

### About this summary of cover

This summary provides key information only about insurers and the insurance cover available within the Residential Blocks of Flats or Apartments Insurance Policy. This summary does not contain the full terms, conditions, exclusions, warranties and endorsements applicable to the insurance contract. These can be found in the quotation or renewal documentation or in the policy wording. The policy wording is available on request or can be viewed on our website [www.vasek.co.uk](http://www.vasek.co.uk). If you are in any doubt as to the suitability of the cover you should consult us or your insurance broker. A policy wording is always issued along with a Schedule of Cover when cover is first accepted or renewed by us, these two documents are to be read as one document and will form your contract of insurance.

This summary of cover does not form part of your insurance contract. Where the benefits or exclusions differ from those outlined in this summary, you will be advised by us or by the insurance broker who sold you this insurance. We reserve the right to change or limit any cover.

### About the insurer

This policy is arranged and administered by Vasek Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority. The policy is underwritten by Certain Underwriters at Lloyd's, One Lime Street, London, EC3M 7HA. Both the Society of Lloyd's and Underwriters at Lloyd's are authorised and regulated by the Financial Conduct Authority.

### Duration of this insurance

The period of insurance will be for 12 months and will be shown in the Schedule of Cover.

### Cancellation Rights

You have the right to cancel this insurance at any time. This insurance has a cooling off period of 14 days' from either the date you receive your insurance documentation or the start of the period of insurance. Providing you have not made any claims we will refund the premium in full but not any credit card fees paid. You can cancel this insurance outside the cooling off period by giving us 14 days' notice, providing no claims have been made or reported during the period of insurance we will return a proportion of your premium paid on a pro rata basis, less an administration charge of £20. No return of premium will be given if under £20 or if any claims have been reported or paid during the period of insurance. We can cancel this insurance by giving you 14 days' notice in writing to your last known postal address.

### How to make a claim under this insurance

When you first insure with Vasek Insurance you will be provided with comprehensive details of how to make a claim under any of our policies, this will be contained within the relevant policy wording. When you become aware of any incident that may give rise to a claim you should contact Vasek Insurance claims department as soon as possible. You will be required to complete a claim form, this can be done on our website [www.vasek.co.uk](http://www.vasek.co.uk) by submitting an electronic claim form or by downloading a claim form to email or post back to us.

### Our Service Commitment to you

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service. If you have any questions or concerns about your policy, the handling of a claim or wish to make a complaint you should, in the first instance, contact Vasek Insurance at 30-34 Hounds Gate, Nottingham, NG1 7AB, Tel: 0115 950 5052, Email: [policymanagement@vasek.co.uk](mailto:policymanagement@vasek.co.uk) or [complaints@vasek.co.uk](mailto:complaints@vasek.co.uk).

In the event you remain dissatisfied you can refer the matter to the Complaints Team at Lloyd's. The contact details are; Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, ME4 4RN. Tel: 0207 327 5693 Fax: 0207 327 5225 Email: [complaints@lloyds.com](mailto:complaints@lloyds.com) Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Complaints that cannot be resolved by the Complaints Team at Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. The complaints procedure is without prejudice to your right to take legal proceedings.

### The Law Applicable to this Insurance

This policy is subject to the laws of the United Kingdom and disputes in connection with this policy will be subject to Courts within the United Kingdom.

### Your Total Peace of Mind

Lloyd's insurers and Vasek Insurance are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer and Vasek Insurance is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of the contract. Further information about the Scheme is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU, by telephoning 0800 678 1100 and on their website [www.fscs.org.uk](http://www.fscs.org.uk)

## Buildings Cover Available

We will insure only those sections you request and we agree to insure.

**Buildings** are defined as: the main structure of the block of flats or apartments and its decorations, fixtures and fittings attached to the block, radio and television aerials, satellite dishes, their fittings and masts which are attached to the block, domestic outbuildings and garage(s), permanently installed swimming pools, hot tubs and jacuzzi's, tennis courts, drives, patios, paths, terraces, walls, gates, fences, hedges, lampposts, railings, fixed central heating/ fuel tanks, septic tanks and cesspits, water features, permanently installed mechanical lifts, domestic oil in fixed fuel tanks, metered water, car parks, roads and forecourts, permanently fitted solar panels and permanently fitted flooring and carpets.

## Key Benefits

**Buildings** are covered for loss or damage directly caused by:-

- Fire, Lightning, Explosion or Earthquake and Smoke Damage caused by these perils
- Aircraft and other flying devices or items dropped from them
- Storm, Flood or Weight of Snow
- Escape of Water from and Frost Damage to fixed water tanks, apparatus or pipes
- Escape of Oil from a fixed domestic oil fired heating installation and smoke damage caused by a fault in any fixed domestic heating installation
- Theft or Attempted Theft
- Collision by any Vehicle or Animal
- Any Person taking part in a Riot, Violent Disorder, Strike, Labour Disturbance, Civil Commotion or Acting Maliciously
- Falling Trees, Telegraph Poles or Lampposts
- Breakage or Collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts
- Subsidence, Landslip or Heave of the site which the buildings stand

**Buildings** cover also includes:-

- Full accidental damage cover
- Accidental damage to any underground water or gas main, sewer or drain pipe or underground electricity or telephone cable
- Loss of rent or alternative accommodation while the block or any individual flat or apartment cannot be lived in, following loss or damage
- Increased domestic metered water charges you have to pay following an escape of water
- Buyers benefit anyone buying the block or individual flat or apartment will benefit from the buildings section of this insurance until the sale is completed or insurance ends
- Trace and access cover for the costs you may incur in locating the source of any leak of water or oil escaping from any fixed tanks, apparatus or pipes and the necessary and reasonable costs you may incur in re-instating the property back to its original condition up to 10% of the building sum insured
- Replacement locks to alarms and outside doors in the block or individual flats or apartment following theft or loss of keys
- Landscaped gardens cover for the costs of repairing gardens damaged by the emergency services or an insured event
- Fire extinguisher cover for the costs of replacing or refilling extinguishers following an insured loss
- Emergency access cover for the costs of repairing damage caused following emergency access to the premises
- Closed circuit TV cover for the costs of accidental damage to closed circuit TV
- Nest removal cover for the cost for professional contractors to trace and remove bird, animal or insect nests
- Fly tipping for costs of removing or repairing damage caused by illegally dumped items
- Index linking to protect you against inflation
- Your legal liability as owner of the block or occupier of common/communal areas up to £5,000,000 for any amounts you become legally liable to pay as damages for bodily injury or damage to property caused by an accident happening at the premises
- Your legal liability up to £5,000,000 for any amounts you become legally liable to pay as damages for bodily injury caused by an accident happening to your domestic staff employed in the connection with the running and maintenance of the block of flats or apartments

## Communal Contents Cover Available

We will insure only those sections you request and we agree to insure.

**Communal Contents** are defined as: household goods within the communal areas of the block of flats or apartments which you own or are legally liable for, contents outside the block, contents within locked garages, sheds, greenhouses or other domestic outbuildings, and office equipment used for the running and administration of the premises.

## Key Benefits

**Communal Contents** are covered for loss or damage directly caused by:-

- Full accidental damage cover
- Fire, Lightning, Explosion or Earthquake
- Aircraft and other flying devices or items dropped from them
- Storm, Flood or Weight of Snow
- Escape of Water from fixed water tanks, apparatus or pipes
- Escape of Oil from a fixed domestic oil fired heating installation and smoke damage caused by a fault in any fixed domestic heating installation
- Theft or Attempted Theft
- Collision by any Vehicle or Animal
- Any Person taking part in a Riot, Violent Disorder, Strike, Labour Disturbance, Civil Commotion or Acting Maliciously
- Falling Trees, Telegraph Poles or Lampposts
- Subsidence, Landslip or Heave of the site upon which the buildings stand

## Significant Exclusions that Apply to the Whole of this Insurance

- Loss or damage caused directly or indirectly by radioactive contamination and nuclear assemblies
- Loss, damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority
- Loss, damage or liability resulting from computer viruses, erasure or corruption of electronic data or the failure of any equipment to correctly recognise the date or change of date
- Loss, damage or liability caused by Biological or Chemical contamination arising from terrorism or steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived act of terrorism

## Policy Excess

Standard excess £250

Subsidence, Landslip or Heave excess £1,000

Excess amounts that apply to your policy can be found in your Schedule of Cover