



How Landlords Emergency Assistance helps your customers

Being a Landlord can be challenging, particularly if there is an emergency incident which damages or threatens to damage the property or threatens to cause damage making the property unsafe. This can be anything, from issues with heating, plumbing or drainage or even an infestation of vermin.

We are here to provide your customers with emergency assistance. Here is a brief summary of the support.

What does this policy cover?

We can help with the following emergencies;

- The main heating system suddenly breaks down
- There is a burst pipe and flooding as a result
- There is an infestation of rats
- The only toilet in the premises is damaged and can't be used
- A door is damaged and can no longer be locked
- The domestic power supply is lost
- Emergency over-night accommodation for tenants.

Claims examples

Boiler breakdown

During a particularly cold snap last winter, on a Saturday morning, the heating boiler at our insured's rented property broke down. As our insured's tenant had three young children, our insured was keen to resolve the problem as soon as possible.

The insured contacted us and we immediately appointed a contractor who attended later that day and ordered the replacement part needed to complete the repair to the boiler. The part was fitted the following day and the insured's tenant was able to heat their home again.

Burst pipe

Our insured called when a burst pipe in the bathroom of their rented property was causing water to drip through the kitchen ceiling causing damage and distress to their tenants. We arranged for a contractor to carry out an emergency repair on the pipe and stop the leak.