



RENOVATION PLAN

STANDARD POLICY

Summary of Cover

ABOUT THIS DOCUMENT

The following summary does not contain the full terms and conditions of the contract which can be found in the policy document, a copy of which is available on request. The summary does not form part of your contract of insurance.

INSURER

This policy has been arranged by Aston Lark Limited on behalf of AXIS Managing Agency Ltd. AXIS Managing Agency Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number 754962). AXIS Managing Agency Ltd is the managing agent of AXIS Syndicate 1686 and 2007 at Lloyd's and subject to the supervision of the Society of Lloyd's. AXIS Managing Agency Ltd is registered at Willkie, Farr & Gallagher (UK) LLP, Citypoint, 1 Ropemaker Street, London EC2Y 9AW (Company Number 08702952).

TYPE OF INSURANCE AND COVER

This insurance provides the following sections:

This insurance only relates to those sections of the insurance which you have requested and are included on the policy schedule.

Buildings* - Section 1 - As defined in the policy and specified in the schedule.
Public Liability - Section 2 - As defined in the policy and specified in the schedule.

BUILDINGS* – Buildings is defined as:

- a) the building(s) situated within the premises named in the schedule, constructed of brick, stone or concrete, Structural Insulated Panels (SIP) or Insulated Concrete Formwork (ICF) and the external surface of the roof constructed of slates, tiles, concrete or asphalt which are for the purposes of this insurance, standard construction.
- b) interior decorations, fixtures, fittings and unfitted items which have been incorporated or are awaiting incorporation into the building(s), which are kept within the building(s).
- c) outbuildings and private garages, swimming pools, tennis courts, walls, gates, fences, drives, paved patios and terraces.
- d) unfixed and fixed materials for use in connection with temporary or permanent works being carried out on the property fixed to, delivered to, placed on or adjacent to the site of the property insured including solar panels, wind turbines and domestic fuel tanks
- e) secure steel containers used for storage for which you are responsible.
- f) site huts and caravans if applied by endorsement

Based on the option you have requested cover is provided for loss or damage caused by:

FIRE, LIGHTNING, EXPLOSION, EARTHQUAKE, AIRCRAFT or articles dropped therefrom.

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS

Your Duties

- ❖ You must ensure that all work has been, and will be carried out in compliance with planning permission, consents and regulations required by all relevant authorities.
- ❖ You must notify us, via Aston Lark Limited, if works cease, or if there is a break or delay in the contract works in excess of thirty (30) consecutive days.
- ❖ As far as possible, you must ensure that the inside of the buildings and surrounding areas are kept clear from all combustibles, including waste and refuse.
- ❖ The premises must be visited for maintenance purposes and all rooms entered, at least once a week by **you** or an authorised adult.
- ❖ You must take all reasonable care to prevent loss or damage, accident, bodily injury, or legal proceedings. If legal proceedings are underway, you must tell us (See 'Making a Claim' section) without delay and take all reasonable steps to reduce the costs of these proceedings.
- ❖ You must take all reasonable steps to prevent any accidents and rectify any defects that may pose a danger to life or property as soon as reasonably possible.
- ❖ You must ensure that all forms of protection provided for the security of the premises, including all locks, are kept in working order and are put into operation whenever the premises are left unattended. If you do not comply with this, we will not pay a claim for loss or damage resulting from illegal entry or exit.
- ❖ You must have confirmed that the contractor(s) undertaking the works at premises have an in-force Public Liability policy for the duration of the works, providing a limit of liability of at least £2,000,000.

If you fail to comply with any of the above duties, it may affect any claim **you** make or could result in your insurance being invalid.

General Conditions

Cover is only available where the works to be undertaken are of a minor nature i.e. excluding substantial demolition, water diversion and major excavations such as basement works.

You are responsible for paying the first part of each claim as follows:

- Buildings - £250 unless otherwise stated on the policy schedule
- Public Liability - £500 unless otherwise stated on the policy schedule

In the event of total destruction, Insurers will rebuild to the property to the condition it was in prior to the loss occurring. In the event that planning authority cannot be obtained we have the option to:

- rebuild in accordance with such planning permission as can be obtained up to the sum insured shown on the schedule after deduction of the policy excess.
- pay in cash 80% of the sum insured shown in the schedule without deduction of the policy excess.

Contractors undertaking works at the Insured premises must have a minimum of £2,000,000 indemnity under an in-force Public Liability policy for the duration of the works. The onus of establishing the existence of such insurance rests entirely on **you**. If **you** fail to comply with this condition, this insurance will become invalid in respect of loss or damage resulting from the negligence of contractors

PERIOD OF INSURANCE

The insurance is offered on a contract period suitable to what level of cover is chosen. The insurance may be extended for any period length, if necessary due to delays on the completion date, extensions will be subject to the terms and conditions that apply at the time and will maintain your Demands and Needs set out at inception.

CANCELLATION

Your right to change your mind

You may cancel the insurance, without giving reason, by contacting Aston Lark Limited. You will be entitled to a pro-rata refund of premium, provided no claim has been made during the current period of insurance. For example, if you have been covered for six months, the deduction for the time **you** have been covered will be half of the annual premium.

Our right to cancel

We may cancel the insurance by sending you 14 days' notice to your last known address and the premium will be adjusted on the basis of us receiving or retaining pro-rata premium (As described above). We will only cancel this policy for a valid reason. Valid reasons include, but are not limited to:

- where we have been unable to collect a premium payment and you have not corrected this within the agreed timescale;
- where you are required in accordance with the terms of this policy to co-operate with us, or send us information or documentation and you fail to do so in a way that adversely affects our ability to process a claim or to defend our interests. In this case we may issue a cancellation letter and will cancel your policy if you fail to co-operate with us or provide the required information or documentation which we have requested by the end of the cancellation notice period;
- where there is a reasonable suspicion of fraudulent activity; or
- the use of threatening or abusive behaviour or language, or intimidation or bullying of staff or suppliers by you.

CLAIMS

When there is a claim or possible claim, you must advise Aston Lark Limited, Key House, Burnham Business Park, Burnham-on-Crouch, Essex, CM0 8TE as soon as possible.

You will be asked to complete a claim form. For loss or damage claims, you must give us (at your own expense) any documents, information and evidence we need. We will only request information in relation to your claim. You must also tell the police without delay if the loss is caused by riot, malicious acts, theft or any attempted theft.

You must take all reasonable steps to recover any lost or stolen property and to prevent any further loss or damage.

For liability claims, you must send us any statement of claim, legal process or other communication (without answering them) as soon as you receive it. Do not discuss, negotiate, pay, settle, admit or deny any claim without **our** written permission.

COMPLAINTS PROCEDURE

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 wish to make a complaint about your insurance policy, please contact us at:

Aston Lark Limited
Key House
Burnham Business Park
Burnham-on-Crouch
Essex CM0 8TE
Tel: 01621 784840
E-mail: info@renovationplan.co.uk

If **you** wish to make a complaint about a claim, please contact the claims administrator at:

Adjusting Associates LLP
Unit 2, Sovereign Court
Sterling Drive
Llantrisant
Rhondda Cynon Taff
CF72 8LX

Telephone: 01443 229513
Facsimile: 01443 229995
Email: claims@adjustingassociates.com

Alternatively, you can refer your complaint to the Complaints team at Lloyd's at any time:

Complaints
Lloyd's
One Lime Street
London
EC3M 7HA
Tel: 020 7327 5693
Fax: 020 7327 5225
E-mail: complaints@lloyds.com
Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help", which is available from www.lloyds.com/complaints. You can also ask Lloyd's for a copy of this leaflet using the contact details shown above.

If you are dissatisfied with the outcome of your complaint, you may have the right to refer your complaint to an alternative dispute resolution body.

If you live in the United Kingdom or the Isle of Man, the contact information is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 (calls to this number are free from "fixed lines" in the UK)

Tel: 0300 123 9123 (calls to this number cost the same as 01 and 02 numbers on mobile phone tariffs in the UK)

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

Website: www.financial-ombudsman.org.uk

If you live in the Channel Islands, the contact information is:

Channel Islands Financial Ombudsman
PO Box 114
Jersey
Channel Islands
JE4 9QG.

Tel: Jersey +44 (0)1534 748610; Guernsey +44 (0)1481 722218; International +44 1534 748610.

Fax +44 1534 747629

Email: enquiries@ci-fo.org

Website: www.ci-fo.org

If you purchased this insurance online you can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: <http://ec.europa.eu/odr>

COMPENSATION

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet **our** liabilities under this insurance. This depends on the type of business and the circumstances of the claim.

If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: www.fscs.org.uk.

LANGUAGE AND LAW APPLICABLE TO THE INSURANCE

This insurance is written in English and all communications about it will be in English. Unless we have agreed otherwise with you, this contract is governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.