

Landlord's Rent & Legal Protection/Legal Expenses



CLAIM FORM

Important: Claims for policies which include rent default protection cover (Ultra Landlord and Landlord's Rent and Legal Protection) must be notified within 30 days of the date that you first become aware of problems.

Claims for the Landlord's Legal Expenses policy must be notified within 60 days of the date that you first become aware of problems.

If you need any assistance in completion of this form please contact Home and Legacy Claims on 0344 893 8360.

Category of claim(s) for which this form is being completed:

Landlord's Legal Expenses

Ultra Landlord Rent Default Protection / Landlord's Rent & Legal Protection

SECTION 1 – GENERAL

CLAIM NO.

Policy Number Insured Name(s)

Correspondence Address

Town / City Postcode Country

Work Tel. No. Mobile Tel. No. Home Tel. No.

Email (for correspondence related to this insurance)

Are you registered for VAT?

YES NO

If YES, please advise VAT number and status

Was your insurance arranged through an intermediary?

YES NO

If YES, please provide their name and contact details below

Intermediary's Name Correspondence Address

Town / City Postcode

Intermediary's Tel. No. Intermediary's Email

How was the premium paid?

Annually Monthly

Is your property fully managed by a Property Managing Agent or Letting Agent?

YES NO

If YES, please give the Agent's contact details and the services provided

Agent's Name

Address Town / City Postcode

Agent's Tel. No. Agent's Email

What services are provided by your Agent?

Tenant Finding Only Tenant Finding and Rent Collection Full Management Other

If 'Other' please give details below

What Tenancy Deposit scheme is used?

What is the amount of tenancy deposit collected: £

If your claim is accepted our preferred method of settlement is by way of electronic transfer using BACS.
Please provide your bank details.

SECTION 2 – TENANCY DETAILS

What type of Tenancy Agreement is in place?

Assured Shorthold Company let Short Assured Other

If 'Other' please specify _____

What is the period of the Tenancy Agreement? From _____ To _____

What is the monthly rent? £ _____

On what day/date is the rent normally due? (e.g. first day of the month) _____

Is part or all of the monthly rent is paid by Housing Benefit/Local Authority Allowance? YES NO

Please give the names of all the tenants who are named on the Tenancy Agreement?

Do any of the tenants have a guarantor? YES NO

If YES, provide the guarantor's details below

Guarantor's Name _____

Address _____ Town / City _____ Postcode _____

Work Tel. No. _____ Mobile Tel. No. _____ Home Tel. No. _____

Email _____

SECTION 3 – DETAILS OF THE CLAIM

What date did you first become aware of problems? _____

Has/Have the tenant(s) vacated the property? YES NO

If YES, give the date they vacated _____ Date vacated _____

Do you have any knowledge as to the current whereabouts of the tenant(s), their place of work, or any other information you believe may assist? YES NO

If YES, please detail it below

Tenant's forwarding/last address (if known):

Address _____ Town / City _____ Postcode _____

Work Tel. No. _____ Mobile Tel. No. _____ Home Tel. No. _____

Email _____

Name and address of tenant's last known place of work

Employer's Name _____

Address _____ Town / City _____ Postcode _____

Employer's Tel. No. _____ Employer's Fax No. _____

Email _____

Have any attempts been made to re-let the property? YES NO

If YES and the property has been successfully re-let, on what date was it re-let and for what rent?

Date re-let _____ Monthly Rent £ _____

SECTION 3 – DETAILS OF THE CLAIM (CONT)

Rent / Rent recovery

On what date did the unpaid rent first become due? _____

What are the current rent arrears? £ _____

Do you think the debt could be recovered from the tenant (over time if necessary)?

YES

NO

If the property is occupied by squatters or other unauthorised occupants or there is damage to the property

Please give details

SECTION 4 – ADDITIONAL INFORMATION

Please provide any other information which could help the insurers in the handling of the claim or recovery/pursuit of any party.

IMPORTANT NOTE

The insurer has established a panel of solicitors who are experienced in landlord and tenant matters and reserve the right to use a firm from this panel. The panel has demonstrated an ability to conduct such matters successfully and at a reasonable cost, and you are recommended to use that panel member for legal proceedings. You are free to choose your own solicitor, but please note that the policy will not respond to fees which exceed the level of fees agreed with the panel.

DECLARATION

I declare that I was not aware at the start of the insurance or renewal of this insurance that this claim, the details of which are set out above, was likely to arise.

I or the Managing Agent appointed by me obtained consent from the tenant(s) and their guarantor(s) (if applicable) before letting the property, for any personal information held about them (including any forwarding addresses made known to me at the end of the Tenancy Agreement or upon vacating the property) to be disclosed to other parties in the event of rental default, or following a breach of any of the Terms and Conditions of the Tenancy Agreement, in order to trace their whereabouts, or to try to recover any monies that are due to be paid by them.

Data Protection

The data you have provided will be used to process your claim and may be passed to other organisations involved in processing your claim for example to your insurer, legal representatives or to fraud detection and prevention agencies.

This may include being sent, in confidence, for processing outside of the European Economic Area. The information provided to other parties will be treated in confidence and in compliance with the Data Protection Act 1998. You may have the right to apply for details of the information we hold (for which we may charge a small fee). By signing this form you consent to such use of your personal data. You can find out in greater detail about how your information may be used either online at <http://www.homeandlegacy.co.uk/home/toolbar/privacy.html/> or by referring to your policy wording.

Signature: _____

Name: _____

Date: _____

Please check that you have enclosed all relevant supporting documentation as detailed below, before returning the completed claim form to Home and Legacy Insurance Services Limited, 500 Avebury Boulevard, Milton Keynes, Buckinghamshire, MK9 2LA or by Fax to: 0344 893 8387 or by email to claimsteam@homeandlegacy.co.uk

CHECK LIST – HAVE YOU ENCLOSED THE FOLLOWING?

For your claim to be dealt with quickly you must enclose relevant documents. If any required documents are missing, please provide the reason and state when you believe they will be available.

- Copy of the Tenancy Application
- Copy of the references obtained for the tenant(s) and their guarantor(s) (if any) and any supporting documentation such as proof of residency you obtained for the tenant(s) and guarantor(s) (if any) before the start of the Tenancy Agreement
- Confirmation that the deposit has been deposited with a Tenancy Deposit Scheme (if required) and evidence to show that you have complied with the requirements of the Tenancy Deposit Scheme
- Copy of the Tenancy Agreement
- Copy of any Guarantors covenants
- If the property is 'fully managed', copy of current Management Authority Agreement
- Copy of any formal Notices served in connection with gaining possession of the property
- Initial Property Inventory and Condition Report
- Final Inspection Report
- Any recent Routine Inspection Reports
- A copy of the Rent Schedule detailing the rent due and the dates that any rental payments were received
- Copies of any relevant correspondence with the tenant(s)
- If your claim relates to an event which arises within the first thirty (30) days of the cover start date, where there was an existing tenancy in place, a copy of your previous Insurance Certificate or Schedule.

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Home and Legacy takes online security very seriously. Use of our submission by email service may require you to send information to us over the internet that could be classed as sensitive information under the Data Protection Act 1998. You should ensure that your organisation has appropriate security systems in place to protect the information you are providing to us before submitting.

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Calls may be recorded for our joint protection, training and/or monitoring purposes.

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