



**Blocks of Flats –
Policy Wording**

Introduction

Thank **You** for choosing **Aro “Block of Flats” policy**.

Aro Block of Flats is a trading name of ARO UNDERWRITING GROUP LIMITED, who are authorised to underwrite and administer this policy on behalf of Liberty Mutual Insurance Europe Limited.

Liberty Mutual Insurance Europe Limited are authorised and regulated by the Financial Conduct Authority. (This can be checked on the FCA’s register by visiting the FCA’s website at www.fca.uk.org or by contacting them on 0800 1116768.)

This is **Your** Block of Flats insurance policy. This policy is a contract between **You** and **us** and is based on the information **You** gave **us** when **You** applied for the insurance and **Your** agreement to pay the premium. The information may have been provided to **us** on a statement of fact or a proposal form. If any of the information recorded in the proposal form or statement of fact is incorrect, **You** may find **You** have no cover at all. **You** should keep this policy in a safe place; **You** may need to refer to it if **You** have to make a claim.

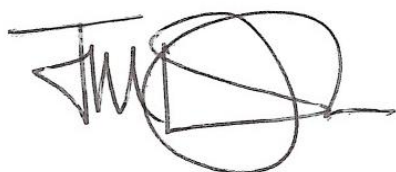
In return for **You** having agreed to pay **Your** premium including any tax applicable and subject to the policy terms and conditions **we** will insure **You** under those sections shown in **Your schedule** during the **Period of Insurance**.

If more than one **property** is insured under this policy this contract applies as if each is separately insured.

This policy, **Your schedule** and any endorsements should be read as if they are one document.

Please read them carefully and check that they meet Your needs. Any query should be immediately referred to Your insurance broker or intermediary.

Signed on behalf of ARO UNDERWRITING GROUP LIMITED

A handwritten signature in black ink, appearing to be 'JWB', written over a large, circular scribble.

James Bright
Managing Director
Aro Underwriting Group Ltd

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Definitions

Certain words have specific meanings wherever they appear throughout this policy. They are printed in bold type and will always have the following meaning:

Accidental damage

Unexpected physical damage caused suddenly by an identifiable external means.

Act of Terrorism

Acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's Government in the United Kingdom or any other government de jure or de facto.

Buildings

The **property** comprising;

- a) landlords permanent fixtures and fittings
- b) outbuildings, garages, extensions, annexes, gangways, canopies, fixed signs, temporary buildings, conveniences, lamp posts, and street furniture
- c) walls gates and fences
- d) drains, sewers, piping, ducting, cables, wires and associated control gear and accessories on the **premises** and extending to the public mains, but only to the extent of the Insured's responsibility
- e) yards, car parks, roads, paths, pavements, forecourts, terraces and similar surfaces
- f) tenants' improvements if the Insured is responsible and comprising fixtures and fittings (but excluding moveable contents) formerly the property of the tenants but relinquished to the Insured at the time of surrender of the lease
- g) fixed glass or polycarbonate substitutes including mirrors, fixed glass in furniture, plate glass tops, ceramic hobs, solar glass heating panels, double-glazed units, intruder alarm foils and fixed sanitary ware for which the Insured is responsible
- h) swimming pools, hard tennis courts, squash courts, gymnasias used by residents for domestic and leisure purposes
- i) telecommunications aerials, aerial fittings and masts
- j) cess pits, septic tanks, service tanks, central heating oil tanks
- k) **contents of common parts**, up to a limit of £10,000 within residential **buildings** or the residential portions of the **buildings**

Contents of common parts

Contents of common parts comprising:

Furniture, furnishings, potted plants, potted trees and shrubs, statues, garden furniture, garden machinery, contents of fuel tanks, video, audio, building management systems and security equipment and other similar property belonging to **You** or for which **You** are responsible

Declared Value

The Insured's assessment of the cost of reinstatement of the **Buildings** or Contents at the level of costs applying at the inception of the **Period of Insurance** (ignoring inflationary factors which may operate subsequently) together with due allowance for;

- a) the additional cost of reinstatement to comply with European and Public Authority requirements
- b) architects', surveyors', consulting engineers' and legal fees
- c) debris removal costs

Employee

- a) any person under a contract of service or apprenticeship with **You**
- b) any person who is hired to or borrowed by **You**
- c) any person engaged under a work experience or training scheme
- d) any labour master or person supplied by him
- e) any labour only sub-contractor or person employed by him
- f) any self employed person working on a labour only basis under the control or supervision of **You**

Excess

The **excess** is the first part of the claim that **You** have agreed to pay.

The **excess** for each section of this policy is specified in the relevant section, or where no **excess** is specified in the **policy**, the amount set out in the **schedule**. If a claim is made under more than one section of this policy, resulting from the same incident only one **excess** will be payable.

Flat/Flats

A self contained unit of residential accommodation forming part of the **building**

Injury

Bodily **Injury** including death or disease

Period of Insurance

The **Period of Insurance** stated in the **Policy Schedule** or any subsequent period for which **You** pay and **We** accept the premium

Property

The private dwelling and its garage(s) and permanent outbuildings all at the address shown in **Your schedule** and used for domestic purposes only.

Premises

The **buildings** and the land within the boundary belonging to **You**.

Schedule

The document which gives the details of the cover **You** have.

Territorial Limits

Great Britain Northern Ireland the Channel Islands and the Isle of Man

Terrorism

Any action, threat of action, or attempt at action, by any individual(s) or group(s) of individuals or body or organisation(s), whether acting alone, on behalf of, or in concert with any other body, organisation, or government, where such action, threat, or attempt is designed to influence, intimidate, or coerce, any government or international governmental organisation or the population or any section of the population, or any community, and the action, threat, or attempt, is made for the purpose of advancing a political, religious, or ideological cause.

Terrorism includes but shall not be limited to:

- (a) the use of violence against any person;
- (b) the causing of loss of, or damage to, property;
- (c) acts which endanger a person's life;
- (d) acts involving the use of biological or chemical materials or weapons, or any nuclear device, nuclear material, or radioactive substance;
- (e) acts which create a risk to the health of an individual, the public, or any section of the public;
- (f) acts designed or intended to interfere with, disrupt, or cause the malfunction of, any electronic or mechanical equipment.

For the avoidance of doubt, the defined terms **Terrorism** and **Act of Terrorism** are independent of each other.

United Kingdom

Great Britain (England, Scotland, Wales, the Isle of Man and the Channel Islands) and Northern Ireland.

Unoccupied

Any **Building**, part of any **Building** or **Flat** that is unfurnished or no longer in active use.

We, us or our

Liberty Mutual Insurance Europe Limited as insurers of **Your** policy and Aro Underwriting Group Limited, who are authorised to underwrite and administer **Your** policy on behalf of Liberty Mutual Insurance Europe Limited.

You or Your(s)

The person or people shown in **Your schedule** as the policyholder/insured.

Information

Complaints procedure

It is the Company's intention to provide a first class standard of service.

However, in the event **You** consider that there is any cause for complaint, in the first instance contact the intermediary who arranged the Policy.

If the matter is not resolved to **Your** satisfaction, please write to our Compliance Officer at:

Liberty Mutual Insurance Europe Limited
3rd Floor
Two Minster Court
Mincing Lane
London
EC3R 7YE

Telephone 020 7860 6600
Facsimile 020 7860 6290

Please have ready the details of the Policy, and, in particular, the Policy number to help ensure a speedy response.

If **You** remain dissatisfied, **You** may contact The Financial Ombudsman Service for assistance at the following address:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone
0800 0 234 567 (free for people phoning from a "fixed line" e.g. a landline at home)
0300 129 9 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)

Email complaint.info@financial-ombudsman.org.uk

Making a complaint to The Financial Ombudsman Service does not affect **Your** rights under this Policy.

Compensation

The insurers of **Your policy** are covered by the Financial Services Compensation Scheme (FSCS). If **You** are an eligible claimant, a business with an annual turnover of under £1 million, a charity with an annual income of under £1 million or a trust with net assets of under £1 million then **You** will be entitled to compensation from the FSCS if **we** cannot meet **our** obligations. This depends on the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Full details and further information on the scheme are available from the FSCS at www.fscs.org.uk

Law and Jurisdiction

This Agreement shall be governed and construed under the laws of England and the exclusive jurisdiction of the English courts unless **we** agree with **You** otherwise.

Cancellation

The **policy** may be cancelled:

- a) **by You** giving instruction to **us** at any stage
- b) **by us** sending 14 days written notice to **You** by recorded delivery to **Your** last known address

You have the right to cancel **Your policy** within 14 days of its inception or when **You** get **Your policy** documentation whichever is the later. **You** may as a consumer and without providing a reason, cancel **Your policy** in writing to **us**. Any **policy** documentation, in particular legal documents, must be returned with **Your** instruction to cancel.

By exercising **Your** right to cancel **Your policy**, **You** are withdrawing from the contract of insurance.

If **You** exercise **Your** right to cancel the **Your policy**, **You** will receive, no later than 30 days from receipt of the cancellation notification any sum which **You** have paid for **Your policy**, apart from an amount to cover the time **You** have been on risk (including Insurance Premium Tax) and any relevant administration costs incurred by **Your** insurer.

If no premium has been paid, then the time on risk premium (inclusive of IPT) including any relevant administration costs may be charged.

For cancellations during the first 3 months **we** shall retain a time on risk premium amounting to 50% of **Your** annual premium. For cancellations during the first 6 months **we** shall retain a time on risk premium amounting to 75% of **Your** annual premium. For cancellations during the second 6 months **we** shall retain a time on risk premium amounting to 100% of **Your** annual premium .

If a claim has been submitted or there have been any incidents likely to give rise to a claim during the current **Period of Insurance** no refund for the unexpired portion of premium will be given.

Employers' Liability Tracing Office

Certain information relating to **Your** insurance policy including, without limitation, the policy number(s), employers' names and addresses (including subsidiaries and any relevant changes of name), coverage dates, employer's reference numbers provided by Her Majesty's Revenue and Customs and Companies House Reference Numbers (if relevant), will be provided to the Employers' Liability Tracing Office, (the ELTO) and added to an electronic database, (the Database).

This information will be made available in a specified and readily accessible form as required by the [Employers' Liability Insurance: Disclosure By Insurers Instrument 2010]. This information will be subject to regular periodic updating and certification and will be audited on an annual basis.

The Database will assist individual consumer claimants who have suffered an employment related Injury or disease arising out of their course of employment in the UK for employers carrying on, or who carried on, business in the UK and who are covered by the employers' liability insurance of their employers, (the Claimants):

- to identify which insurer (or insurers) was (or were) providing employers' liability cover during the relevant periods of employment;
- and
- to identify the relevant employers' liability insurance policies.

The Database will be managed by the ELTO.

The Database and the data stored on it may be accessed and used by the Claimants, their appointed representatives, insurers with potential liability for UK commercial lines employers' liability insurance cover and any other persons or entities permitted by law.

By entering into this insurance policy **You** will be deemed to specifically consent to the use of **Your** insurance policy data in this way and for these purposes.

Conditions

These conditions control the operation of the policy cover.

1. You must keep to the policy conditions

Our liability will be conditional upon **You** complying with the conditions of this policy. If **You** do not **we** may refuse to pay a claim or premium may be affected.

2. You must take reasonable care

You must take all reasonable care to prevent loss, damage, accidents or **Injury** and to protect and maintain the **property** which is covered by this insurance.

3. You must tell us about changes in Your circumstances

When **You** arranged **Your** insurance **You** told **us** certain material facts. Material facts are those facts which **You** told **us** and which form the basis of the acceptance by **us** of **You** as a policy holder, and the calculation of the premium payable by **You** and which were recorded on the proposal form or statement of fact.

You must tell **us** or **Your** insurance broker or intermediary straight away about any material change in **Your** circumstances and/or any change in material facts.

If **You** do not tell **us** about any changes, **You** may not be covered if a claim occurs.

4. What You must do if You have an Unoccupied Property

Whenever any **Building** or more than 25% of the **Flats** forming any **Building** at any **Premises** described in the **schedule** become(s) **unoccupied** for a period of more than 30 consecutive days or any such **building** described as **unoccupied** for a period of more than 30 consecutive days then **You** or **Your** appointed representative must:

- a) give immediate notice to **us** of such change of unoccupancy and also when any **Building** or portion thereof becomes re-occupied
- b) ensure all the main services are turned off or disconnected except electricity where needed to maintain any fire or intruder alarm system in operation and the water and heating system drained
- c) carry out a thorough inspection of the **premises** on at least a weekly basis and carry out immediately any work necessary to maintain the security of the **premises**
- d) remove all refuse and waste materials from the **premises** following such inspection
- e) maintain a written record of such inspections
- f) ensure the **premises** are secured against unlawful entry

5. Flat Roof Maintenance

Our liability will be conditional where any property with a flat roof area in excess of 20% of the total roof area suffers Damage caused by Storm or Flood that the felt and timber flat roof portion of any **premises** shall be inspected at least every five years by a qualified builder/roofer or property surveyor and any defects identified specifically by that inspection shall be repaired immediately.

6. If You have other insurance

If **You** claim under this policy for something which is also covered by another insurance policy, **we** will only pay **our** share of the claim. **You** must give **us** full details of the other insurance policy.

7. Contracts (Rights of Third Parties) Act 1999

No member of the public will have, or be able to enforce any term of this policy under the Contracts (Rights of Third Parties) Act 1999. This does not affect the rights or remedies available to a member of the public, apart from this Act.

8. What You must do if a Claim occurs

When **You** know **You** may have to make a claim under this policy, **You** must follow the instructions given on page 24 of this policy document.

9. If You make a false or exaggerated claim

If **You** or anyone acting for **You** makes a claim under this policy which is in any part false or exaggerated or supports a claim with a false occurrence, **we** will not pay the claim and all cover under this policy ceases with immediate effect. If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies and **we** may share information about **You** with other organisations including the police.

10. The applicable Law

Law Applicable to Contract that will apply to this policy is English law, unless **You** and **we** agree otherwise.

11. You have a duty in relation to Maintenance/ Safety Requirements

As the landlord of a residential **property** **You** have a duty of care to **Your** tenant and are required to comply with relevant Health and Safety legislation. It is a condition of this policy that **You** adhere to all relevant legislation.

Exceptions

Exceptions are the events, liabilities or property **we** do not cover under the policy.

WE WILL NOT COVER:

1. Chemical, Biological or Nuclear Risks

Any loss arising directly or indirectly caused by, or contributed to, by, or arising from:

- (a) the radioactive, toxic, explosive, or other hazardous, properties of any explosive nuclear assembly or nuclear component thereof
- (b) ionising radiation or contamination by radioactivity or from the combustion of any radioactive material
- (c) chemical, biological, or radiological irritants, contaminants, or pollutants

in relation to only residential **property**, houses and blocks of **flats**, and other dwellings, insured in the name of a private individual

2. Sonic Booms

Any loss or damage arising directly from pressure waves caused by aircraft and other aerial devices.

3. War

Any loss or liability arising directly or indirectly in consequence of:

- (a) war, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not) civil war, rebellion, revolution, insurrection, sabotage, mutiny, martial law, military or usurped power
- (b) nationalisation, confiscation, requisition, seizure or destruction by any government or any public authority
- (c) any action taken in controlling, preventing, suppressing or in any way relating to (a) and/or (b) above.

4. Events Before the Policy Started

Loss, damage or liability arising out of any accident or incident that happened before this policy started.

5. Deliberate Acts

Loss, damage or liability arising from any accident, **Injury**, loss or damage caused deliberately, maliciously, wilfully, recklessly or through the criminal act of **You, Your** family or **Employees**.

6. Reduction in Value

Any reduction in market value following repair or replacement paid for under this policy.

7. Deception

Any loss or damage caused by deception, unless the only deception is gaining entry to the **property**.

8. Business Property and Legal Liability

Loss or damage to any property owned by, held in trust or primarily used for any business, trade or profession. Any legal liability arising directly or indirectly from any business, trade or profession, other than as **property** owner.

9. Confiscation

Any loss, damage or liability caused by confiscation, detention or seizure by:

- (a) customs, police or other officials
- (b) order of any court of law
- (c) any statutory or regulatory authority.

10. Pollution or Contamination

Any loss, damage or liability arising from pollution or contamination unless directly caused by a sudden and unforeseen and identifiable incident occurring during the **Period of Insurance**.

11. Date Change and Computer Viruses

Any loss, damage or liability arising from:

- (a) the failure of a computer chip, computer software or any other electronic equipment to recognise a true calendar date
- (b) computer viruses.

12. Data

Any loss directly or indirectly caused by or consisting of unexplained disappearance of information, unexplained or inventory shortage, misfiling or misplacing of information.

13. Terrorism

Any loss occasioned by or happening through or in consequence directly or indirectly of **Terrorism** regardless of any other cause or event contributing concurrently or in any other sequence to the loss

Any loss cost or expense of whatsoever nature directly or indirectly caused by, resulting from or about, any action taken in controlling, preventing, suppressing, or in any way related to **Terrorism**.

In any action, suit, or other proceedings where **we** allege that by reason of the provisions of this Exception any loss is not covered under any Section of this policy the burden of proving that such loss is covered shall be upon the Insured.

14. Wear and Tear

Loss or damage caused by wear and tear or anything which happens gradually.

15. Mould

Any loss caused directly by or consisting of or resulting from mould, mildew, fungus or spores but this shall not exclude such loss not otherwise excluded which itself results from a Defined Peril under Sections 1 and 2, in which case the Insured must report to **us** the existence and cost of the loss as soon as practicable, but no later than six months after the Defined Peril first caused any loss to the Insured during the **Period of Insurance**; **we** shall not indemnify the Insured for loss reported after that six month period.

16. Movable property

Any loss for movable property in the open, fences and gates, caused by wind, rain, hail, sleet, snow, flood, or dust.

17. Use of Heat

We shall not indemnify **You** against liability caused by or arising from the use of any vessel for the heating of asphalt or bitumen, welding or flame-cutting equipment, blow lamps, blow torches or hot air guns by **You** or any **Employee**.

18. 3 metre height limit

We shall not be liable in respect of **Injury** caused by or in connection with any external work undertaken at a height from the ground of more than 3 metres or in connection with any internal work undertaken at a height from the floor of more than 3 metres

Policy Cover

Section 1-Buildings

WE WILL NOT COVER under this Section:

- The **excess** detailed in **Your schedule**
- Wet or dry rot
- Loss or damage due to any gradually occurring cause
- Against any loss arising directly or indirectly in consequence of riot, civil commotion and (except for any loss by fire or explosion) strikers, locked out workers, people engaged in labour disturbances or malicious people in Northern Ireland

Sub-Section 1

WE WILL COVER:

Loss or damage to **buildings** caused by Fire, explosion, lightning or earthquake:

Sub-Section 2

WE WILL COVER:

Loss or damage to **buildings** caused by Smoke

Sub-Section 3

WE WILL COVER:

Loss or damage to **buildings** caused by Riot, civil commotion, strikes, labour or political disturbances

Sub-Section 4

WE WILL COVER:

Loss or damage to **buildings** caused by Malicious Acts.

WE WILL NOT COVER :

Loss or damage caused :

- While the **property** is **unoccupied**

Sub-Section 5

WE WILL COVER:

Loss or damage to **buildings** caused by: Storm or flood.

WE WILL NOT COVER :

Loss or damage :

- Caused by frost
- To gates, hedges and fences
- Caused by a rise in the water table or other gradually occurring cause

Sub-Section 6

WE WILL COVER:

Loss or damage to **buildings** caused by:

- (a) Water escaping from any fixed domestic water or heating installation, washing machine, dishwasher, refrigerator, freezer or fixed fish tank
- (b) Oil escaping from any fixed domestic heating installation.

WE WILL NOT COVER :

Loss or damage caused while the **property** is **unoccupied**

Sub-Section 7

WE WILL COVER:

Theft or attempted theft, following forcible and violent entry to or from the **property**.

WE WILL NOT COVER :

Loss or damage caused:

- By people lawfully on the **premises**
- While the **property** is **unoccupied**

Sub-Section 8

WE WILL COVER:

Collision by:

- (a) Aircraft or other aerial devices or items dropped from them.
- (b) Vehicles, trains or animals.

WE WILL NOT COVER :

- Loss or damage caused by pets and livestock

Sub-Section 9

WE WILL COVER :

Loss or damage to **buildings** caused by:

- (a) Falling aerials (including satellite dishes) their fittings and masts.
- (b) Falling trees or branches.

We will also pay the cost of removing them if they have caused damage insured by this section to the **buildings**.

Sub-Section 10

WE WILL COVER :

Loss or damage to **buildings** caused by:

Subsidence or ground heave of the site that the **buildings** stand on or landslip.

WE WILL NOT COVER :

The **excess** detailed in **Your schedule**

Damage caused by or resulting from:

- Coastal or river erosion
- Faulty design, workmanship or the use of defective materials
- Demolition, structural changes or repair to the **buildings**
- The movement of solid floor slabs unless the foundations beneath the external walls of the **property** are damaged at the same time and by the same cause
- The bedding down of new structures, settlement, shrinkage or expansion
- The action of chemicals or chemical reaction

Damage:

- To walls, gates, fences, paths, drives, terraces, patios, swimming pools, tennis courts, cesspits, septic tanks, central heating fuel tanks unless the **property** is damaged at the same time and by the same cause
- For which compensation is provided by the National House Building Council Scheme, or other similar guarantee

Sub-Section 11

WE WILL COVER :

Loss or damage to **buildings** caused by frost damage to interior fixed domestic water or heating installations in the **property**.

WE WILL NOT COVER :

Loss or damage caused while the **property** is **unoccupied**

Sub-Section 12

WE WILL COVER :

Loss or damage to Glass, Sanitary Ware and Ceramic Hobs Accidental breakage of ceramic hobs in fixed appliances if fitted, fixed glass and sanitary ware all forming part of the **property**.

WE WILL NOT COVER :
Breakage caused while the **property** is **unoccupied**

Sub-Section 13

WE WILL COVER :

- Loss or damage to Cables, Pipes and Tanks
- **Accidental damage** for which **You** are legally responsible to any cables, underground service pipes, drains or underground tanks servicing the **property**.

WE WILL NOT COVER :

- The cost of cleaning blocked drains unless the blockage is caused by damage to the fabric of the drains insured by this section
- Damage caused to pitch fibre drains and by any inherent defect in the design, construction or installation of the drains

Sub-Section 14

WE WILL COVER :

Trace and Access following damage insured by sub-section 6 **we** will also pay the costs **You** incur in locating the source of the damage up to £2,500 for any one claim

WE WILL NOT COVER :

- Any amount in excess of £25,000 in any one **Period of Insurance**

Sub-Section 15

WE WILL COVER :

Extra Costs, following damage covered by this section and with **our** consent **we** will pay:

- the costs of complying with any government or local authority requirement
- fees to architects, surveyors and consulting engineers
- legal fees
- the cost of clearing the site and making it and the **property** safe.

WE WILL NOT COVER :

- Costs or fees for preparing and handling a claim under this section
- Costs of complying with requirements that **You** were given notice of before the damage occurred
- Costs for undamaged parts of the **buildings** except the foundations of the damaged parts

Sub-Section 16

WE WILL COVER :

- rent (including ground rent, management charges, professional accountants fees and legal fees) **You** should pay or should have received but have lost
- cost of reasonable alternative accommodation and temporary storage of residents furniture
- costs of reasonable accommodation in kennels or catteries for residents dogs or cats

while **Your Flat** or **Property** is unfit to live in as a result of Damage insured by this Policy or access to **Your Flat** or **Property** is denied as a result of

- I. Damage insured by this Policy
- II. Damage to the property in the vicinity of the Flat or Property
- III. Occurrence of legionellosis at the Flat or Property on the order of a competent public authority
- IV. The actions or advice of a competent Public Authority due to an emergency likely to endanger life or property in the vicinity of the Flat or Property
- V. Damage at the **premises** of **Your** Managing Agents

WE WILL NOT COVER :

- Any amount in excess of 30% of the Buildings Sum Insured

but in respect of each individual Flat or Property the payment made may be adjusted according to the percentage contribution made by each Flat or Property towards the total management charges and/or ground rent of the Block of Flats or housing development

Sub-Section 17

WE WILL COVER:

Moving **property**.

If **You** are selling the **property** we will insure the buyer under this section between the date of exchange of contracts, or conclusion of missives, and the completion date unless the buyer has arranged his own insurance.

In order for this cover to apply, formal completion must have taken place. **You** and the buyer must keep to the terms and conditions of this policy.

Sub-Section 18

WE WILL COVER:

Emergency Access/Landscape Gardens Loss or damage to the **buildings** or landscaped gardens or grounds within **Your premises** caused by a member of the emergency services breaking into the **property** to prevent loss or damage to **Your property**.

The most **we** will pay is £1,000.

Sub-Section 19

WE WILL COVER:

Replacement of Locks

The insurance by this section extends to cover costs incurred as a result of the necessary replacement of locks at the **property** described in the **schedule** following theft of keys from the insured.

The most **we** will pay is £500.

Sub-Section 20

WE WILL COVER:

Unauthorised use of Electricity Gas or Water

The insurance by this section extends to include the cost of metered electricity gas or water for which **You** are legally responsible arising from its unauthorised use by people taking possession or occupying the **property** without **Your** authority.

Provided that **You** shall take all practical steps to end such unauthorised use as soon as it is discovered.

The most **we** will pay is £ 1,000.

Sub- Section 21

WE WILL COVER:

Accidental Damage to the **Buildings**

WE WILL NOT COVER :

Any loss or damage which **we** have indicated that **we** will not cover under sub-section 1 to 13 of this section

Cost of maintenance or routine decoration

Damage occurring while:

- The **property** is **unoccupied**
- The **property** is undergoing demolition, structural changes or structural repair

Damage caused by or arising from:

- Insects, parasites, vermin, fungus or mildew
- Chewing, scratching, tearing or fouling by pets
- Atmospheric or climatic conditions or frost (except as covered by sub-section 11)
- Changes, repair, maintenance, cleaning, restoration, dismantling, renovation or breakdown
- Faulty design or workmanship or the use of faulty materials
- Structural movement, settlement, shrinkage

Policy Cover

Section 2 – Property Owners' Liability

WE WILL COVER:

Property Owners' Liability

We will indemnify **You** for **Your** legal liability:

(a) as owner but not occupier of the **buildings** and their land

or

(b) resulting from **Your** previous ownership of any private property under Section 3 Defective Premises Act 1972

For damages, costs and expenses following an accident during the **Period of Insurance** someone suffers bodily **Injury** or their **property** is damaged.

The most **we** will cover any claim or claims arising from one event is the limit of indemnity specified in **Your schedule**, plus costs agreed by **us** in writing.

WE WILL NOT COVER :

Liability arising directly or indirectly from:

- Any contract or agreement that says **You** or a member of **Your** family are liable for something which **You** or they would not otherwise have been liable for
- The occupation of the **buildings**
- Any business or professional use of the **buildings** other than in **Your** capacity as owner of the **property**
- any loss caused by or contributed to by, or arising from, or occasioned by or resulting from riot or civil commotion

Liability for:

- Bodily **Injury** to **You** or to a person employed by **You**
- **Property** belonging to **You** or for which **You** are responsible
- Any act, error, or omission, in the provision for a fee of any advice, design services, instructions, or specification

Policy Cover

Section 3 – Employers' Liability

WE WILL COVER:

Employers' Liability

We will in the event of **Injury** sustained by an **Employee** arising out of and in the course of the employment or engagement of such person by the Insured in connection with the Business and caused within the **Territorial Limits** during the **Period of Insurance** indemnify **You** against legal liability for damages and claimant's costs and expenses in respect of such **Injury** and other costs and expenses incurred with **Our** written consent

If the **Insured** comprises more than one party (which term in the case of a partnership includes each individual partner) **We** will indemnify each in the terms of this Section against liability incurred to the other as if such other was not included as an **Insured**

We will in addition pay solicitors' fees for representation at any Coroners' Inquest or fatal inquiry or Court of Summary Jurisdiction in respect of any event which may be the subject of indemnity under this Section

Indemnity to Other Persons

We will indemnify in the terms of this Section

- If **You** so request any partner director or **Employee** in respect of liability for which **You** would have been entitled to indemnity if the claim had been made against him
- The legal personal representatives of any person entitled to indemnity under this Section in respect of liability incurred by that person

Additional Cover

We will indemnify **You** or at **Your** request any partner director or **Employee** of **Yours** against legal costs and expenses incurred in the defence of any criminal proceedings brought for a breach of the Health and Safety at Work Act 1974 or Health and Safety at Work (Northern Ireland) Order 1978 committed or alleged to have been committed during the **Period of Insurance** including legal costs and expenses incurred with **Our** consent in an appeal against conviction arising from such proceedings provided that **We** shall not be liable for the payment of fines and penalties

Limit of Liability

£10,000,000 in respect of any claim or numbers of claims arising out of one cause for **Injury** to **Employees**

Special Condition

Other Insurances

If the liability which is the subject of a claim under this Section is or would but for the existence of this Section be insured under any other insurance **We** shall not be liable under this Section except to the extent of any excess beyond the amount payable under such other insurance had this Section not been effected

Rights of Recovery

The indemnity granted by this Section is deemed to be in accordance with the provisions of any law enacted in the **Territorial Limits** relating to the compulsory insurance of liability to **Employees** but **You** shall repay to **Us** all sums paid by **Us** which **We** would not have been liable to pay but for the provisions of such law

WE WILL NOT COVER

- **Injury** arising in connection with work on offshore installations or transit thereto or therefrom
- **Injury** arising when the **Employee** is
 - (i) Carried in or upon a vehicle
 - (ii) Entering or getting on to or alighting from a vehicleIn circumstances where any road traffic legislation requires insurance or security

Policy Cover

Section 4 – Terrorism

WE WILL COVER:

The Insurance provided by Section 1 is extended by this Section to include any loss directly caused by an Act of Terrorism occurring during the Period of Insurance at the Premises but only in England Wales and Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987 nor the Isle of Man nor the Channel Islands, subject to all the terms, Exceptions and Conditions of this Policy.

The Company's Limit of Liability under this Section in any Period of Insurance will not exceed the relevant Limit of Liability under Section 1.

How to make a claim

If You wish to make a claim please contact:

Cunningham Lindsey, PO BOX 76, Cardiff, CF11 1JX.

Alternatively, contact Cunningham Lindsey on;

Email : aroclaims@cl-uk.com

Telephone: 0845 600 3174

All other communications with the Claims Manager shall be sent by email to:
aroclaims@cl-uk.com

or by post or by hand to Cunningham Lindsey at the above address.

The Claims Manager will also be available on 0845 600 3174

Immediately tell the Police following loss or damage by theft, attempted theft, malicious damage, violent disorder, riots or civil commotion and obtain the Crime Reference Number

Please also refer to "**Conditions**" on page 8-9 and "**How we settle Your claim**" on pages 26.

How we settle Your claim

This section details how **we** settle claims under **Your** policy. The most **we** will cover any one claim is the amount shown in **Your** policy **schedule** unless a more specific limit applies.

We will take off the **excess** from the amount **we** agree to settle **Your** claim. The **excess** will apply to each separate incident.

Remember, no policy covers everything. **We** do not cover certain things such as wear and tear and maintenance. The things which are not covered by **Your** policy are stated:

- In the Conditions on pages 9-10.
- In the Exceptions on pages 11-13.
- Under what WE WILL NOT COVER for each Section and Sub-section on pages 14-23.

It is important to make sure that **You** understand the conditions and exceptions which apply to **Your** policy because if **You** do not meet these conditions, it may affect any claim **You** make.

Section 1: Buildings

As long as the loss or damage is covered under **Your** policy, **we** will decide whether to settle a claim by either rebuilding, repairing or replacing or by making a payment for the damaged part of the **buildings** provided that:

1. Immediately before the incident giving rise to the loss or damage:
 - the **buildings** were in a good state of repair and properly maintained;
 - the sum insured shown in **Your** policy **schedule** was sufficient to allow for the full cost of rebuilding the **buildings** in a new condition similar in size, form and style, including the Extra Costs as set out in Section 1 sub-section 15.

2. The reinstatement or repair is carried out without delay.

If repair or rebuilding is not carried out, **We** will pay the amount by which the **property** has gone down in value as a result of the damage or the estimated cost of repair, whichever is lower.

The most **we** will pay for each incident of loss or damage is the **buildings** sum insured or any other limit shown in **Your schedule** or in the policy.

We will not cover the cost of replacing any undamaged item or part of an item solely because it forms part of a set, suite or one of a number of items of similar nature or design.

We will automatically reinstate the policy limits following payment of a claim, provided that all replacement or repair work is completed and any recommendations **we** make to prevent further loss or damage are carried out without delay.

Underinsurance

If at the time of damage

- a) Under section 1 the Declared Value for Buildings is less than the Reinstatement cost at inception of the **Period of Insurance** including
 - I. the additional cost of reinstatement to comply with European and Public authority requirements
 - II. architects', surveyors', consulting engineers' and legal fees
 - III. debris removal costs

the amount shall be proportionately reduced