



DAS Legal Expenses Insurance Company Limited. Head and Registered Office: DAS House, Quay Side, Temple Back, Bristol BS1 6NH England. Registered in England and Wales, number 103274.

PROPERTY LET LEGAL PROTECTION AND RENT GUARANTEE

Welcome to Property Let Legal Protection

As a DAS policyholder, **you** are now protected by Europe's leading legal expenses insurer.

To make sure **you** get the most from **your** DAS cover, please take time to read this policy which explains the contract between **you** and **us**. If **you** have any questions or would like more information, please contact Rentshield Direct.

How we can help

To make a claim under your policy please phone Rentshield Direct on 0845 070 2434. We will ask you about your legal dispute and if necessary call you back at an agreed time to give you legal advice. If your dispute needs to be dealt with as a claim under this policy, we will give you a claim reference number. At this point we will not be able to tell you whether you are covered but we will pass the information you have given us to our claims-handling teams and explain what to do next.

If you prefer to report your claim in writing, you can send it to our Claims Department at the following address:

Rentshield Direct,
Claims Department, Rentshield House, Unit 9. Broadmeadow Trading Estate, Teignmouth, Devon TQ14 9AE

You may prefer to email your claim to us at enquiries@rentshielddirect.com

When we cannot help

Please do not ask for help from a lawyer, or anyone else before we have agreed. If you do, we will not pay the costs involved even if we accept the claim.

Problems

We will always try to give you a quality service. If you think we have let you down, please write to our Customer Relations Department at our Head Office address shown below.

Or you can phone us on 0845 070 2434 or email us at enquiries@rentshielddirect.com

Details of our internal complaint-handling procedures are available on request.

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Registered in England and Wales, number 103274.

Website: www.das.co.uk

If you are still not satisfied, you can contact the Insurance Division of the Financial Ombudsman Service at:

South Quay Plaza, 183 Marsh Wall, London E14 9SR.

You can also contact them on 0845 080 1800.

Website: www.financial-ombudsman.org.uk

(Using this service does not affect your right to take legal action.)

DAS Legal Expenses Insurance Company Limited is authorised and regulated by the Financial Services Authority.

THE MEANING OF WORDS IN THIS POLICY

1. Appointed lawyer

The lawyer, or other suitably qualified person, whom **we** appoint to act for **you** in accordance with the terms of this policy.

2. Costs and expenses

(a) Legal costs

All reasonable and necessary costs charged by the **appointed lawyer** on a standard basis.

(b) Opponents' costs

The costs incurred by opponents in civil cases if **you** have to pay them, or pay them with **our** agreement.

3. Date of occurrence

(a) For civil cases

The date of the event which leads to a claim. If there is more than one event arising at different times from the same originating cause, then the **date of occurrence** is the date of the first of these events.

(b) For criminal cases

The **date of occurrence** is when **you** began or are alleged to have begun to break the criminal law in question.

4. Hotel expenses

Up to £150 per day to cover the cost of **your** accommodation for a maximum of 30 days while **you** are seeking possession of **your property**.

5. Period of insurance

The period for which we have agreed to cover **you**.

6. Rent arrears

Unpaid rent that

- is owed to **you** under a tenancy agreement, or
- would have been owed to **you** but for the breach of a tenancy agreement to let **your property**: where **we** have accepted **your** claim under **INSURED INCIDENT 1 REPOSSESSION**.

7. Storage costs

£10 per day to store **your** personal possessions for a maximum of four weeks after the termination of **your** tenancy agreement while **you** are unable to reoccupy **your property**.

8. Territorial limit

The United Kingdom of Great Britain and Northern Ireland.

9. We, us, our

DAS Legal Expenses Insurance Company Limited.

10. You, your

The person, business or property owner who has taken out this policy.

11. Your property

The property **you** have told **us** about.

COVER

We agree to provide the insurance in this policy, as long as:

- (a) the premium has been paid; and
- (b) the **date of occurrence** of the **INSURED INCIDENT** is during the **period of insurance**; and
- (c) any legal proceedings will be dealt with by a court, or other body which **we** agree to, in the **territorial limit**; and
- (d) for civil claims it is always more likely than not that **you** will recover damages (or obtain any other legal remedy which **we** have agreed to).

WHAT WE WILL PAY

For an **INSURED INCIDENT** under this policy **we** will pay **your**:

- **hotel expenses**;
- **legal costs**, including **legal costs** to make or defend an appeal provided that:
 - (a) **you** tell **us** within the time limits allowed that **you** want **us** to appeal; and
 - (b) **we** agree that it is always more likely than not that the appeal will be successful;
- **opponents' costs**;
- **rent arrears**, payable by **us** 30 days in arrears as shown under **INSURED INCIDENTS 5(a)** and **5(b) RENT ARREARS** of this policy;
- **storage costs**;

The most **we** will pay for all claims resulting from one or more event arising at the same time or from the same originating cause is £50,000.

INSURED INCIDENTS WE WILL COVER

1 REPOSSESSION

We will negotiate for the following:

(a) England, Wales and Scotland

Your legal rights in trying to get possession of **your property** that **you** have let under:

- an assured shorthold tenancy;
- a short assured tenancy; or
- an assured tenancy.

These are all defined by the Housing Act 1988 or the Housing (Scotland) Act 1988.

Your legal rights in trying to get possession of **your property** if **you** have let **your property** to a limited company or partnership and **your property** has been let for people to live in.

Your legal rights in trying to get possession of **your property** if **you** have let **your property** and **you** live in **your property** as the landlord.

(b) Northern Ireland

Your legal rights in trying to get possession of **your property** that **you** have let to which The Private Tenancies Order 2006 applies.

Conditions

- For both (a) and (b) **you** must give the tenant the correct notices telling him or her that **you** want possession of **your property**.
- All posted pre-agent notices and pre-proceeding notices must be sent by recorded-delivery post.

What is not covered under 1 REPOSSESSION

Any claim to repossess **your property** because **your** tenant has behaved anti-socially.

2 PROPERTY DAMAGE

We will negotiate for **your** legal rights after an event which causes physical damage to **your property**. The amount in dispute must be more than £1,000.

3 EVICTION OF SQUATTERS

We will negotiate for **your** legal rights to evict anyone who is not **your** tenant or ex-tenant from **your property** and who has not got **your** permission to be there.

4 RENT RECOVERY

We will negotiate for **your** legal rights to recover rent owed by **your** tenant for **your property** if it has been overdue for at least one calendar month.

Conditions:

- If **you** accept payment (or part payment) of **rent arrears** from the tenant of **your property**, **you** must be able to provide proof that **you** have warned the tenant that it does not prevent **you** taking further action against them under this policy.
- Where the tenant is a limited company, **you** must first seek advice from the **appointed lawyer** before accepting payment of **rent arrears**.

5 RENT ARREARS

We will pay **your rent arrears** while **your** tenant or ex-tenant still occupies **your property**.

Provided that **you** have:

- (i) obtained a satisfactory reference* for each tenant and each guarantor from a licensed referencing service before the tenancy started; and
- (ii) kept clear and up to date rental records;

and provided that **we** have accepted **your** claim under **1 REPOSSESSION**.

* The reference must include: written references from a previous managing agent or landlord; an employer (or any other financial source); and a credit-history check (including the Enforcement of Judgments Office, County Court Judgments and bankruptcy).

What is not covered under 5 RENT ARREARS

Rent arrears once **your property** is re-let.

6 LEGAL DEFENCE

We will:

- (a) defend **your** legal rights if an event arising from letting **your property** leads to **you** being prosecuted in a criminal court;
- (b) defend an appeal against **your** decision not to adapt **your property** following a request under:
 - (i) The Disability Discrimination Act 1995 as amended by the DDA 2005;
 - (ii) The Housing (Scotland) Act 2006;
 - (iii) The Disability Discrimination (NI) Order 1995 as amended by the DD (NI) Order 2006; or any future amending legislation.

Provided that for 6(b) you have first tried to resolve the dispute using the free conciliation service of the Equality and Human Rights Commission or the Equality Commission (NI).

WHAT YOU ARE NOT COVERED FOR

- 1** Any claim reported to **us** more than 60 days after the date **you** should have known about the **INSURED INCIDENT**.
- 2** Any **costs and expenses, hotel expenses or storage costs** that are incurred before **we** agree to pay them.
- 3** A claim which is fraudulent, exaggerated or dishonest or where an allegation of dishonesty or violent behaviour has been made against **you**.
- 4** Any claim relating to registering rents, reviewing rents, rent control, buying the freehold of **your property** or any matter that relates to rent tribunals, rates tribunals, land tribunals, rent assessment committees and rent officers.
- 5** Any claim relating to someone legally taking **your property** from **you**, whether **you** are offered money or not, or restrictions or controls placed on **your property** by any government or public or local authority unless the claim is for accidental physical damage caused by any of the above.
- 6** Any claim relating to subsidence, mining or quarrying.
- 7** Judicial Review.
- 8** Fines, penalties, compensation or damages which **you** are ordered to pay by a court or other authority.
- 9** Any claim caused by, contributed to by or arising from:
 - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel;
 - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it;
 - war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup;
 - pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.
- 10** A dispute with **us** not otherwise dealt with under Condition 7.
- 11** Any legal action **you** take which **we** or the **appointed lawyer** have not agreed to or where **you** do anything that hinders **us** or the **appointed lawyer**.
- 12** Apart from **us**, **you** are the only person who may enforce all or any part of this policy and the rights and interests arising from or connected with it.

This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to the policy in relation to any third-party rights or interest.
- 13** Any claim directly or indirectly caused by or resulting from any device failing to recognise, interpret or process any date as its true calendar date.

CONDITIONS

- 1 **You** must:
 - (a) keep to the terms and conditions of this policy;
 - (b) try to prevent anything happening that may cause a claim;
 - (c) take reasonable steps to keep any amount **we** have to pay as low as possible;
 - (d) send everything **we** ask for, in writing;
 - (e) give **us** full details of any claim as soon as possible and give **us** any information **we** need.
- 2 (a) **We** can take over and conduct, in **your** name, any claim or legal proceedings at any time.
We can negotiate any claim on **your** behalf.
 - (b) **You** are free to choose an **appointed lawyer** (by sending **us** a suitably qualified person's name and address) if:
 - (i) **we** agree to start legal proceedings and it becomes necessary for a lawyer to represent **your** interests in those proceedings; or
 - (ii) there is a conflict of interest.
 - (c) In all circumstances except those in 2(b) above, **we** are free to choose an **appointed lawyer**.
 - (d) The **appointed lawyer** will be appointed by **us** to represent **you** according to **our** standard terms of appointment, which may include a 'no-win, no-fee' agreement.
The **appointed lawyer** must co-operate fully with **us** at all times.
 - (e) **We** will have direct contact with the **appointed lawyer**.
 - (f) **You** must co-operate fully with **us** and with the **appointed lawyer** and must keep **us** up to date with the progress of the claim.
 - (g) **You** must give the **appointed lawyer** any instructions that **we** ask for.
- 3 (a) **You** must tell **us** if anyone offers to settle a claim.
 - (b) If **you** do not accept a reasonable offer to settle a claim, **we** may refuse to pay further legal costs.
 - (c) **We** may decide to pay **you** the losses **you** are claiming instead of starting or continuing legal proceedings.
- 4 (a) **You** must tell the **appointed lawyer** to have legal costs taxed, assessed or audited, if **we** ask for this.
 - (b) **You** must take every step to recover legal costs that **we** have to pay and must pay **us** any legal costs that are recovered.
- 5 If an **appointed lawyer** refuses to continue acting for **you** with good reason, or if **you** dismiss an **appointed lawyer** without good reason, the cover **we** provide will end at once, unless **we** agree to appoint another **appointed lawyer**.
- 6 If **you** settle a claim or withdraw it without **our** agreement or do not give suitable instructions to an **appointed lawyer**, the cover **we** provide will end at once and **we** will be entitled to reclaim from **you** **costs and expenses we** have paid.
- 7 If there is a disagreement about the way **we** handle a claim that is not resolved through **our** internal complaints procedure, **you** can contact the Financial Ombudsman Service for help.
- 8 **You** can cancel this policy by telling **us** within 14 days of taking it out or at any time afterwards as long as **you** tell **us** at least 14 days beforehand. **We** can cancel this policy at any time as long as **we** tell **you** at least 14 days beforehand.
- 9 **We** will not pay any claim covered under any other policy, or any claim that would have been covered by any other policy if this policy did not exist.
- 10 This policy will be governed by English law.



Chief Executive Officer

HELPLINE SERVICES

We provide these services 24 hours a day, seven days a week during the **period of insurance**. All helplines apply to the United Kingdom of Great Britain and Northern Ireland unless otherwise stated.

To help **us** check and improve **our** service standards, **we** record all calls except those to the counselling service. By using these services **you** are agreeing to **us** recording **your** call.

When phoning, please tell **us your** policy number or the name of the insurance broker or company who sold **you** this policy.

Please do not phone **us** to report a general insurance claim.

To get help from DAS, phone **us** on 0117 934 0553.

EuroLaw legal advice

We will give **you** confidential legal advice over the phone on any personal legal problem, under the laws of the member countries of the European Union, the Isle of Man, the Channel Islands, Switzerland and Norway. **We** may send information to legal advisors in these countries.

Tax advice

We will give **you** confidential advice over the phone on personal tax matters.

Domestic assistance

We will arrange help or repairs needed if **you** have a domestic emergency in **your property**, such as a burst pipe, blocked drain, broken window or building damage. **We** will ask a contractor to help, but **you** must pay the contractor's costs including any call-out charges.

Counselling

We will provide **you** with a confidential counselling service over the phone, including, where appropriate, onward referral to relevant voluntary or professional services.

To contact the counselling helpline, phone us on 0117 934 2121. These calls are not recorded.

We will not accept responsibility if the Helpline Services fail for reasons **we** cannot control.