

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 policy wording. The policy wording is available on request or can be viewed on our website 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 inception by us.

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 unless otherwise agreed by us. The period of insurance will be shown in the Schedule of Cover.

Cancellation Rights

A retail customer has the right to cancel a general insurance contract within 14 days of receiving the contractual terms and conditions. Providing you have not made any claims we will refund the premium on a pro-rata basis less an administration charge of £15. We may cancel the insurance by giving 7 days notice in writing to you at your last known postal address confirming that all cover will cease. In this event we will refund a proportion of your premium on a pro-rata basis. You may cancel the insurance at any time by giving us 7 days notice in writing. In this event we will refund a proportion of your premium less an administration charge of £20 as long as there have been no claims made or reported during the period of insurance.

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 immediately inform us of this, you will then be issued with a claim form for completion. All incidents that may give rise to a claim must be notified to us by way of a claim form. Claims may be notified to us online at www.vasek.co.uk.

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 or the handling of a claim or you wish to register a complaint against us you should, in the first instance, contact Vasek Insurance by writing to 30-34 Hounds Gate, Nottingham, NG1 7AB or by telephoning 0115 950 5052.

In the event that you remain dissatisfied you can refer the matter to the Complaints Department. Their address is Policyholder and Market Assistance, One Lime Street, London, EC3M 7HA Tel: 0207 327 5693 Fax: 0207 327 5225
Email: complaints@lloyds.com

Complaints that cannot be resolved by the Complaints Department may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaint 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 English law and any disputes in connection with this policy will be subject to English Courts.

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 garages, permanently installed swimming pools, hot tubs and Jacuzzi's, tennis courts, drives, patios, paths, terraces, walls, gates, fences, hedges, lamp-posts, 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, solar panels.

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
- Subsidence or Heave of the site upon which the buildings stand or Landslip
- Breakage or Collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts
- Falling Trees, Telegraph Poles or Lamp-Posts

Buildings cover also includes:-

- £10,000 of communal contents cover, with the option to increase
- The cost of repairing accidental damage to fixed glass and double glazing (including the cost of replacing frames), solar panels, sanitary ware and ceramic hobs all forming part of the buildings
- The cost of repairing accidental damage caused by external and visible means from a single identifiable event to domestic oil pipes, underground water-supply pipes, underground sewers, drains and septic tanks, underground gas pipes and underground cables serving the block which you are legally liable for
- While the block or any individual flat or apartment cannot be lived in, following loss or damage, for loss of rent due to you which you are unable to recover, additional costs of alternative accommodation substantially the same as your existing accommodation which you have to pay, the amount of ground rent payable by you
- Expenses you have to pay, and which we have agreed in writing, following loss or damage for architects', surveyors', consulting engineers' and legal fees, the cost of removing debris and making safe the buildings and costs you have to pay in order to comply with any Government or local authority requirements
- Increased domestic metered water charges you have to pay following an escape of water which gives rise to an admitted claim under the "Escape of Water from and Frost Damage to fixed water tanks, apparatus or pipes" section and loss of domestic oil from fixed fuel oil tanks you have to replace following an escape of oil which gives rise to an admitted claim under "Escape of Oil from a fixed domestic oil fired heating installation and smoke damage caused by a fault in any fixed domestic heating installation" section
- Anyone buying the block or individual flat or apartment will have the benefit of the buildings section until the sale is completed or the insurance ends, whichever is sooner
- If the buildings are damaged by water or oil escaping from any fixed tanks, apparatus, pipes or any fixed heating installation in the block, we will pay the cost of removing and replacing any other parts of the buildings necessary to find and repair the source of the leak and making good
- Costs you have to pay for replacing locks to alarms and outside doors in the block or individual flats or apartment following theft or loss of keys
- The reasonable cost of repairing or replacing landscaped gardens at the block following loss or damage to the buildings or caused by the emergency services attending the block
- The reasonable cost of replacing or refilling fire extinguishers, replacing sprinkler heads and refilling sprinkler tanks following loss or damage to the buildings
- The reasonable cost of repairing the block following damage caused to the buildings by any of the emergency services in gaining access to the block in connection with a medical emergency or to prevent damage to the block
- The reasonable cost of repairing or replacing closed circuit television systems at the block following loss or damage to the buildings
- 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

Buildings cover can also be extended to include:-

- Accidental damage to the buildings

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 are your property or which you are legally liable for, contents outside the block, contents within locked garages, sheds, greenhouses or other domestic outbuildings, office equipment.

Key Benefits

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

- 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
- Subsidence or Heave of the site upon which the buildings stand or Landslip
- Falling Trees, Telegraph Poles or Lamp-Posts

Communal Contents cover can also be extended to include:-

- Accidental damage to the contents

Significant Exclusions that Apply to the Whole of this Insurance

- Loss, damage or liability 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
- Existing or Deliberate Damage
- 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
- Loss, damage or liability caused direct or indirectly by terrorism, unless shown differently in the schedule

Policy Excesses

The standard policy excess is £250 increasing to £1,000 for claims resulting from Subsidence, Landslip or Heave, unless shown differently in the schedule.

Your Total Peace of Mind

Lloyd's Underwriters are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's Underwriter 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