

# NEWCASTLE CITY COUNCIL REMINDS ALL TENANTS TO TAKE OUT HOUSEHOLD CONTENTS INSURANCE

*You can do this either through this scheme arranged by the Council or by making your own private arrangements. Many tenants believe that the Council automatically insure their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes.*

## ***THIS IS NOT THE CASE.***

Unfortunately some tenants only realise this after the damage has been done. We make it easy for you to insure your belongings under a special household contents insurance scheme. The insurance is arranged with Royal & Sun Alliance Insurance plc and is available only to Council tenants. It is administered for the Council by Your Homes Newcastle.

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### **Easy payment**

The cost of insurance is payable weekly and premiums can be paid when you pay your rent.

To work out your weekly payment, refer to the table on the next page.

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### **What is covered?**

Most of your household goods and contents including pedal cycles and computers are insured when in your home. They are covered against loss or damage caused by specific events such as theft, fire and flood. Also insured are lost or stolen keys, freezer contents and your own legal liability to the public and cost of alternative accommodation.

**It is also possible to insure improvements you have made to your home such as fitted kitchens, bathrooms, wardrobes, laminate flooring, patio doors etc (but not greenhouses or conservatories), provided you have included their replacement value in the application form. (see 8b)**

**A summary of cover is given on the back page and full details are available on request.**

Accidental Damage is not covered by this insurance other than as detailed under the summary of cover on the back page.

Please note that the policy does not cover maintenance, wear and tear, anything which happens gradually, electrical, mechanical or electronic breakdown, rot, radioactive contamination, sonic bangs, pollution or contamination, date change and computer virus, war risks and terrorism. If you leave your home unoccupied for more than 30 days in a row, lend your home or receive paying guests into your home or use your home or its contents for trade, professional or business purposes some covers will be restricted or will not apply. You should read your policy carefully. Make sure it meets your needs.

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### **"New-for-old" insurance**

The policy insures your contents other than clothing and household linen on a "new-for-old" basis, meaning they would be replaced as new if destroyed by an event insured by the policy. You do however have a duty to maintain your household contents and personal belongings in sound condition and good repair. Therefore you should add up the value of all items at their current replacement cost, less an allowance for wear and tear for clothing and household linen.

**It is important not to undervalue your contents otherwise the insurer will not pay the full value of your claim.**

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### **Special, low, minimum sums insured**

The lowest amount that can be insured is:

- £7,000 for tenants aged 60 and over and in receipt of state pension.
- £13,000 for all other tenants

## COST OF INSURANCE

Cover	Sums Insured	Weekly Premium
<b>Tenants aged 60 and over and in receipt of State Pension</b>		
<b>Including theft</b>	£7,000	<b>£0.65</b>
	£13,000	<b>£1.30</b>
	£16,000	<b>£1.63</b>
	£20,000	<b>£2.05</b>
	£25,000	<b>£2.55</b>
<b>All Other Tenants</b>		
<b>Including theft</b>	£13,000	<b>£2.11</b>
	£16,000	<b>£2.63</b>
	£20,000	<b>£3.29</b>
	£25,000	<b>£4.11</b>
<b>Excluding theft</b>	£13,000	<b>£1.30</b>
	£16,000	<b>£1.63</b>
	£20,000	<b>£2.05</b>
	£25,000	<b>£2.55</b>

**All premiums are inclusive of Insurance Premium Tax at the current rate.**

### How to apply

1. Complete the application form, making sure you answer all the questions.
2. Check your total sum insured figure is adequate.
3. Supply any additional information required.
4. Read the Declaration and sign at the bottom of the application form.
5. For general enquiries, please call 0845 0700693. For payment queries, please call 0191 278 8644

**For your protection telephone calls may be recorded or monitored.**

6. Post or hand the completed application form to your Local Office

**PLEASE NOTE: You must state all material facts relevant to your home insurance.**

**If you are unsure whether a particular fact is material, include it anyway.**

### Keeping up the payments

- To ensure that you are always covered, you must keep all your payments up to date.
- Failure to keep up payments could affect claim settlement and may lead to the cancellation of your insurance.

### Start Date

Insurance does not start until you have been accepted onto the scheme. You will be notified of details of your insurance payments and the date when you should start paying. To make sure you are always covered, you must keep up your payments.

### Your right to cancel the policy

If having examined your policy you decide not to proceed with the insurance, you will have 14 days to cancel it starting on the day you receive the policy documentation. On receipt of your written notice we will refund any premiums paid, unless we have already been notified of a claim.

**Complete application form and return to your Local Office**

Is this a new application?

Is this a change? If so give details

Please use block letters and tick correct boxes where appropriate.

A copy of the completed application form is available on request but you should keep a record of all information supplied to us for the purpose of entering into this contract. A specimen policy is available on request.

The questions on the form relate to facts considered material to underwriting the insurance. If you answer them fully and honestly you will be considered to have fulfilled your duty to disclose material facts. Failure to do so may invalidate your insurance. If you are in any doubt, please advise us. Remember to sign and date the Declaration at the end of the form. If there is insufficient space for your response, please continue on a separate sheet of paper if necessary.

1. Name of Applicant/Tenant(s)/Co-habitees (Mr/Mrs/Miss/Ms)

**Co-habitees must both sign this form otherwise cover for them will not be in force.**

2. Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_

3. If main applicant is aged 60 and over and in receipt of state pension, please tick box

4. Date of Birth

5. Occupation(s)

6. Rent reference number

7. Telephone number

8. Amount of insurance cover required to the nearest £1,000 (note amounts available)

a	Home Contents (note minimum amounts)	£
b	Tenants Own Improvements (eg. fitted kitchens, bathrooms, wardrobes etc.)	£
	Total Amount to be Insured	£

It is important that the Sum Insured is sufficient to replace ALL household goods and personal belongings. If the Sum Insured is inadequate you will have to bear a proportion of any claim.

9. Tick the box which applies to you Including theft  Excluding theft

10. Date when you want insurance to start (must be on a Monday)

11. Have you or anyone permanently living with you:

YES NO

- |  |                          |                          |
|--|--------------------------|--------------------------|
| a. been refused insurance or had special terms or conditions imposed by an insurer?  | <input type="checkbox"/> | <input type="checkbox"/> |
| b. had insurance under the Council scheme cancelled?   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. been convicted of any offence other than parking or speeding offences or offences which are spent under the Rehabilitation of Offenders Act 1974? | <input type="checkbox"/> | <input type="checkbox"/> |
| d. made a claim to any insurer in the last five years in respect of household contents?  | <input type="checkbox"/> | <input type="checkbox"/> |
| e. suffered loss or damage while not insured which WOULD have resulted in a claim if a household contents policy had been in force at the time?      | <input type="checkbox"/> | <input type="checkbox"/> |

**IF YOU HAVE ANSWERED YES TO QUESTIONS 11a, 11b, 11c, 11d OR 11e, PLEASE GIVE DETAILS ON A SEPARATE SHEET OF PAPER AND STATE QUESTION NUMBER.**

# IMPORTANT INFORMATION

## Claims and Underwriting Exchange

Insurers pass information to the Claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDS Ltd). The aim is to help us to check information provided and also to prevent fraudulent claims. When we deal with your request for insurance, we may search the register. When you tell us about an incident (such as fire, water damage or theft) which may or may not give rise to a claim, we will pass information relating to it to the register.

You can ask us for more information about this.

You should show this notice to anyone who has an interest in property insured under the policy.

## Law Applicable to the Contract

UK Law allows the parties to this contract a choice of the Law applicable to the contract. This contract is governed by the Law of Scotland if you live in Scotland and English Law if you live elsewhere in the UK except as specified to the contrary elsewhere in your policy.

Policies are underwritten by Royal & Sun Alliance Insurance plc in the United Kingdom.

## Complaints Procedure

We have a complaints procedure in place, both with an independent facility and in-house. For further details please refer to your policy document.

You will receive your policy documents soon. If you have any queries before you have received the details please feel free to call us and we will be pleased to help you. You have the right to take your case to the Financial Ombudsman Service.

## Data Protection

All personal information supplied by you will be treated in confidence by the Royal & Sun Alliance Insurance Group of companies and will not be disclosed to any third parties except where your consent has been received or where permitted by law. In order to provide you with products and services this information will be held in the data system of the Royal & Sun Alliance Insurance Group of companies or our agents or subcontractors.

The Royal & Sun Alliance Insurance Group of companies may pass your personal data to other companies for processing on its behalf. Some of these companies may be based outside Europe in countries which may not have laws to protect your personal data, but in all cases the Group will ensure that it is kept securely and only used for the purposes for which you provided it. Details of the companies and countries involved can be provided to you on request.

## Declaration

Important Note: Before you sign this form, please read it again making sure all questions are answered in full. Check that the answers which have been given are correct. Once you and any joint applicant sign this form you are responsible for its accuracy. To give false information knowingly in answer to any of the questions in order to obtain insurance or to obtain a reduced premium could be a criminal offence and will certainly invalidate your insurance.

I/We declare that to the best of my/our knowledge and belief the statements made by me/us or on my/our behalf are true and complete.

I/We consent to the searching of information from other insurers to check the answers I/we have provided and I/we authorise the giving of information for such purposes.

I/We understand that you will pass the information on this form and about any incident I/we may give details of to IDS Ltd so that they can make it available to other insurers. I/We also understand that, in response to any searches you may make in connection with this application or any incident I/we have given details of, IDS Ltd may pass you information it has received from other insurers about other incidents involving anyone insured under the policy.

Signature of Applicant

Date

*(Joint tenants or co-habitees must sign)*

PLEASE INITIAL ANY ALTERATIONS ON THIS APPLICATION FORM

Royal & Sun Alliance Insurance plc, No. 93792

Registered in England & Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL

Authorised and regulated by the Financial Services Authority

**FOR OFFICIAL USE ONLY**

Date Received

Premium:

# SUMMARY OF COVER

## LOSS OR DAMAGE TO CONTENTS WHILE IN YOUR HOME BY:

1. Fire, explosion, lightning, earthquake.
2. Water or oil escaping from any fixed water or heating installation or domestic appliance.
3. The building being hit by an aircraft, flying object or anything falling from them, or by a vehicle, train or animal.
4. Falling trees or branches.
5. Riot, civil commotion, strikes, labour or political disturbances.
6. Malicious people or vandals.
7. Storm or flood.
8. Theft or attempted theft.

## COVER ALSO INCLUDES

1. Rent or other accommodation if your home cannot be lived in due to specified causes including the cost of kennel accommodation for domestic pets.
2. Temporary removal of your contents.
3. Accidental damage to televisions, video players and recorders, hi-fi systems, satellite decoders, DVD players and computer equipment, fixed aerials, masts and satellite dishes. Accidental breakage of mirrors, ceramic hobs in cookers and fixed glass in furniture.
4. Deep freezer contents.
5. Tenant's liability and Third Party liability.
6. Accidental death.
7. Lost or stolen keys.
8. Replacing lost or damaged documents.
9. Wedding & Christmas gifts.
10. Theft of money by bogus officials.

## POLICY EXCLUSIONS

1. Accidental damage to contents, unless listed under Cover Limits opposite.
2. Scorching without a fire actually starting.
3. Mechanical breakdown of electrical equipment.
4. Personal possessions away from or outside your home.

## COVER LIMITS

1. a - 10% of the sum insured for pictures, works of art, binoculars, cameras and equipment, collection of coins, medals or stamps, jewellery, watches, clocks and furs and 10% of the sum insured for any other property made of precious metal.  
b - £200 on money and credit cards.  
c - audio or visual discs, tapes or cassettes of any kind including computer software – £750.
2. Loss of or damage to deep freezer contents – up to £150.
3. Cost of replacing locks to external doors up to £200 following loss or theft of keys.
4. Damage to interior decorations by specified causes – fixed allowance of £100 per bedroom and £150 for each other room.
5. Tenants legal liability - up to 15% of the contents sum insured.
6. Cost of alternative accommodation including the cost of kennel accommodation for domestic pets – up to 10% of the sum insured.
7. Personal and occupiers liability to third parties – up to £2.5 million.
8. Liability to domestic employees – up to £5 million.
9. Theft from domestic outbuildings and garages up to £250.
10. Wedding & Christmas gifts – up to £1000.
11. Accidental damage to televisions, video players and recorders, hi-fi systems, satellite decoders, DVD players and computer equipment, fixed aerials, masts and satellite dishes. Accidental breakage of mirrors, ceramic hobs in cookers and fixed glass in furniture – up to 10% of the sum insured.
12. Cost of replacing documents – up to £200.
13. Accidental death – £1000.
14. Theft of money by bogus officials – up to £200.

**Theft cover:** Theft or attempted theft is only given provided you have taken out insurance including theft.

**This is a brief summary of cover. There are conditions and exclusions in the policy wording, a copy of which will be provided on request.**

# HOME CONTENTS INSURANCE JUST FOR YOU



- Low cost – peace of mind
- Easy payment weekly with your rent
- No excess payment required if you claim
- Cover for most household items including TV, video, DVD players and hi-fi even if rented

Newcastle   
City Council

 Your Homes  
Newcastle

ROYAL &  SUNALLIANCE