



# Important changes to AXA Residential Let

For all policies renewed on or after the 1st August 2020, we are introducing changes to the AXA Residential Let policy which have been summarised below:

## Changes to Important Advice

### Escape of Water

New paragraph -

It's always a good idea to get your boiler checked and/or serviced by a Gas Safe/Oftec/Hetas certified engineer, depending on your heating system, in plenty of time for winter. This will help prevent boiler failure which could leave you with no heating and/or hot water.

Paragraph re-worded as follows:

in addition, damage can occur due to water leaks caused when the sealant or grout around your bath or shower has worn away or failed. It is important to inspect and maintain your property as damage of this nature is not covered by the policy.

## Changes to Meanings of defined terms

### Vehicles or craft

Point 1

amended to include plant machinery, mini diggers, fork lift trucks,

Point 2

Aircraft amended to include any type of gliders.

Drones amended to include mechanically propelled aerial toys, models or devices.

## Changes to General conditions

### 5 Dual Insurance

Reworded as follows:

If any injury, loss, damage or liability under 'Public liability' or 'Property owner's liability' is covered by any other insurance we will not make any payment. If any other injury, loss, damage or liability is covered by any other insurance then we will not pay more than our share.

### 6 Cancelling your cover

Cancellation outside the statutory period

Additional wording to advise that no refund will be paid if the amount is less than £15.

### Cancellation by us

Valid reasons for us to cancel your policy now includes the following:

- You use threatening or abusive behaviour or language towards our staff or suppliers.

Clarification that we may not provide written notice if we cancel your policy because you have acted in a fraudulent manner



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## Changes to General exclusions

General exclusion 9 reworded to clarify that damage caused gradually is not covered

## Changes to Claims conditions

Fraud

we may cancel your policy amended to:

we may make your policy void from the date of the fraudulent act

## Changes to How we settle claims

Clarification that claims for both buildings and contents will be settled subject to the excess.

## Changes to Buildings standard cover

### Cause 6 - Escape of Water or frost damage

What is not covered now includes the following additional exclusion:

4. Loss or damage caused by failure or lack of sealant and/or grout.

### Cover 19 - Property owner's liability

What is not covered now includes the following additional exclusions:

Any liability which is covered under a more specific policy.

## Changes to Landlord's contents cover

### Cause 6 - Escape of Water or frost damage

What is not covered now includes the following additional exclusion:

3. Loss or damage caused by failure or lack of sealant and/or grout.

### Cover 13 – Public liability

What is not covered now includes the following additional exclusion:

Any liability which is covered under a more specific policy



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