

# Local Authority Property Owners

## Summary of cover

This is a summary of the significant features, benefits and limitations of the cover provided to occupiers by Zurich Municipal's Select Property Owners policy. The full terms, conditions or exclusions are shown in the Policy Document, which can be obtained from Zurich Municipal.

<b>Policy Number</b>	F-19H061-0291			
<b>Insurer</b>	Zurich Municipal			
<b>Policyholder</b>	Basildon Borough Council			
<b>Period of Insurance</b>	<b>From</b>	01 August 2022	<b>To</b>	31 July 2023

### Type of insurance and cover

The Policy provides indemnity against the following events: Fire, Lightning, Explosion, Aircraft, Riot and Civil Commotion, Malicious Persons, Earthquake, Storm, Flood, Escape of Water, Impact Own Vehicle, Sprinkler Leakage, Theft, Subsidence, Ground Heave and Landslip, Accidental Damage.

### Significant features and benefits

1. Additional costs incurred to comply with government or local authority requirements.
2. Professional fees (where provision included in sum insured).
3. Removal of debris. (where provision included in sum insured).
4. Contracting Purchaser's Interest.
5. Capital Additions (Buildings) - Limit £2,500,000.
6. Drains and Gutters.
7. Tenants Subrogation Waiver.
8. Trace and Access - Limit £25,000.
9. Loss of rent (where specified).

### Significant or unusual exclusions or limitations

#### 1. Excess

- The first £250 excess applies each and every loss in respect of Riot and Civil Commotion, Malicious Persons, Storm, Flood, Escape of Water, Impact Own Vehicle, Theft, Accidental Damage.
- Nil excess applies in respect of Fire, Lightning, Explosion, Aircraft, Earthquake, Sprinkler Leakage.
- The first £1,000 excess applies each and every loss in respect of Subsidence, Ground Heave or Landslip.

#### 2. Storm or Flood (where cover selected)

- Damage caused by escape of water, frost, subsidence, ground heave or landslip.
- Damage to movable property in the open, fences and gates.
- Damage attributable to change in the water table level.

### 3. Escape of Water (*where cover selected*)

- Damage or Consequential Loss caused by an automatic sprinkler installation.
- Any building that is unoccupied.

### 4. Theft (*where cover selected*)

- Not involving forcible and violent entry or exit.
- By any person lawfully on the premises.
- Property loss due to fraud, trick or false pretence.
- Fixtures, fitting and property in the open.

### 5. Subsidence, Ground Heave and Landslip (*where cover selected*)

- Damage to yards, car parks, roads, pavements, walls, gates and fences unless also affecting an insured Building.
- Damage to or resulting from normal bedding down of new structures.
- The settlement or movement of made up ground.
- Coastal or river erosion.
- Defective design or workmanship or the use of defective materials.
- Damage attributable to change in the water change level.

### 6. Limit of Liability (by endorsement)

- £15,000,000.

### 7. General Insurance Exclusions

Loss or damage caused by:

- Radiation.
- War Risks or Government or Public Authority Order.
- Sonic Bangs.
- Pollution.
- Terrorism.
- Communicable Diseases.

### Other interests

The Policy contains a blanket admission of interest clause, applicable where the Policyholder so intends. This will apply in respect of interests such as that of shared owner, freeholder, building society or mortgagee, with the nature of such interest to be disclosed in the event of loss.


### How to make a claim

If you need to make a claim, the following contact details are supplied for your assistance

 <https://propertyclaims.zurich.co.uk/link/portal/publicsector>

Scan the QR code below:



 0800 028 0336

 [farnboroughpropertyclaims@uk.zurich.com](mailto:farnboroughpropertyclaims@uk.zurich.com)

For more information about making a property claim and to see our claims guides, please visit

[www.zurich.co.uk/municipal/make-a-claim/property-insurance-claim](http://www.zurich.co.uk/municipal/make-a-claim/property-insurance-claim)

When you contact us, you will need to tell us your name and address, the place where the loss occurred and what caused the loss or damage.

Tell the police if something has been stolen or maliciously damaged.

We will contact our building services provider to contact you to arrange the necessary repairs, subject to validation that the claim is covered.

If someone is making a claim against you for any injury or damage to their property, you must send us full details as soon as possible. Any letters regarding the claim should be sent to us, unanswered without delay. You should not become involved in correspondence with the other person - you must leave us to deal with the matter on your behalf.

## Insurance Act 2015

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which aims to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Act. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

## Cancellation rights

This policy does not entitle you to a cooling-off period.

## Our complaints procedure

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you.

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich as they will generally be able to provide you with a prompt response to your satisfaction. Contact details will be provided on correspondence that we or our representatives have sent you.

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision. More information about the ombudsman and the type of complaints they can review is available via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You can also contact them as follows:

**Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

**Telephone:** 08000 234567  
(free on mobile phones and landlines)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice

## The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100.

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Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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