



Property Insurance

Summary of Cover – Leaseholders & Shared Owners (General Interests)

This document is a policy summary and does not contain the full terms and conditions of the insurance contract. The full terms and conditions may be found in the policy document, a copy of which is available on request.

Insurer:	Aspen Insurance UK Limited
Policy Number:	N0AEQEJ23A0E
Period of Cover:	3 December 2023 to 2 December 2024
Insured:	Phoenix Community Housing Ltd and Phoenix Agency Services Ltd and Home Makers (The Property People) Ltd and/or any Leaseholder or Part Owner of the Property Insured
Other Interests:	The interests of the freeholder and the head lessee of the property where required (if they are not the Policyholder), the owner or lessee of each property and the mortgagees of any of them are deemed to be noted

Buildings

The structure of the property insured including:

- fixtures and fittings;
- garages, greenhouses, sheds and outbuildings;
- patios, paved areas, footpaths, roads, car parks, lampposts, drives, swimming pools but not their covers, hard tennis courts, fixed playground equipment and play areas, walls, fences and gates but only where the building is damaged at the same time for the peril of subsidence

SUM INSURED: Full Rebuilding Cost

EXCESS: The first £50 each and every claim increasing to £1,000 in respect of Subsidence.

Cover

- Fire smoke lightning explosion earthquake
- Storm and flood
- Escape of water or oil from fixed systems
- Riot and civil commotion
- Malicious damage
- Theft or attempted theft
- Subsidence heave or landslip
- Impact
- Falling trees or aerials
- Accidental damage
- Terrorism – Insured via Ark Underwriting Syndicate 4020
- Property Owners Liability



Extensions:

- Loss of rent and alternative accommodation costs if the property is uninhabitable
- Architects' Surveyors and Legal fees, cost of removing debris
- Underground Pipes drains and cables
- Loss of Metered water or oil following an insured peril up to a maximum of £25,000
- Automatic Reinstatement of Sum Insured after a loss
- Index Linking
- Basis of Settlement: Reinstatement or repair without deduction for wear tear and depreciation with the exception of storm damaged fences and gates

Principal Exclusions

- Loss or damage caused by anything that happens gradually, corrosion, rust, wet or dry rot, wear & tear
- Loss or damage caused by pets, insects or vermin
- The cost of correcting faulty workmanship or design or the cost of replacing faulty materials
- Pressure waves caused by aircraft or other flying objects travelling at or above the speed of sound
- Radioactive contamination
- War invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power
- Damage caused by the deliberate act of the Policyholder

Complaints

We aim to provide a first class service. If you have any cause to complain or you feel that we have not kept our promise, please contact us.

The full complaint procedure is shown in the policy document.

A copy of our complaints procedure is available on request, but will be supplied automatically in the event you refer a complaint to us.

If we are unable to resolve your complaint, you may choose to refer it to the Financial Ombudsman Service (FOS).

Compensation Scheme

Aspen Insurance UK Limited are covered by the Financial Services Compensation Scheme (FSCS). Subject to the FSCS Rules you may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. General Insurance products are generally covered for 90% of the claim. However, compulsory classes of insurance are covered for 100% of the claim. In each of these cases there is no limit to the amount of compensation payable. Further information about compensation scheme arrangements is available from the FSCS.

Cancelling the Policy

The terms and conditions of policy cancellation are set out in the policy document. The Insured is the legal policyholder. The lessee, as a beneficiary under this group policy does not have a right to cancel this insurance.



Gallagher

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In The Event of a Claim

During office hours, please contact the Claims Department at Arthur J Gallagher on 01245 341276.

In the event of an incident out of hours, you should take whatever action is necessary to prevent further damage. If the damage is catastrophic where the cost is likely to exceed £5,000 or where the property can no longer be occupied, please immediately contact 01245 341276.