

SUMMARY OF COVER

Stevenage Borough Council

PROTECTOR
insurance



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Summary of Cover

This document provides you with a summary of the Property Section of the policy arranged for and issued to Stevenage Borough Council in respect of cover provided to "Right to Buy" leaseholders by the Protector Insurance Public Sector Property policy. It is intended for information only as evidence of insurance cover and does not form part of the policy. The full terms, conditions or exclusions are shown in the Policy Document, which can be obtained from Stevenage Borough Council.

Policy Number:	3322945
Policy Holder:	Stevenage Borough Council and Leaseholders (for their respective rights and interests)
Period of Insurance:	01/10/2024 – 30/09/2025
Insured Premises:	Any residential property in where the Local Authority has sold a leasehold or shared ownership interest and which we have accepted the risk. The terms of the policy apply separately to each property as though each had been insured by a separate policy
Insured Risks and Excess:	General Excess - £Nil Subsidence - £1,000 These apply to each insured property for each and every loss. For full details of policy cover and all terms and conditions, please refer to the Public Sector Property policy document.
Terrorism	Not Included

This summary does not form part of your insurance contract.

The policy includes the interest of the freeholder, head lessee, the owner or lessee of each property, shared owners, leaseholders, mortgagees, or other interested parties, including Mortgage Lender, in each individual building which has been declared to insurers and is covered by this insurance is noted.

PROTECTOR INSURANCE is the UK permanent establishment of an overseas Public Limited Company, company No. FC033034. We are a Prudential Regulation Authority and Financial Conduct Authority authorised third country branch of an EEA firm, FCA financial services register number: 602381. Registered Office: 7th floor, 3 Hardman Street, Manchester, M3 3HF.

For more information about how Protector Insurance is processing personal data please refer to our Privacy Policy: www.protectorinsurance.co.uk/privacy-policy/

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

Buildings Section

The structure of the house, bungalow, flat, apartment, block of flats or commercial property owned by you, or for which you are legally responsible which has been declared to us and which we have accepted under this insurance including

- Fixture and Fittings
- Car parks, yards etc.
- Annexes/Outbuildings

The Policy provides cover in respect of accidental Loss or Damage caused to the Buildings unless excluded elsewhere in the wording.

For example, damage caused by the following causes will be covered:

means fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, subsidence, escape of water from any tank, apparatus or pipe or impact by any vehicle or animal.

SOME POLICY EXCLUSIONS TO THE BUILDINGS SECTION INCLUDE:

- Damage or loss from theft without any force/violence.
- Inherent vice, defects, gradual deterioration, corrosion
- Leaseholders' contents in the properties
- Damage from escape of water, malicious persons, freezing, breakage of glass or theft in a property left unoccupied for more than 30 days.

SOME POLICY EXTENSIONS TO THE BUILDINGS SECTION INCLUDE:

- Damage to the property caused by the forced entry of the Emergency Services for the purpose of safeguarding human life or costs charged by a public authority for fighting fires.
- Loss of keys where they are lost or stolen from the premises.
- Costs to locate the source of any damage caused to the building by leaks from fixed water pipes or the heating system. You must have the insurers written permission.

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How to Report a Claim

Claims are to be notified as soon as possible, with full details to be provided within 30 days of the claim (7 days in respect of riot or malicious damage) including supporting evidence in writing.

The Police must be notified as soon as possible in the event of theft or malicious damage.

Claims Route:

1. **Phone:** during office hours 9am-5pm Monday to Friday telephoned through to your dedicated claim line: 0161 274 9077.
2. **Email** via claims@protectorinsurance.co.uk
3. **Online** through our website <https://www.protectorinsurance.co.uk>

For calls made out of office hours, your call will be redirect to the emergency provider, Sedgwick's.

Complaints:

We aim to provide the highest standard of service. If the service we provide does not meet your expectations please contact us and provide the policy/claim number and Insured name to help us deal with your comments.

You can refer your complaint to us via phone on 0161 274 9077 or email: CSM@protectorinsurance.co.uk, or alternatively, you can contact us at the following address: Protector Insurance, 7TH Floor, 3 Hardman Street, Manchester, M3 3HF.

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 provide you with our decision as quickly as possible.

If you are unhappy with our response and you are an eligible complainant you may be entitled to refer it to the Financial Ombudsman Service.

For more information about the ombudsman, eligibility and the types of complaints they deal with, please refer to the Financial Ombudsman Service at: <https://www.financial-ombudsman.org.uk/>

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on 020 7892 7300 or further information is available at www.fscs.org.uk

Cancellation Rights:

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

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