

keyfacts

PLAYLE RUSSELL (SPECIAL RISKS) LTD Domestic Buildings and/or Contents Insurance

HomeCover (Let Properties)

Summary of cover

Please read this document carefully.

This is a summary of the cover provided by Playle Russell [HomeCover](#) insurance policy, underwritten by Aegeas Insurance & Royal & Sun Alliance. It contains references to the key features and benefits of the policy, as well as references to significant and unusual exclusions and limitations. It does not contain the full policy definitions, terms, exclusions and conditions. These can be found in the Policy Document, a copy of which is available from Playle Russell. The policy is issued for a twelve month period unless agreed otherwise.

Cover under this policy is subject to specific limits and excesses. Please refer to your quotation document or contact Playle Russell if any points remain unclear.

Playle Russell (Special Risks) Ltd
The Boldre Suite
Ashurst Lodge, Ashurst
Southampton
SO40 7AA
Tele: 01794 830055 [Email: info@thatchline.com](mailto:info@thatchline.com)
[Website: www.thatchline.com](http://www.thatchline.com)

Registered in England no. 3779860 Authorized and regulated by the Financial Conduct Authority

Section One (Buildings)

What is covered as standard

Loss or damage to home, decorations, fixtures, fittings, permanently installed lighting, swimming pools, tennis courts, drives, patios, terraces, walls, gates, fences, hedges, fixed fuel tanks, underground services pipes and cables, sewers, drains and septic tanks.

Loss of rent to the insured, or cost of alternative accommodation while the home is being repaired following an insured event.

25% of the buildings sum insured

Trace and access to locate the source of oil or water leaks within the home.

£10,000 in a 12 month policy period

Increased water meter charges for escape of water following an insured event.

£10,000 in a 12 month policy period

Garden damage covered against fire, lightning, explosion, aircraft, earthquake, theft or malicious damage.

Limit £500 any one plant, tree or Shrub

Professional, demolition or local authority fees and expenses in connection with an insured event.

Automatic reinstatement of cover following a claim – any recommendation made to prevent a similar loss must be carried out.

Additional extensions available

Grade II listed buildings: where a property cannot be reinstated in full following a total constructive loss, the policy will pay a sum to enable the purchase of a replacement property in the same area, if available.

Section Two (Contents)

What is covered as standard

Loss or damage to household goods and personal possessions belonging to you or for which you are legally responsible, including:

- tenant's fixtures and fittings,
- fixed aerials and satellite dishes etc.,
- domestic fuel in fixed tanks,

£2,000 in total

Section Two (Contents) cont.

- Rent owed following an insured event.
- Cost of alternative accommodation following an insured event.
- Replacement locks following theft or loss of keys.

25% of the contents sum insured
(if buildings and contents are insured)

25% of the contents sum insured

£2,500 maximum

* Enhancements available – see Section 5 of the Advantage wording

Sections Three (Accidents to Domestic Staff) & Four (Legal Liability to the Public)

Indemnity for accidents to domestic staff

£10 million for any one occurrence

Legal liability to the public

£5 million for any one occurrence

Salient Exclusions (*see policy wording for a full list*)

We will not pay for loss or damage caused by or arising from:

Sections One (Buildings) & Two (Contents)

general maintenance, cleaning or repair.

moth, vermin, wear and tear, infestation, corrosion, damp, wet and dry rot, mould or frost or any other gradually operating cause.

chewing, scratching, tearing or fouling by pets.

dryness, dampness, extremes of temperature or exposure to light.

Section One (Buildings)

any demolition, alteration, extension or repair to the building

warping, shrinking or normal settlement or collapse

pollution and/or contamination other than as a result of escape of oil from a fixed domestic heating installation at the premises

storm, flood and weight of snow to gates, fences and hedges

subsidence, heave or landslip to fuel tanks, swimming pools, tennis courts, drives, patios, terraces, walls, gates, fences and hedges unless the private dwelling is affected at the same time by the same event.

Section Two (Contents)

Property in the open

Money and credit cards, valuables, deeds and registered bonds and other personal documents or stamps or coins forming part of a collection

Gold, silver, gold or silver plated articles, jewellery and furs

Property of tenants or their visitors

Property contained in outbuildings, sheds or garages

Sections Three (Accidents to Domestic Staff) & Four (Legal Liability to the Public)

We will not indemnify you for any liability:

arising out of your ownership, possession or use of motorised or horse drawn vehicle other than domestic gardening equipment used within the premises.

for any powered lift other than those designed for use by the disabled or infirmed

for any aircraft or watercraft other than manually operated rowing boats, punts or canoes.

arising out of any profession, occupation, business or employment.

in respect of any kind of pollution and/or contamination other than caused by sudden, identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the period of the insurance at the premises insured and reported to us not later than 30 days from the end of the period of insurance.

Any criminal acts

Complaint procedures

We are dedicated to providing you with a high quality service and we want to ensure that we maintain this at all times. If you feel we have not offered you a first class service please write and tell us and we will do our best to resolve the problem.

In the first instance please contact:

**The Managing Director
Playle Russell (Special Risks) Ltd
1 Portersbridge Mews, Portersbridge Street
Romsey, Hampshire
SO51 8DJ
Telephone: 01794 830055
Fax: 01794 830044
Email: prsr@thatchline.com**

In the event you wish to pursue matters further you may be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service can normally deal with complaints from private individuals and from small businesses with an annual turnover of less than £1 million. Please contact:

The Financial Ombudsman Service
South Quay Plaza, 183 Marsh Wall, London E14 9SR
Helpline: **0845 080 1800**
Switchboard: **020 7964 1000**
Website: www.financial-ombudsman.org.uk

Underwriters are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if they cannot meet their obligations. This depends on the type of business and circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS by contacting:

E-mail: enquiries@fscs.org.uk
Financial Services Compensation Scheme
7th Floor Lloyds Chambers, Portsoken Street, London E1 8BN
Telephone: **020 7892 7300**
Fax: **020 7892 7301**

TERMS of TRADE

Our service

As an independent intermediary we act on your behalf in arranging your insurance. Because of the specialist nature of our expertise we normally deal with a select panel of insurers but are able, if the situation arises, to extend this list by calling on the services of other specialist intermediaries.

We aim to guide you safely through the problems and pitfalls of arranging insurance including:

- Helping you to establish your insurance needs
- Advice on establishing the correct sums to insure.
- Arranging your insurance cover with insurers that meet your requirements
- Assisting you with any future changes you may have to make

Quotations

All quotations provided by us whether written or verbal, are subject to confirmation through the completion of a satisfactory proposal form and are valid for a period of 30 days. Terms, premiums and conditions may change if the information given in the proposal form is different from that disclosed by you at quotation stage.

Proposal Forms

Completion of a proposal form does not commit you to take out a policy but will, if you decide to proceed, form the basis of a legal contract between you and your insurer. It is essential, therefore, that all questions are fully answered and that no material facts are withheld. A "material fact" is one likely to influence acceptance or assessment of the proposal by insurers – if you are in any doubt as to whether a fact is material or not you should always disclose it. Failure to disclose a material fact could invalidate your insurance cover. Please contact us if you experience any difficulty in completing your proposal form.

Please note: your duty of disclosure of material facts does not end with the completion of the proposal form. You should advise your insurers if any stage during the currency of an insurance policy either your circumstances or the nature of the risk materially changes.

Paying Your Premium

We accept premium payment by BACS, cheque, charge card or Visa or Mastercard credit cards. Payment can also be made by direct debit. Direct debits are subject to an interest charge and are collected over 10 equal monthly payments (quotation available on request).

Policy Fees

In addition to the premiums charged by insurers, we normally make an additional charge (depending on the insurer) to cover printing and administration costs. The specific amount will always be disclosed in the documentation we issue.

Claims

Under an agreement with some insurance companies and Lloyd's syndicates with whom we place policies, Playle Russell (Special Risks) Ltd may also handle claims on their behalf.