

keyfacts

This document provides a summary of the cover provided by LAS. Full terms and conditions are explained in the policy wording, schedule and endorsements, which LAS will send to you on acceptance of your application on the insurer's behalf. A copy of the policy wordings is available on request.

This insurance is underwritten by Inter Partner Assistance S.A.

Type of Insurance	Residential Let Property Owners – 24 Hour Domestic Emergency Assistance
Period of Cover	12 Months

Sections 5 – Emergency Assistance

Significant Features and Benefits	Significant Exclusions or Limitations
<p>a) Domestic Emergency</p> <p>In the event of an emergency we will organise and pay up to £500 including VAT, for call out, labour, parts and materials to carry out the emergency repairs or, if at a similar expense, a permanent repair.</p> <p>Domestic Emergencies Covered</p> <ul style="list-style-type: none"> • Plumbing • Roofing • Security to Windows and Doors • Gas or Electricity failure • Central Heating or Boiler failure • Hot water failure • Vermin <p>b) Accommodation</p> <p>In the event that the property is uninhabitable and remains so overnight we shall, at your request, arrange and pay up to £100, including VAT, in total for your overnight accommodation and/or transport to such accommodation.</p>	<p>This is not a residential let buildings or contents policy or an equipment maintenance contract.</p> <p>The following are not covered.</p> <ul style="list-style-type: none"> • Wear and tear items including but not limited to taps, replacement cylinders, tanks, radiators, sanitary ware, light bulbs and fuses • any leaking or dripping tap that requires re-washing or replacing, external overflows or replacement of boilers, cylinders, tanks, radiators and sanitary ware • burst or leaking flexible hoses which can be isolated or leaking washing appliances • external water supply pipes • failure of the boiler, the heating or hot water occurring in the months May to August inclusive • failure of boilers or heating systems that have not been inspected or serviced by a qualified person within the preceding twelve months • boilers over 15 years old • replacement of light bulbs and fuses in plugs • descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion. Signs that work is needed may include a noisy boiler, sludged up pipes or poor circulation • loss of keys for outbuildings, garages and sheds • vermin outside the main dwelling e.g. in garages and other outbuildings • breakdown or loss of or damage to domestic appliances (including showers), saniflow toilets and other mechanical equipment • damage to boundary walls, hedges, fences or gates • LPG fuelled, oil fired, warm air, solar and un-vented heating systems or boilers with an output over 60 Kw/hr



Sections 5 – Emergency Assistance

Significant Features and Benefits	Significant Exclusions or Limitations
	<ul style="list-style-type: none">• electricity supply to, or failure of burglar/fire alarm systems, CCTV surveillance or to swimming pools and their plumbing or filtration systems• septic tanks <p>The complete list of exclusions and conditions are available in Section 5 of the policy wording.</p>

Claim Notification

To obtain emergency assistance, contact the 24-Hour emergency helpline on **0845 602 7430** and have your policy number to hand

We hope that you will be happy with your Letting Agent Solutions policy. If you decide that the policy does not meet with your requirements please return the Policy Documents to us within 14 days of receipt. Providing a claim has not been made and so long as no incidents have arisen that could result in a claim under the policy, we will refund any premium you have paid.

We make every effort to maintain the highest standards but recognise that there may be occasions when the particular requirements of our customers are not met. In these circumstances please contact us either directly by telephone on **0844 892 1767**; by e-mail at enquiries@lettingagentsolutions.co.uk, or write to us at Letting Agent Solutions, PO Box 229, Southport PR9 9WU.

If your concern or issue cannot be settled you may be entitled to refer it to the Financial Ombudsman Service.

Inter Partner Assistance S.A. are covered by the Financial Services Compensation Scheme (FSCS). This means that you may be entitled to receive compensation if we are unable to meet our obligations. Full details are available from the FSCS.