultivation of Drugs Clean Up Costs	Security checks apply Up to the Buildings Sum Insured
Inadvertent Omission to Insure	20% of the Sum Insured up to £1,000,000
Landlords Contents	Residential premises - £25,000 Commercial premises - up to the Sum Insured stated in the Schedule
Landlords Gardening Equipment	£25,000 any one claim
Landscaped Gardens damaged by Emergency Services	£25,000 any one period of insurance
Loss Reduction Expenses	£25,000 any one period of insurance
Malicious Damage caused by persons authorised to be on the premises	£10,000
Mortgagees, Tenants and Leaseholders Interests	Automatically noted
Multiple Insureds	Included
Non Invalidation	Cover is not invalidated by unknown acts or acts beyond your control
Obsolete Building Materials	10% of Buildings Declared Value
Personal Possessions	£500 any one person
Removal of Debris – Tenants Contents	£5,000 any one period of insurance
Damage to Cables and Underground Pipes	£10,000 any one period of insurance
Seventy Two Hours	Storm and Flood damage is covered as one claim provided it occurs within 72 hours
Subrogation Waiver for Property Managers, Tenants and Leaseholders	Provided damage does not arise from their malicious, criminal or fraudulent act
Theft of Keys	£5,000 any one period of insurance
Trace and Access	£10,000 any one period of insurance
Tree Felling or Lopping	£5,000 any one claim and £25,000 any one period of insurance
Unauthorised Use of Metered Electricity, Gas and Water	£10,000 any one period of insurance
Undamaged Portions of Building	20% of total cost of rebuilding had damaged property been totally destroyed

<b>Section 1 – Buildings – Significant Exclusions</b>	
Moveable Property in the Open, Fences and Gates	Theft, Wind, Rain, Hail, Sleet, Snow, Flood or Dust damage
Theft	Not involving forcible and violent entry or exit to the building or violence or threat of violence

<b>Section 2 – Rental Income – Optional Section</b>	
<b>Standard Cover</b>	<b>Standard Limits (increased limits may be available on request)</b>
Loss of Rental Income caused by damage at the property including Professional Accountants fees	Up to the Rental Income Sum Insured
Indemnity Period	12 months
Automatic Rent Review	Up to 100% of the Sum Insured
Buildings Awaiting Sale	Adjustment to amount payable calculation
Capital Additions	10% of Rental Income Sum Insured up to £1,000,000
Denial of Access	10% of the Rental Income Sum Insured up to £100,000
Failure of Public Supply	Up to the Rental Income Sum Insured
Loss of Attraction	£50,000 per premises up to the Rental Income Sum Insured, £250,000 in the aggregate
Loss or Damage at Managing Agents' Premises	Up to the Rental Income Sum Insured
Murder, Suicide and Defects	10% of the Rental Income Sum Insured up to £25,000
Rent Free Period	Adjustment to Indemnity Period

<b>Section 3 – Terrorism – Optional Section</b>	
<b>Standard Cover</b>	<b>Standard Limits</b>
Terrorism (Property Damage and Rental Income)	Up to the Sums Insured

<b>Section 4 – Property Owners Liability</b>	
<b>Standard Cover</b>	<b>Standard Limits (increased limits may be available on request)</b>
Property Owners Liability Damages	£5,000,000 any one event
Defence Costs and Expenses	Included within the Limit of Indemnity in any one period of insurance
Additional Persons	At your request we will indemnify directors, employees, leaseholders and tenants
Compensation for Court Attendance	£250 per day – Director or Partner £100 per day – Employee
Corporate Manslaughter and Corporate Homicide Act	£5,000,000 any one period of insurance and included within the Limit of Indemnity
Cross Liabilities	The Limit of Indemnity in the aggregate
Data Protection Act	£250,000 any one period of insurance
Defective Premises Act	Up to the Limit of Indemnity

<b>Section 5 – Employers Liability</b>	
<b>Optional Section (Commercial Property) – Included Section (Residential Property)</b>	
<b>Standard Cover</b>	<b>Standard Limits</b>
Employers Liability Damages, Costs and Expenses	£10,000,000 any one event
Additional Persons	At your request we will indemnify: any principal as contractually required directors or employees officer/committee/member of your canteen, sports, social, welfare organisations, fire, security, medical services directors or senior officials in respect of private work undertaken by any employee for them
Compensation for Court Attendance	£250 per day – Director or Partner £100 per day – Employee
Corporate Manslaughter and Corporate Homicide Act	£5,000,000 any one period of insurance and included within the Limit of Indemnity
Unsatisfied Court Judgements	£10,000,000 any one event
Terrorism	£10,000,000 any one event

<b>Policy Obligations - Where within your control</b>	
Alteration in Risk	You must immediately notify your insurance broker if: the risk has altered by removal, alterations, additions of any fire or security protections or building components which might increase the risk of loss or damage the business is being wound up or carried on by a liquidator or receiver or permanently discontinued your interest ceases there is a change of type of tenant or use at the premises or if the buildings become unoccupied
Burning of Waste	Burning of waste must not be carried out at the premises
Heat Application	Safety precautions must be followed if any heat is used for building works carried out at the premises All contractors using heat to carry out works must have public liability insurance with an indemnity limit of not less than £2,000,000
Inspections	Premises partly or wholly untenanted or not resided at for more than 30 days must be secure and inspected weekly. We must be advised of attempts at or unauthorised entry
Maintenance and Safety	Residential accommodation must comply with current gas safety regulations and have a compliant safety certificate. Annual maintenance checks of gas installations at commercial premises are required and you must have a compliant gas safety certificate You must be in possession of an electrical installation condition report (conditions apply) For any plant, machinery etc which is required to be examined to comply with Statutory Regulations you must have evidence of inspection and regular maintenance
Pipe Lagging	Heating must be maintained during winter months and all pipes must be adequately lagged to prevent freezing
Portable Heating	You must not provide, use or store paraffin, portable electric or gas heaters or gas containers at the premises
Reasonable Precautions	You must take reasonable precautions to prevent accidents and comply with statutory requirements, and remedy any defects or omissions
Security	All safety and security protections must be maintained in good order and be in full and effective operation when the premises are unattended Minimum security conditions apply to doors and windows You must notify your insurance broker if you receive notification of any potential withdrawal of service to your alarm protection
Sprinkler Maintenance	Regular inspection, testing, maintenance is required to any sprinkler installation
Survey	If a survey of your premises is required, you must allow this to take place Following the survey underwriters reserve the right to cancel or vary the insurance Survey requirements must be implemented within the time limits specified to maintain cover

<b>Significant Policy Conditions</b>	
Asbestos	Cover is for asbestos physically incorporated in the building damaged by fire, lightning, explosion or aircraft only Any claim must be submitted within 12 months of the end of the period of insurance
Cancellation – Our Rights	We may cancel the Policy giving you 14 days' notice with a return of premium in respect of days left in the period of insurance No return premiums are payable if there has been a claim or incident
Cancellation – Your Rights	You have 14 days' cooling off period from the start of the Policy with full premium refund You may cancel the Policy after that with a return of premium in respect of days left in the period of insurance No return premiums are payable if there has been a claim or incident
Claims – Your Duties	You must: submit a claim within 30 days discovery of an event take steps to minimise the claim inform the Police of any theft, malicious damage, riot or disturbance within 14 days provide documents and information as reasonably required not make any admission of liability immediately forward every letter, claim, writ, summons on receipt immediately notify us of any knowledge of any impending prosecution
Claims & Remedy	It is important that you make a fair presentation of the risk and disclose every material fact and circumstance If you breach your obligations of disclosure, we may avoid or cancel the contract, refuse to pay all or part of any claim, reduce the amount of any claims payments or change the terms of the cover If cover is cancelled, we may or may not return the premium depending on the circumstances You must report the circumstances of any claim to us within 30 days of discovery
EU Disclosure	The parties are free to choose the law applicable to this insurance contract Unless specifically agreed otherwise this insurance shall be subject to English Law
Fraud	If a fraudulent claim is made, we shall be entitled to: not pay the claim recover from you any sums paid in respect of the claim treat the Policy as cancelled with effect from the time of the fraudulent act

<b>Significant Policy Exclusions</b>	
Asbestos	Any loss cost or expense connected with asbestos other than for asbestos physically incorporated in the building damaged by fire, lightning, explosion or aircraft only and Employers Liability
Disease	Poisoning, Disease, Illness, Epidemic, Pandemic or prevention of the use of objects because of hazard to human or animal health
Cyber and Data	Loss of electronic data including virus and criminal acts or any loss or costs resulting therefrom
Micro-Organism	Mould, mildew, fungus or other micro-organism
Northern Ireland	Damage to any property in Northern Ireland caused by or a malicious act committed by a person acting in connection with an unlawful association or civil commotion
Terrorism	Damage, liability, cost or expense caused by the act of, or prevention of, the act of terrorism – not applicable to Employers Liability

<b>Standard Policy Excesses</b>		
<b>Commercial Properties</b>	<b>Occupied</b>	<b>Unoccupied</b>
Subsidence	£1,000	£1,000
Flood	£400	£500
Riot and Malicious Damage	£400	£2,500
Escape of Water and Sprinkler Leakage	£400	£2,500
All Other Property Damage	£400	£500
Third Party Property Damage Liability	£400	£500
<b>Residential Properties</b>	<b>Occupied</b>	<b>Unoccupied</b>
Subsidence	£1,000	£1,000
Flood	£250	£500
Riot and Malicious Damage	£250	£2,500
Escape of Water and Sprinkler Leakage	£400	£2,500
All Other Property Damage	£250	£500
Third Party Property Damage Liability	£250	£500
Excesses may vary from the standard ones shown above, your Policy Schedule will confirm if that is the case		

### Insurance Providers

Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. Great Lakes Insurance SE is authorised and regulated by Bundesanstalt für Finanzdienstleistungsaufsicht. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

Q Underwriting Services Limited trading as Q Underwriting  
(acting in an underwriting capacity on behalf of Great Lakes SE under Agreement No. REUKG2100581)  
Registered in the United Kingdom. Registered No. 0894569  
Registered office: Rossington's Business Park, West Carr Road, Nottinghamshire DN22 7SW

Q Underwriting Services Limited is part of the PIB Group

### Policy Duration

The Policy is annually renewable unless otherwise stated

### Sums Insured

Correct values at risk must be advised to us. If the Sums Insured you request are not adequate this will result in the amount that your Insurers pay you in the event of a claim being reduced. You should review your sums insured and levels of cover regularly to ensure these remain adequate.

### Privacy Notice

The privacy and security of your personal information is very important to us. Please see our Privacy Notice in the Policy Wording



### **How to Make a Claim**

In the event you need to make a claim, contact:

Ergo Claims Team at MPL Claims Management Ltd at The Octagon, 27 Middleborough, Colchester, CO11TG

Email: [qunderwriting@mplclaims.com](mailto:qunderwriting@mplclaims.com) Tel: **0345 450 4993**

### **Making a Complaint**

If your complaint is about the way in which the Policy was sold to you or whether it meets your requirements, you should contact the insurance broker who arranged the Policy for you

If your complaint is about a claim contact:

Ergo Claims Team at MPL Claims Management Ltd at The Octagon, 27 Middleborough, Colchester, CO11TG

Email: [qunderwriting@mplclaims.com](mailto:qunderwriting@mplclaims.com) Tel: **0345 060 0014**

If your complaint is about anything else contact:

Complaints Manager at Ergo UK Specialty Ltd, 10 Fenchurch Avenue, London EC3M 5BN

Email: [complaints@ergo-commercial.co.uk](mailto:complaints@ergo-commercial.co.uk)

### **Financial Services Compensation Scheme (FSCS)**

Great Lakes Insurance SE is covered by the FSCS. You may be entitled to compensation from the scheme in the unlikely event they cannot meet its obligations. Further information about the compensation scheme arrangements is available from the FSCS [www.fscs.org.uk](http://www.fscs.org.uk).



**Q Underwriting Services Ltd**  
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