

Insurance (buildings and contents)

Your building insurance is part of your service charge and paid by the Freeholder. Where this is ISHA, we take out a block policy for all our homes and you are able to benefit from economies of scale. We tender our insurance every few years in order to make sure we get the best deal possible.

You will have to arrange your own content insurance. You can do this by shopping around. There are some comparison web sites which will help you get the best deal. You can also use a scheme designed for residents of Housing Associations. Further details can be found below and on our [website](#)

Buildings Insurance

We are responsible for ensuring that damage to the structure of our buildings is repaired. Our building insurance cover allows us to claim to cover the costs of certain types of damage/ major damage resulting from a one off incident that are unexpected and unforeseen under the policy.

As a homeowner you are responsible for carrying out repairs to your property as defined in your lease. You may be able to make a claim against our insurance policy (or a third party's policy if we do not own the freehold) to cover the costs of putting damage to the structure of your property right if it is caused by events including:

- Fire, Lightning, Explosion
- Escape of Water
- Impact (such as a car or falling tree)
- Vandalism / Theft/ Malicious Damage
- Flood/ Storm
- Subsidence

Please be aware it is not the responsibility of your insurance to resolve the cause of the damage but the resultant damage of a one off event and all perils are subject to the policy wording of your insurance.

We have an appointed insurance broker. The broker co-ordinates all insurance claims against our policy and liaises with the insurance company. If you think you have a valid claim, we will direct you to our insurance broker who will advise you. If a third party provides the policy we will direct you to their broker.

By way of a reminder this is how the building insurance is provided and charged to homeowners:

Whether you're a shared owner or a leaseholder it's essential we have the right insurance for your block. Our insurance covers the structure of the building and the shared areas that we are responsible for maintain.

Your property is insured for the cost of rebuilding it. This is re-calculated every year by looking at building prices. We regularly review all our insurance policies to make sure they provide good value for money.

We insure your home on our block policy. As all our properties are insured on this policy; we get a cheaper rate and pass these savings to you.

We charge for insurance through your service charges. We review the amount annually and reflect any changes in the final audited service charge account which is sent to you within six months of your service charge year end.

A housing insurance [leaseholders' guide](#) is on our website. The guide includes contact information for making a claim. For leaseholders the excess is £100 for all perils, except subsidence where it is £1,000.

Contents Insurance

ISHA's policy does not include home content insurance. Homeowners are responsible for their own insurance.

If you had a burglary or fire, would you be able to replace everything you own? Insurance is a cheap way to make sure you are protected if things get damaged or stolen.

ISHA have arranged with Royal and Sun Alliance to provide residents with insurance easily. This is called the "Simple" scheme.

Royal and Sun Alliance provide an insurance policy for everything you own. It is easy to understand and not expensive. You can pay every week, every month or every year.

Please make sure that you carry out your own comparison figures. This scheme is not provided by ISHA but it has been arranged and designed specifically for housing association residents.

To request an application form or if you would like more information, contact isha@isha.co.uk

You can also download an application form directly from our website. Please print this form, fill it in and send it to the address on the front page of the form. Alternatively, you can email the form to:

datamanagement@ryandirectgroup.co.uk

Guide to insurance terms

- The **freeholder** is the owner of the land the building is on.
- **Building insurance** covers the structure of the building and fixed equipment in it. The insurance policy sets out what is included in the cover.
- **Contents insurance** covers loss or damage to possessions within the home. Residents must arrange contents insurance for their belongings.
- An **insurance broker** arranges and sells insurance cover on behalf of insurance companies and may also deal with claims.
- A **managing agent** is a third party appointed by the freeholder to manage services at a development / property. Where they are in place the managing agent arranges and administers buildings insurance.
- A **management company** is a separate limited company which owns the freehold. Generally, the management company appoints a managing agent to manage the services on a development. If they arrange the insurance cover, you will need to contact them to obtain information on who to contact. Please let us know if you need assistance or they are unhelpful.