



Rent & Legal Protection: Policy Information

Thank you for taking out Rent & Legal Protection with Alexander & Co. The policy will be taken out on our behalf with our chosen provider, Goodlord.

In this document, you will find more information on the policy itself, along with what the insurance does and doesn't cover, and the eligibility criteria for the insurance to be valid. If you have any questions on any of the below, please don't hesitate to contact a member of our team.

What's covered:

Goodlord Property Let & Rent Protection insurance provides you with access to telephone legal advice, as well as insurance cover for legal costs and expenses should you experience one of the legal problems, or rent arrears, relating to the letting of the property covered by the insurance. This policy covers any insured incident you experience in the United Kingdom of Great Britain and Northern Ireland.

What is insured?

- Rent protection:** payment of rent arrears where your tenant is still inhabiting the property
- Repossession:** regaining possession of the property from the tenant
- Property damage:** disputes relating to the tenant causing damage to the property
- Eviction of squatters:** eviction of someone living in your property without your permission (other than the tenant or ex-tenant)
- Contract disputes:** disputes over buying or hiring in of any goods or services in relation to the property
- Rent recovery:** recovery of rent owed by your tenant where it has been overdue for at least a month
- Helplines and other services:** this includes legal advice and online document drafting

What isn't insured?

- Claims where the appointed lawyer does not believe you will be more likely than not to win your case
 - Costs you incur before it is agreed your claim will be covered
 - Legal problems that started before the date your cover begins
 - Costs which exceed your policy limit of £100,000 for any one claim
 - Fines, penalties, compensation or damages you are ordered to pay by a court or other authority
 - Any matter to do with rent, rate or land tribunals, rent assessment committees or rent officers
 - A dispute with your tenant within 60 days of taking out cover, if the tenancy started more than 7 days before you took out this policy
 - Any claims - other than rent protection claims - reported more than 180 days after the day you should have known about the insured incident
 - Any claims for rent protection that are reported more than 90 days after the date you should have known about the insured incident, and the first month's rent arrears if the rent protection claim is report more than 45 days after the insured incident; or where the rent is not a full month in arrears
 - A dispute with DAS or Goodlord
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How does this compare to other providers?

	goodlord	OTHER COMPETITORS			
EXCESS	Nil	1 month	Nil	1 month	Nil
LEGAL COVER	£100,000	£100,000	£100,000	£100,000	£100,000
PAYMENT AFTER VP	75% for 2 months	50% for 2 months	Nil	50% for 2 months	75% for 2 months
CLAIMS WINDOW (DAYS)	90	31	31	45	45
MAX PAYOUT	Until VP	Until VP	6 months	Until VP	Until VP
CLAIM PROCESS	Automated	Manual	Manual	Manual	Manual
PROPERTY DAMAGE COVER	✓	✗	✗	✗	✗
CONTRACT DISPUTE COVER	✓	✗	✗	✗	✗
AUTO RENEWAL	✓	✗	✗	✗	✗
STANDALONE LEGAL COVER	✓	✗	✗	✗	✗
MONTHLY PRICING	✓	✓	✗	✗	✓

You are not covered for the following:

Choosing your own lawyer:

- The use of your own lawyer. A lawyer or other professional will be appointed to you. You may choose your own lawyer when legal proceedings start or if there is a conflict of interest

Rent protection claims:

- Unless you have obtained satisfactory references for the tenant at the start of the tenancy when seeking repossession of the property
- Claims which exceed a maximum of 4 months' unpaid rent accruing before the expiry of a valid possession notice, or more than 12 months' unpaid rent in total (or any shorter period specified under the policy) for one claim
- Any claims which accrue in any period during which court action for possession of the property is not possible because of legislation, or government or court guidance or rules

Repossession claims:

- Claims where the property is not let under an assured shorthold tenancy under the 1988 Housing Act
- Claims where the property is not let under a contract under the Renting Homes (Wales) Act 2016
- Claims where the property is not let under a private residential tenancy under the Private Housing (Tenancies) (Scotland) Act 2016
- Claims where the property is not let under a private tenancy to which the Private Tenancies (Northern Ireland) Order 2006 applies
- Claims where the property is not let under a Company Residential tenancy (company let) created after 28th February 1997 where the tenant is a Private Limited Company (Ltd) or a Public Limited Company (Plc), and the property is let purely for residential purposes

Property damage claims:

- Claims where the amount in dispute is £1,000 or less

Contract claims:

- Claims where the amount in dispute is £100 or less
- Claims where you haven't entered into the agreement during the period of insurance
- Claims where the dispute is with the landlord or the tenant of the property

Eligibility criteria:

The policyholder must own or be responsible for the property insured under this policy. The following also applies:

- The property must be used entirely for residential purposes by the tenant(s) and must be located within the United Kingdom
 - A satisfactory tenant reference check must have been carried out on all tenants
 - There must be a Tenancy Agreement in place between the landlord and tenants for the period covered by this policy
 - The tenants in the property must be aged 18 or over
 - The tenant(s) must not be in arrears and must have not amassed arrears equal to, or more than, one month's rent during the previous agreement
 - If applicable, the conditions of the previous satisfactory reference must be met. For example, if a guarantor was in place for the previous tenancy, this must be replicated within the new agreement. If not, all tenants will need to be re-referenced and meet the relevant criteria
 - Any renewal requested after the original policy will result in a 60-day no claims period being applied to the new policy, as per the policy wording
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Your obligations:

It is your responsibility to:

- Co-operate fully with Goodlord and the lawyer or other professional they appoint to you
 - Give the lawyer or other professional appointed to you any instructions that they ask for
 - Keep to the terms and conditions of the policy
 - Take reasonable steps to avoid and prevent claims and avoid incurring unnecessary costs
 - Report full and factual details of any claim as soon as possible and give them any information they need
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When does the cover start and end?

The cover of the policy lasts for 6 or 12 months. The dates of your cover will be specified in your policy schedule.

When and how do I pay?

When you take out Goodlord's Let & Rent Protection policy through Alexander & Co, the amount will be deducted from your monthly income from us. This will appear on your monthly invoice at a sum of £22.

How do I cancel the contract?

You can cancel this policy by informing Alexander & Co within the cooling off period, which lasts for 14 days after taking out the policy,. Alexander & Co will in turn inform Goodlord. Provided no claims have been made within that period, Alexander & Co will issue you with a full refund of the premium, subject to any separate charges.

After the cooling off period has expired, you may also cancel this policy by providing 14 days' notice to us.

Please note: charges may apply to any refund subject to our terms of business.

If you have any questions, or need any further clarification on any of the above, please do not hesitate to get in touch with a member of our team.