General Summary of Cover for Factored Properties, Leaseholders & Shared / Part Owners

This document is a policy summary and does not contain the full terms and conditions of the insurance contract. The full terms and conditions may be found in the policy wording and schedule, copies of which are available on request from your broker.

Insured Name:	Milnbank Housing Association Limited		
Other Interests:	The interests of the freeholder and the head lessee of the property where required (if they are not the insured), the owner or lessee of each property and the mortgagees of any of them are deemed to be noted the extent of such interest to be disclosed in the event of loss.		
Your Insurance Broker:	This policy has been arranged by Arthur J. Gallagher Insurance Brokers Limited whose contact details are 3rd Floor, Spectrum Building, 55 Blythswood Street, Glasgow, G2 7AT. Telephone +44(0)141 233 3233.		
Type of Insurance:	Property Insurance	**Policy wording reference:** Z0035 (04-24) (Gallagher Housing)	
Policy Number:	26/RSL/10501A		
Start Date of the policy:	01/04/2026	**End Date of the policy:**	31/03/2027
Sum Insured:	The overall buildings sum insured on this policy for factored properties, leasehold and part owners is £359,959,044. There is no separate sum insured for each property but you will be covered up to the full cost of repairing or replacing the damaged parts of the property in property, of a loss.		
Excesses: (the first part of any claim that you must pay)	Subsidence, landslip or heave	£1,000	
	Third Party Property Damage	Nil	
	Third Party Bodily Injury	Nil	
	Freezing water in fixed water or fixed heating systems Water escaping from washing machines, dishwashers, fixed water or fixed heating systems Oil escaping from a fixed heating system	£500	
	All Other Losses	£350	

Main Risks Insured: Buildings: Loss or damage to the structure of the property owned or leased by the leaseholder or shared / part owner for which they legally responsible including garages, greenhouses, sheds and outbuildings, statues and fountains cemented into the ground, patios, paved and decked areas, footpaths, roads, car parks, lamp posts, street furniture, drives, swimming pools but not their covers, hard tennis courts, fixed playground equipment and play areas, walls, fences and gates, drains, pipes, cables and underground tanks servicing the building, closed circuit security TV systems, security equipment, canopies, fixed signs and external lighting, aerials, satellite dishes and solar panels.

Cover: Loss or damage caused by the following events occurring during the period of insurance - Fire, smoke, lightning, explosion, earthquake, subterranean fire, storm or flood, freezing water in fixed water or fixed heating systems, water escaping from washing machines, dishwashers, fixed water or fixed heating systems, oil escaping from a fixed heating system, riot, civil commotion, strike, labour or political disturbance, malicious damage, theft or attempted theft, Subsidence, heave or landslip, falling trees or aerials, impact and accidental damage.

Cover for your legal responsibility to pay damages to others as a result of accidental bodily injury or damage to material property cause by a defect in the building.

Main Covers & Extensions:

- Loss of rent and alternative accommodation costs if the property is uninhabitable;
- Cover for buildings includes Architects' Surveyors and Legal fees, cost of removing debris;
- Cover for buildings includes underground pipes drains and cables;
- Loss of metered electricity, gas or water or oil following an insured peril up to a maximum of £25,000;
- Automatic Reinstatement of Sum Insured after a loss;
- Index Linking;
- The cost of repairing or replacing the damaged part of buildings in a new condition unless buildings have not been kept in a good state of repair in which case we will deduct an amount for wear and tear.

Principal Exclusions

- Loss or damage to contents owned by the Leaseholder or Shared / Part Owner;
- Loss or damage caused by anything that happens gradually;
- Loss or damage caused by anything that happens by frost, chemicals, corrosion, fungi or spores, rust, wet or dry rot, shrinking, evaporation, dampness and wear & tear;
- Loss or damage arising from or connected with any cyber act or incident;
- Loss of damage by pollution or contamination;
- Loss or damage caused by, pets, insects or vermin;
- The cost of correcting faulty workmanship or design or the cost of replacing faulty materials;
- Pressure waves caused by aircraft or other flying objects travelling at or above the speed of sound;
- Radioactive contamination;
- Terrorism (unless covered as shown on the policy schedule);
- War invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power;
- Damage caused by the Insured's deliberate act;
- Loss or damage to fences and gates by storm or flood is limited to indemnity. 10% of the replacement cost will be deducted from each claim for each year of age of the damaged items.

In the event of a claim

If someone is holding you responsible for an injury or damage, you must not admit you were responsible. Tell us within 3 days and give us full details in writing as soon as you can. If you receive any writ, summons, letter of claim or other legal document, send it to us straight away without answering it.

If you are a victim of theft, riot or vandalism, tell the police within 24 hours of discovering the loss or damage and ask for an incident number or crime report number then tell us as soon as you can.

For any other claims tell us as soon as possible.

In an emergency, you should take any immediate action which you need in order to protect your property from further damage, such as switching off the gas, electricity and water.

In the event of a claim contact Arthur J. Gallagher Insurance Brokers Limited.

Telephone: +44(0) 1245 341200

About Pen Underwriting

This policy has been produced by Pen Underwriting Limited a Managing General Agent of the Insurer(s) stated in the policy schedule who have delegated authority to Pen Underwriting Limited to underwrite insurance on their behalf and handle claims in some circumstances.

Pen Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA number 314493) Registered in England and Wales. Company Number: 5172311.

Complaints

At Pen we aim to provide a first class service. However, we appreciate that occasionally things go wrong. In most cases your insurance broker who arranged the policy will be able to resolve any concerns and you should contact them in the first instance.

Alternatively if you have any cause to complain or you feel that we at Pen have not kept our promise, please contact us quoting your policy and/or claim number.

Address:
Pen Underwriting Limited Complaints
Spectrum Building
55 Blythswood Street
Glasgow
G2 7AT

Telephone: +44(0) 141 2853539
Email: pencomplaints@penunderwriting.com

Financial Ombudsman

If you remain dissatisfied having received a Final Response to your complaint from us, you may then be able to refer your complaint to the Financial Ombudsman Service (FOS). Please note that the FOS allow 6 months from the date of the Final Response to escalate your complaint to them.

Address:
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 0234567 (for landline users)
Telephone: 0300 1239123 (for mobile users)
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

FSCS

The providers of this policy are covered by the Financial Services Compensation Scheme (FSCS). If they cannot meet their obligations you may be entitled to compensation under this scheme.

Financial Services Compensation Scheme 10th Floor Beaufort House
15 St Botolph Street London EC3A 7QU
Telephone 020 7741 4100
Email: enquiries@fscs.org.uk
Website: www.fscs.org.uk

Cancelling the Policy

The terms and conditions of policy cancellation are set out in the policy wording.

Identity of Insurer

This insurance policy is underwritten by SiriusPoint International Insurance Corporation, UK establishment number BR002760 whose UK establishment address is 33 Gracechurch Street, London, EC3V 0BT.

SiriusPoint International Insurance Corporation is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulatory Authority under registration number 202912. This can be found on the Financial Services Register at www.fca.org.uk.

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