

Help2Rent Insurance Scheme Sept 2020

Frequently Asked Questions

SEPTEMBER 6 2020

Help2Rent Limited



Help2Rent Insurance Scheme

“Help2Rent has been designed to simplify and expedite the private sector accommodation allocation process whilst supporting landlords and agents”

Due to the current pandemic and the government “no eviction” rule the insurances have slightly changed. We have supplied the most common questions that we asked.

Insurance frequently Asked Questions

How much the scheme cost?

The Help2Rent scheme has been designed to support landlords and agents who provide properties to be allocated to tenants on council registers. In short there is no physical cost to you.

Do I need a reference check on the tenant?

The policies were created for clients who working and for those who are on some form of benefit and whom the council have a duty of care to. As long as the client has been supplied with a housing reference number, it provides confirmation that the client has had a verification by the council or had document checks carried out.

These documents must be verified using at least one of the following:

- a) Full birth certificate
- b) Passport;
- c) Driving licence;
- d) National Insurance Number (if shown on other documents);
- e) A residence permit or certificate/documentation issued by the Home Office and indicating permanent right of residence in the United Kingdom. (Please refer to LERG PW Page 5 under the definition of Tenant Reference)

Do I need to get a security bond from the council?

Our scheme does not require a bond

Do the tenants need to have a guarantor?

Our scheme does not require a guarantor for the tenant.

Do I need to collect a deposit?

Our scheme is a zero deposit scheme, so the simple answer is a deposit is not required.

Can we buy this policy outside of the Help2Rent scheme?

This policy is **NOT** available anywhere in the UK and is **ONLY** available through the Help2Rent scheme and currently only for council use.

What security is available?

We have a number of choices but it will be between you and the council which one you require

Tenants Liability Insurance

- Fully transferable insurance with the tenant – this means if the tenant moves accommodation within term of the policy the insurance policy will move with them to the new accommodation
- Cover for residential tenants living in HMO's, houses, flats, bedsits, and shared accommodation
- Accidental damage to the home and the cost of repair following damage (The TLI has Accidental damage - please refer to the Policy Wording {PW} and Insurance Product Information Document {IPID})
- Covers loss or damage to fixed water pipes and tanks
- Alternative accommodation where necessary

The 2nd policy is referred to as "**Landlord Contents**" which covers:

- *Landlord's Fixture & Fittings cover, up to £15,000*
- *Malicious Damage by Tenant, up to £5,000*
- *Landlords Contents Cover up to £5,000*

3rd cover is **Legal Expenses and Rent Guarantee –**

Our Legal Expenses & Rent Guarantee policy gives landlords peace of mind by off-setting the risks of tenants defaulting on rental payments whilst still occupying your property. It also covers the legal costs of regaining possession of your property which can be costly.

Benefits:

- A 12 month policy term with an excess – the excess is defined as an amount equal to two (2) months' Rent
- A mediation service is available during the claims process

- Cover can be offered for a new tenancy agreement (45 days exclusion period will apply)
- Cover can be offered for an existing tenancy agreement (90 days exclusion period will apply)
- Mediation Adviser
- Eviction Adviser
- Maximum Monthly Rent: £1,500
- Maximum Rent payable: 6 Months or the end of the Tenancy Period whichever is the lesser

4th Cover is **Legal Expenses and Rent Guarantee & Landlords Contents**

- A 12 month policy term with an excess – the excess is defined as an amount equal to two (2) months' Rent
- A mediation service is available during the claims process
- Cover can be offered for a new tenancy agreement (45 days exclusion period will apply)
- Cover can be offered for an existing tenancy agreement (90 days exclusion period will apply)
- Mediation Adviser
- Eviction Adviser
- Maximum Monthly Rent: £1,500
- Maximum Rent payable: 6 Months or the end of the Tenancy Period whichever is the lesser
- *Landlord's Fixture & Fittings cover, up to £15,000*
- *Malicious Damage by Tenant, up to £5,000*
- *Landlords Contents Cover up to £5,000*

5th Cover is **Legal Expenses and Rent Guarantee, Landlords Contents & Tenants Liability**

- A 12 month policy term with an excess – the excess is defined as an amount equal to two (2) months' Rent
- A mediation service is available during the claims process
- Cover can be offered for a new tenancy agreement (45 days exclusion period will apply)
- Cover can be offered for an existing tenancy agreement (90 days exclusion period will apply)
- Mediation Adviser
- Eviction Adviser
- Maximum Monthly Rent: £1,500
- Maximum Rent payable: 6 Months or the end of the Tenancy Period whichever is the lesser
- *Landlord's Fixture & Fittings cover, up to £15,000*
- *Malicious Damage by Tenant, up to £5,000*
- *Landlords Contents Cover up to £5,000*
- Fully transferable insurance with the tenant – this means if the tenant moves accommodation within term of the policy the insurance policy will move with them to the new accommodation

- Cover for residential tenants living in HMO's, houses, flats, bedsits, and shared accommodation
- Accidental damage to the home and the cost of repair following damage (The TLI has Accidental damage - please refer to the Policy Wording {PW} and Insurance Product Information Document {IPID})
- Covers loss or damage to fixed water pipes and tanks
- Alternative accommodation where necessary

Coverage explained and where to find further information within the policy wording:

- Contents Insurance including landlord's fixture and fittings up to £20,000
- Landlord's contents up to £5,000
- Fixtures and fittings fixed cover of £15,000
- No Deposit or bond required (Page 4 under the definition of Deposit)
- Malicious damage by tenants – This means if the tenants damage the landlord's property on purpose the landlord can claim up to £5,000 toward the cost of repairs (The Landlord Contents Rent Protection (please refer to the summary) has Malicious Damage by Tenant – this product has £15,000 fixtures & fittings and £5,000 contents.
- Legal expenses and rent guarantee (This insurance is managed and provided by Arc Legal Assistance Limited and underwritten by AmTrust Europe Limited.
- Rent Guarantee: £1,500 per month up to a maximum of £ or for up to 6 months, whichever is equal to the lesser amount – Legal Expenses and Rent Guarantee {LERG} of the policy wording Page 4 under the definition of Rent Guarantee.
- Tenant Eviction: please refer to LERG of the policy wording under the definition of Tenant Eviction.
- 45 claim notification days (max) - refer to LERG of the policy wording.
- Rent arrears until vacant possession
- Rent void period is 50% of previous monthly rent for max 2 months

Evictions (Explained further)

We'll cover legal advisers' costs to help you pursue or defend a claim in the following situations:

- Tenant Eviction: To pursue Legal action against a tenant to recover possession of the insured property where the tenant fails to perform his obligations set out in the tenancy agreement relating to the rightful occupation of the insured property - refer to LERG of the policy wording under the Tenant Eviction "what is insured?".
- Legal services? - refer to LERG of the policy wording under Legal Helpline
- Rent Guarantee: For rent owed by a tenant under a tenancy agreement in relation to the insured property, where you are pursuing a claim against the tenant to evict them from the insured property - refer to LERG of the policy wording under Legal Helpline.

Help2Rent advise that landlords and agents should work with the council and the legal services team to determine the reason why there is non payment of rent or simply the landlords and

agents concerns. There will be some cases where eviction is the only option but if the council are working with landlords and agents you can ensure sustainability of the tenancy is carried out as well as showing support to those landlords and agents who are prepared to support local authorities

Contents (Explained further)

- Replacement value of contents belonging to you (Please refer to AGEAS policy wording, Contents Section)
- Contents in the communal areas of the property (Please refer to AGEAS policy wording)
- Landlord's garden equipment (Please refer to AGEAS policy wording Page Extension of Cover)
- Loss of Rent/Alternative Accommodation 30% of £20,000 (Contents) (Please refer to AGEAS policy wording Page 13 Extension Of Cover)

Do we need a cash deposit / Bond? (Page 4 under the definition of Deposit)

We have managed to remove the need for a cash deposit or a bond for the landlords insurance. (as you can appreciate insurance companies normally considered this client group as high risk (and normally you or your landlords and agents would need to pay a premium or referred to a specialist insurer or broker).

Are Help2Rent acting as an insurance broker in relation to the insurance?

Help2 rent has designed the scheme and is acting as an insurance introducer for this project. As Help2Rent has designed this product they are the only organisation that has the ability to sell this product.

Who are the underwriter for the policies?

Help2Rent have used three **UK** underwriters for these particular policies. Underwriters for this scheme are Ageas, ARC Legal and AM trust.

Does the Council have any interest in either of the policies or is the insured only the landlord (or tenant)?

Our council and partners are not involved with the processing of any claims, these are managed between the policy holder and either the underwriters or Rentguard. Please see the contact information below.

Will the council be instructing the scheme on behalf of tenants, landlords and agents?

The local authorities will be instructing the insurance products on behalf of tenants, landlords and agents as part of an incentive scheme to encourage landlords and agents to provide more properties. The policies will be in the names of the landlords and tenants.

Please note when it comes to insurance Rentguard and the insurers are ONLY allowed to discuss the claim with the policy holder – this removes the councils from being involved and claim is done directly through Rentguard or the insurers

Insurance Contact Information

Making a Claim

In the unfortunate event of you suffering loss, injury, damage or a liability claim being made against you, please contact our claims line on 0208 587 1075 or write to us as soon as possible. Claims reported after 30 days of discovery may be invalidated. When you contact us about a claim you will need to tell us:

- Your name, address and policy number;
- The place where the loss or damage occurred;
- Details of the cause and circumstances of the loss or damage.

You are required to take all reasonable precautions to prevent and reduce any loss or damage that may occur. Emergency or temporary repairs following a loss or damage are permitted. Please keep all receipts for these works as they may form a basis of your claim but refrain from making full repairs until we consider your claim. All theft and malicious damage to your property must be reported to police within 24 hours of discovery.

- TLI
- Landlords Fixture & Fittings
- (Contents & Malicious Damage)

Quote Help2Rent legal expenses and Rent Guarantee

claims@rgau.co.uk

Rentguard Contact Number: 020 8587 1060

Rent & Legal Contact Information

When making a claim please ensure

- Policy Reference Number
- Policy holder making the call
- Insured Property address

Rent & Legal – Arc Legal 03447 701 044

Quote Help2Rent legal expenses and Rent Guarantee

A claim form will be sent out by e-mail, fax or post within 24-hours. The claim form is required to be completed and returned along with supporting documentation within five days of it being received. To maintain an accurate record,

Claim forms can also be obtained from:

<https://claims.arclegal.co.uk>