



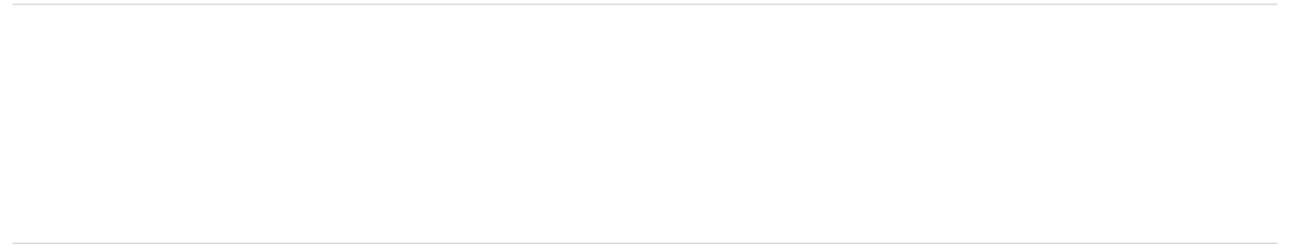
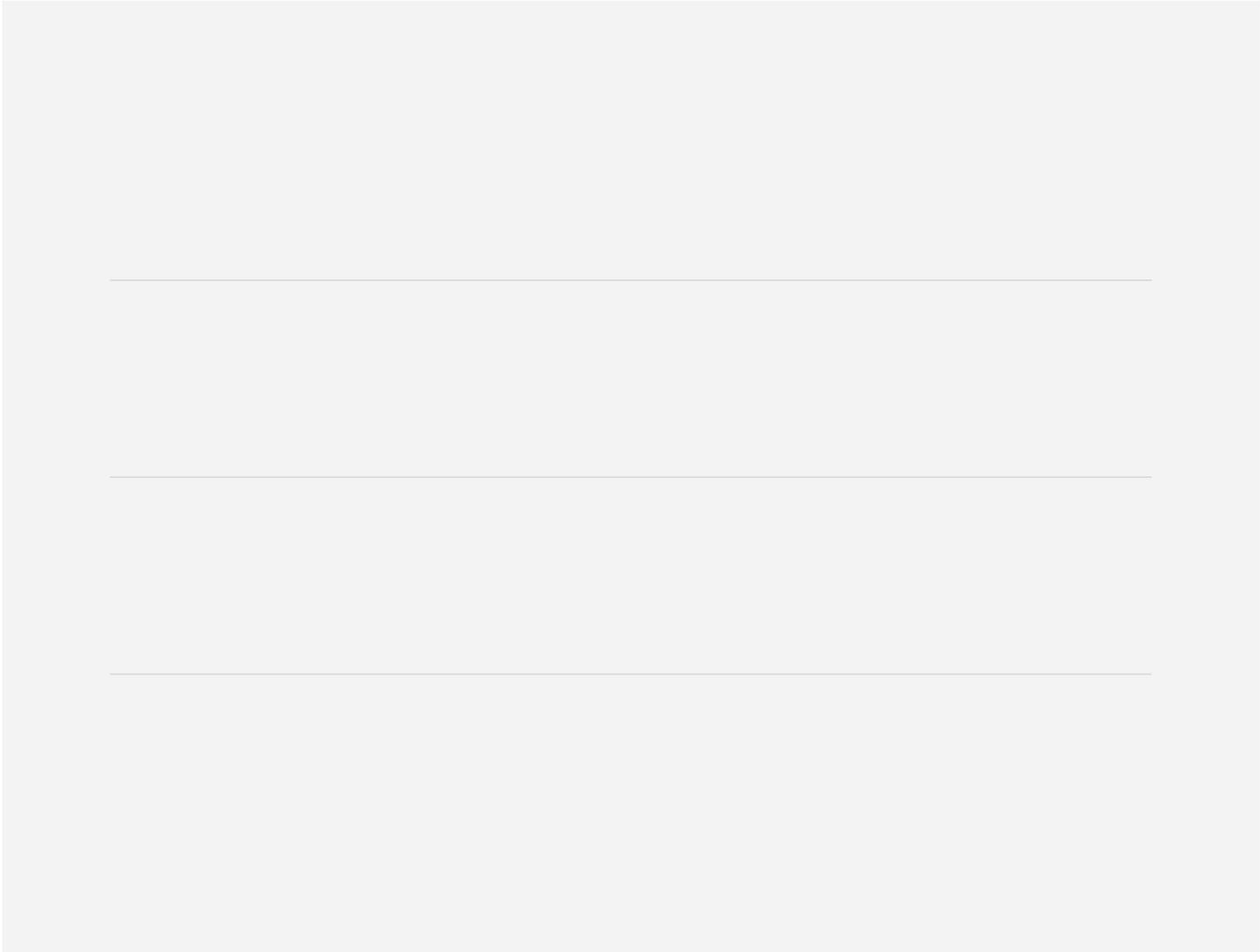
# Residential Properties Insurance

Flexible cover designed to protect the assets and interests of UK property owners



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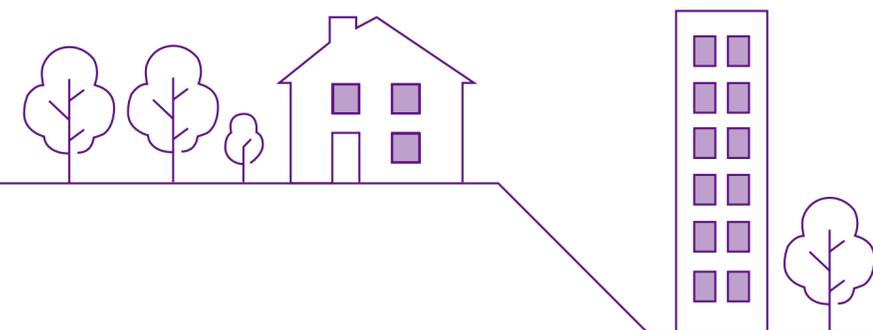


# Why Residential Property insurance?

Having adequate insurance is vital to protect residential property owners' investments and safeguard their financial future should an unpredictable event occur such as vandalism, fire or flood.

A conventional homeowner's policy typically won't cover a rental property and, if the landlord has a mortgage on the property, the lender is likely to require commercial insurance before it can be let to tenants. If a property owner is relying on rental income to cover borrowing expenses, how will they afford to cover any periods for loss of rent if the accommodation becomes uninhabitable or a tenant defaults?

Other unforeseen situations can also expose landlords to liability, such as a tenant or their guests causing accidental or malicious damage, or a renter or visitor getting injured in or around the property. A tailored package of Residential Properties insurance will provide cover for the common risks of renting out properties, and help owners to achieve financial security and success from their investments.



# Residential Properties insurance from RSA

Our Residential Properties insurance has been designed by our in-house property experts to meet the needs of commercial customers looking to insure residential dwellings let for income – from a single house or block of flats to an entire portfolio of UK properties.

Choose from a pre-packaged product that you can put in place swiftly and simply online, or we can tailor cover to your client's unique needs by combining any of the following elements:



**Buildings insurance** – to cover the cost of rebuilding or repairing the structure if the building is damaged or destroyed.



**Communal Contents insurance** – to cover the value of contents in multiple occupancy accommodation such as a block of flats.



**Loss of Rent insurance** – should the property be damaged and unfit for tenants to live in for a period of time.



**Alternative Accommodation insurance** – to cover the cost of rehousing tenants if the property becomes uninhabitable.



**Public Liability insurance** – to protect residential property owners against claims where they are legally liable due to accidental injury to another person or accidental damage in or about the property.

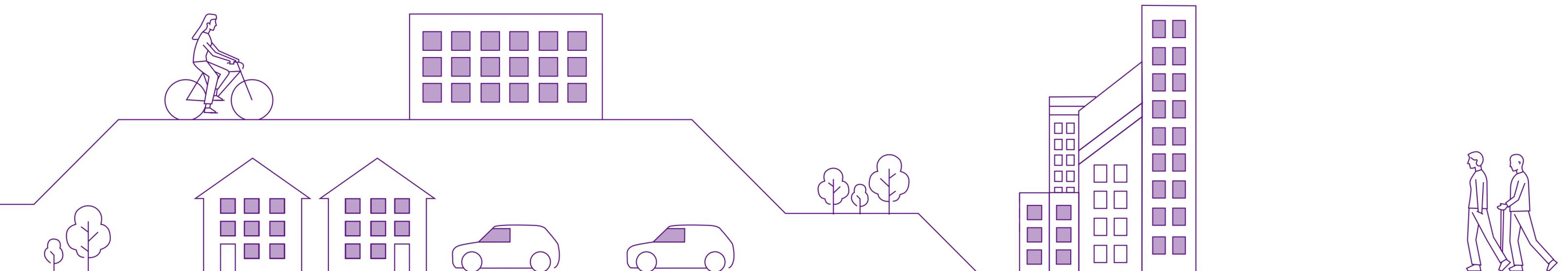


**Employers' Liability insurance** – to cover any staff employed by the landlord.



**Legal Expenses** – for disputes in relation to contractual, residential and employment matters.

**...plus much more.**



## Why choose RSA for your residential property clients?

For risk features that fall within our standard parameters, our online platform enables swift 'straight-through trading' of our Residential Properties product. This includes portfolios of up to 20 properties, covering up to £2.5 million in value on blocks of flats and £1.5million on a single house.

For more complex requirements or risk profiles, you can trade manually with our expert underwriting team. You will have access to a specialist underwriter in your region with vast local knowledge of the commercial property sector. They will work closely with you to deliver a speedy, solutions-focused approach and tailor the appropriate level of cover for your individual client's needs – nothing more, nothing less – all in one easy-to-manage package.



# Our cover

With a flexible range of covers available, we can tailor a package to meet the needs of your client.

- Alternative Accommodation, Rent or Maintenance cover
- Public Liability
- Unoccupancy
- Communal Contents
- Accidental Damage
- Replacement Locks following theft of keys
- Trace and Access of water leak
- Emergency Assistance
- Employers' Liability
- Legal Expenses - contractual, residential and employment
- Malicious Damage and Theft by tenants
- Loss of Gas, Oil, and Metered Water
- Optional cover

## Traded regionally



- Up to 33% of the building's declared value with an indemnity period ending once the property is habitable
- Up to £10 m  
Indemnity limits of £2m, £5m and £10m available
- Perils restricted after 45 days only if the whole property is unoccupied
- £20,000
- Full value of sum insured
- Up to £1,000
- Up to £5,000
- Up to £150
- Up to £10m
- Up to £50,000
- Not available
- Up to £5,000
- Available for Subsidence, Employers' Liability, Loss of Rent & Contents

## Traded online



- Up to 30% of the building's declared value with a 36 month indemnity period
- Up to £10m  
Indemnity limits of £2m, £5m and £10m available
- Perils restricted after 45 days only if the whole property is unoccupied
- Optional extra
- Optional extra
- Up to £5,000
- Up to £50,000
- Not available
- Optional extra
- Not available
- Full value of sum insured
- Up to £25,000
- Available for Employers' Liability, Contents, Accidental Damage and Subsidence

# Our Residential Properties risk appetite

## Our target customers

Our Residential Properties policy is designed to be competitive for:



**Purpose-built blocks of flats**



**Converted blocks – 3 years post-conversion**



**Low-rise properties**



**Mixed portfolios of the above**



**Non-combustible construction**



**Professional lets**

## Positive risk features



We have a particular appetite for the following positive risk features:

- Post-1960s build
- Standard construction including concrete floors
- Over three years old and up to 10 storeys in height
- Professional lets
- Majority occupied
- Low flood and subsidence exposure
- Well-managed (on-site personnel, maintenance, caretaker)
- Robust security (electronic entry, 24-hour concierge, alarms), and moderate values for fixtures and fittings

As part of a portfolio of residential property we will consider:

- Private dwellings (minimum 3 properties per policy when traded manually)
- Mixed demographic tenants
- Commercial elements within the block (e.g. retail units to ground floors)
- Grade II listed properties
- Properties located in high or extreme flood and subsidence areas
- Luxury properties
- High-rise properties

## Negative risk features



The following risks sit outside our appetite:

- Blocks with combustible cladding
- Newly-built blocks of flats (under 3 years old)
- Recent conversions (less than 3 years ago)
- Student accommodation
- Social housing and housing associations
- Holiday lets
- 100% unoccupied blocks or blocks undergoing refurbishment
- Asylum-seeking tenants
- Bedsits
- Country mansions and converted country mansions
- Grade I listed properties

# Speedy, streamlined property claims

We understand the impact a property claim can have on your client's business. That's why our dedicated team will provide a fast and efficient claims service to get people and businesses back on track as quickly as possible.

All property claims with a value up to £5,000 will be handled via our Express model. On receipt of an Express claim presentation, we will process your claim within 24 hours. If we receive certain key pieces of information by 12 noon, we will process your claim the very same day. Should further information be required, we offer the same 24-hour guarantee to contact you or, with your permission, your client directly. Your settlement payment will be issued within 24 hours.

## E-FNOL: our Electronic First Notification Of Loss claims portal

Built by brokers, for brokers, our e-FNOL portal allows you to submit commercial FNOLs digitally on behalf of clients as a convenient alternative to telephone and email.

Our portal simplifies the claim reporting process and is available to all brokers whose commercial clients (predominately shops, offices, factories and let property policies) have been affected by perils such as weather, theft, accidental damage and escape of water.

Our claims proposition has been designed to eliminate stress and harness the right experts to process a claim as quickly as possible.



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# Mitigating Risk

We offer a wide range of risk control guides to help safeguard your clients' businesses and interests. From fire safety to escape of water, you can help your clients put in place a comprehensive risk mitigation programme by supplying them with a wide range of content created by our risk experts.

## Top 5 risks landlords face

By analysing our own claims data, we've identified the **top 5 risks landlords face** and how to provide the best protection for their properties.



# How to trade with us

## Manual trading with regional expertise

With a dedicated Residential Property underwriter in each of our regional offices, you'll benefit from access to our knowledgeable people who are intimately familiar with the dynamics of local property markets and risks.



## E-trading makes it easy to do business with RSA

We've designed our e-traded Properties product specifically for property owners who own and let residential premises for long-term rental income – from a single house to a portfolio of up to 20 properties - providing great standard cover and an enhanced choice of options. We will cover up to £2.5 million in value on blocks of flats and £1.5 million on a single house.

E-trading via RSA Online enables you to quote and buy, amend and renew a policy, process renewals and access all relevant documentation quickly and efficiently, all in one place.

You'll also benefit from the convenience of Live Chat so you can speak directly to an underwriter during business hours to get your query solved within minutes – no waiting around for a call-back or email.