



Flats Leaseholder Policy Information

December 2023

About this document

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us and the policyholder. You can find the full terms and conditions of the product in the policy document by clicking on the link below.

A copy of the Flats Insurance Wording and additional summary of cover for Commercial customers can be found at: [Flats Insurance | Commercial Lines | AXA Connect](#)

You can find other information such as specific additional cover extensions, sums insured, premium and duration of the policy in the schedule.

It is important to recognise that the cover provided has been arranged in accordance with instructions provided to us by an insurance adviser acting on behalf of the person(s), firm, company or organisation responsible for placing this insurance.

If you are unhappy with the insurance cover that has been arranged or anything is unclear, please contact the person responsible for arranging the insurance or the insurance adviser that is named in the schedule.

What type of insurance product is the AXA's Flats Policy?

The Flats Insurance Policy is designed for flat owners and residents of blocks of flats.

Where more than one property is insured and the limit is expressed as all claims in any one period of insurance, the limit applies for the policy, regardless of the number of locations insured.

Where **you** and **your** is referenced in bold, please refer to the following definition for the full explanation of what this means.

Definition of You/Your

The person people or manager on behalf of the individual owners shown in the schedule as the Insured.

We offer cover for:

- Buildings
- Communal contents
- Public liability
- Employers liability
- Terrorism

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Increased limits can be requested by the person responsible for arranging the insurance or the insurance adviser that is named in the schedule however, there may be circumstances where we are unable to increase the limit above the amount shown.

Section 1 - Buildings

Cover offered	Standard cover
Accidental damage, including subsidence subject to certain exclusions	✓ The main perils are fire, lightning, explosion, aircraft, riot, civil commotion, malicious persons, theft, earthquake, storm, flood, escape of water/oil or impact by any road vehicle or animal
Buildings	✓ The cost of repairing or rebuilding the property following damage. The buildings sum insured represents the replacement value of the buildings (including debris removal, architects and surveyors' fees)
Loss of rent and alternative accommodation	✓ The cost of rent (including ground rent and management charges) and alternative accommodation cover up to 20% of the damaged building sum insured if the property cannot be accessed or lived in or access is denied due to damage
Theft of keys	✓ The cost of replacing external door locks following the theft of keys up to £1,000 any one block and up to £25,000 in total during any one period of insurance
Glass	✓ Breakage of fixed glass and sanitaryware

Section 2 - The Contents of Communal Parts

Cover offered	Standard cover
Contents of Communal Parts	✓ The replacement value of Communal Contents following damage up to £20,000 in any one residential building. Cover excludes valuables and works of art valued more than £1,000

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Section 3 - Public liability

Cover offered	Standard cover
Limit of indemnity	✓ Protects you if a third party injures themselves in your Block of Flats up to £5,000,000 any one event
Manslaughter costs	✓ Protects you following a death at your Block of Flats where there is a claim or potential claim against you for damages covered by this section, up to £1,000,000 in any one period of insurance

Section 4 - Employers' Liability

This protects **you** against claims for compensation if an employee is injured or falls ill as a result of working for **you**.

Cover offered	Standard cover
Limit of indemnity	✓ £10,000,000 for any one occurrence
Terrorism	✓ Damages caused by terrorism up to £5,000,000 any one terrorist act

Section 5 - Terrorism

Cover offered	Optional cover
Damage caused by terrorism	✓ The terrorism sum insured will be the same as those showed for Buildings and Rental Income

Key cover restrictions

Failure to comply with these key restrictions could result in **your** claim(s) not being paid and cover being withdrawn. If **you** cannot comply with any of these statements **you** must tell the person responsible for arranging the insurance or the insurance adviser that is named in the schedule.

Applicable to all covers

Where **you** and **your** is referenced in bold below, please refer to the definition on page 1 of this document for the full explanation of what this means.

- The cover that we offer applies to Great Britain, Northern Ireland, the Channel Islands and the Isle of Man. Except in respect of public liability where cover is offered in relation to temporary visits abroad
- **You** must tell us within 30 days about any changes that may affect our assessment of the risk including all changes in tenancy and usage of the property insured
- **You**, or anyone acting for **you**, must not act in a fraudulent way
- **You** must disclose all information relevant to this insurance and not make any statement which is incorrect
- **You** must maintain **your** property at the premises in a good state of repair.

Applicable to Buildings

- Any loss or damage arising from or in connection with a communicable disease will not be covered
- Any loss or damage caused by a cyber act or cyber incident will not be covered
- Any loss or damage which is deliberately caused will not be covered
- **You** must notify us immediately in writing whenever a Block of Flats or Private Dwelling House becomes empty
- Any loss or damage arising from radioactive contamination will not be covered
- Any loss or damage caused by gradual deterioration will not be covered
- Any loss or damage caused to outdoor swimming pools tennis courts paved terraces patios fences, gates and drives caused by storm or flood will not be covered.

Applicable to Public Liability

- Losses caused by the presence of asbestos, its inhalation or ingestion or any attempt to investigate, manage, remove, control or remedy it will not be covered unless cover has been extended, please check the schedule
- Losses arising from cyber act or cyber will not be covered
- Losses relating to false statements and discrimination of any kind will not be covered.

Minimum excesses

Please note that the values stated represent the minimum excess that applies, please check the schedule and policy wording for any variations made to the excess or any other standard excesses that may apply.

Section	Standard excess
Buildings and the contents of communal parts	
(i) Malicious Damage, Storm, Flood, Theft or Accidental Damage	£400
(ii) Escape of Water	£500
(iii) All other losses except Subsidence	£400
Subsidence	£1,500
Public liability	
Property damage	£100

Who we are

Flats Insurance is underwritten by AXA Insurance UK plc, who is authorised by the Prudential Regulation authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This document is available in other formats.

If you would like a Braille, large print or audio version, please contact your insurance adviser.

www.axa.co.uk

