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2026 Property Summary of Cover  
London and Quadrant Housing Trust

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## Summary of Cover

This document provides a summary of the significant features of the cover provided through Price Forbes for L&Q Group.

The full terms, conditions or exclusions are shown in the Policy Document, which can be obtained from London & Quadrant.

## Property Cover

Insurer	Endurance Worldwide Insurance Limited (Sompo)
Policy Number	LPR314398800
Policyholder	London & Quadrant Housing Trust and Subsidiary Companies
Period of Insurance	1st April 2026 to 31st March 2027
Insured Premises	London & Quadrant Housing Trust Stock
Sums Insured	<p>Shared Ownership and Leasehold Housing Properties:</p> <ul style="list-style-type: none"> <li>• Full reinstatement value to GBP 5,206,604,270</li> </ul> <p>Rented Housing Properties:</p> <ul style="list-style-type: none"> <li>• Full reinstatement value to GBP 18,051,686,668</li> </ul> <p>Office and Other Properties (including commercial):</p> <ul style="list-style-type: none"> <li>• Full reinstatement value to GBP 321,430,193</li> </ul> <p>Cover for loss of rent or alternative accommodation following insured damage is included for up to 30% of the sum insured of the damaged property.</p>
Basis of Cover	Accidental physical loss or damage for "All Risks" as detailed more fully in the policy wording.
Excess	<p>Leasehold and Shared Ownership Housing Properties (including L&amp;Q New Homes Ltd):</p> <ul style="list-style-type: none"> <li>• Subsidence - the first £1,000 of each and every loss</li> <li>• All other claims - the first £350 of each and every loss</li> </ul> <p>Rented Housing Properties:</p> <ul style="list-style-type: none"> <li>• Storm or Flood - a £2,000,000 Aggregate applies subject to a £5,000 non-ranking excess</li> <li>• Subsidence - a £2,000,000 Aggregate Deductible applies subject to a £5,000 non-ranking excess</li> <li>• All other claims - A deductible of £100,000 each and every loss subject to a £3,500,000 Aggregate Deductible and a £5,000 non-ranking and residual excess</li> </ul> <p>Office and other properties (including commercial):</p>

	<ul style="list-style-type: none"> <li>• Subsidence - a £2,000,000 Aggregate Deductible applies subject to a £5,000 non-ranking excess</li> <li>• All other claims - the first £10,000 of each and every loss</li> </ul>
Terrorism	Not included in this policy. L&Q have a separate insurance policy covering Terrorism.

## Summary of Benefits and Limits

### Key benefits

Clearance of drains and gutters where required after a loss - where you are legally liable	Included within the building sum insured
Professional, demolition or local authority fees and expenses	Included within the building sum insured
Alternative accommodation or rent payable by you following damage by an insured peril where you occupy the damaged property	Up to 30% of the building sum insured, as per policy wording
Lock replacement following theft of keys	Up to £5,000
The costs involved in locating the source of a leak, but excluding repairing any damage to tank, apparatus, or pipework	Up to £25,000, as per policy wording
Other interested parties such as mortgagees, lenders, shared owners and leaseholders	Included in the policy wording
Damage to your landscaped garden by the emergency services	Up to £25,000

### Key exclusions or limitations

All other damage (if cover is operative)	<p>There are several exclusions, so we have highlighted the main ones which are loss or damage arising from:</p> <ul style="list-style-type: none"> <li>• asbestos material removal</li> <li>• vermin, insects, dampness, erosion, scratching, wear and tear or other gradually operating cause</li> <li>• wet or dry rot, shrinkage, faulty workmanship, defective design or materials</li> </ul>
Breakage or collapse of audio or visual communication apparatus	Does not cover the damage to the aerial or satellite dish itself.
Excess	The first amount of any claim for which you are responsible - this is as shown on the schedule
General Exclusions	Loss or damage caused by:

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	<ul style="list-style-type: none"> <li>• Date Related Incidents</li> <li>• Northern Ireland Civil Commotion</li> <li>• Nuclear and War Risks, Government or Public Authority Order</li> <li>• Sonic Bangs</li> <li>• Communicable Diseases.</li> </ul>
Storm or flood	<p>There is no cover for loss or damage caused by or to:</p> <ul style="list-style-type: none"> <li>• frost, subsidence, ground heave or landslip</li> <li>• fences, gates and hedges</li> <li>• moveable property in the open</li> <li>• attributable solely to change in the water table level.</li> </ul>
Subsidence, ground heave or landslip	<p>Excesses are as shown above and in the policy document.</p> <p>There are several exclusions, we have highlighted below the main ones which are loss or damage caused by or to:</p> <ul style="list-style-type: none"> <li>• coastal or riverbank erosion</li> <li>• defective materials or faulty workmanship</li> <li>• patios, terraces, swimming pools, tennis courts, footpaths, drives, hedges, yards, car parks, roads, pavements, forecourts, walls, gates and fences unless the structure of the building is damaged at the same time</li> </ul>
Unoccupied Properties	<p>If the buildings are unoccupied for more than 120 days the cover will exclude Malicious Damage, Escape of Water, Theft and any damage caused by freezing.</p> <p>After 30 days of unoccupancy leaseholder and shared ownership properties you are required to take steps to protect the building from damage, including turning off all mains services except for the electricity supply to maintain any fire or intruder alarm system, completely draining the water system (except that during the period 1 October to 1 April each year any central heating systems may be kept working at a minimum temperature of 5 degrees Celsius), sealing up all letter boxes and taking steps to prevent accumulation of mail, removing all combustible contents and waste from within the building and yard areas belonging to it, and closing and locking doors and windows and setting any fire or intruder alarm systems.</p>

## Other interests

The interests of shared owners and leaseholders (“policy stakeholders”), mortgagees, lenders or other interested parties in Property Insured, in whole or in part, specifically covered by this insurance is noted. The extent of such interest must be disclosed by the Policyholder in the event that a claim is made under the policy.

## How to make a claim

If you are a Shared Owner or Leaseholder and need to make a claim, contact Crawfords as follows :

**Phone**                    **01908 300402**  
**Email**                    **[L&Qclaims@crawco.co.uk](mailto:L&Qclaims@crawco.co.uk)**

When you contact Crawfords, you will need to tell them your name and address, the place where the loss occurred and what caused the loss or damage.

Tell the police if something has been stolen or maliciously damaged.

Crawfords will work with you and their building services provider to arrange the necessary repairs, subject to validation that the claim is covered.

If someone is making a claim against you for any injury or damage to their property, you must send full details to Crawfords as soon as possible. Any letters regarding the claim should be sent to Crawfords, unanswered without delay.

You should not become involved in correspondence with the other person - you must leave Crawfords and the insurers to deal with the matter on your behalf.

For all other claims and enquiries, please contact L&Q's Insurance Team on 0300 456 9998 or, alternatively, send an email to [insurance@lqgroup.org.uk](mailto:insurance@lqgroup.org.uk)

## Complaints procedure

Many concerns can be resolved straight away. Therefore, in the first instance, please get in touch with your usual contact at L&Q as they will generally be able to provide you with a prompt response to your satisfaction. Contact details will be provided on correspondence that L&Q have sent to you.

Endurance Worldwide Insurance Limited (Sompo) always aims to provide a high and effective standard of service to its policyholders and treat them fairly. If you have a complaint about the insurer's service, please contact:

Customer Relations  
5<sup>th</sup> Floor  
40 Leadenhall  
Leadenhall Street  
London  
EC3A 2BJ

Email:                    [Complaints@sompo-intl.com](mailto:Complaints@sompo-intl.com)

Website:                <http://www.sompo-intl.com/>



### **Complaints that can be resolved within three (3) business days:**

Endurance Worldwide Insurance Limited (Sompo) will aim to resolve the insured's concerns within three (3) business days, following receipt of the complaint. A written Summary Resolution Communication will be provided to the insured if the complaint is resolved to the insured's satisfaction.

### **Complaints that cannot be resolved within three (3) business days:**

The insurer will send the insured an acknowledgement letter to explain that the complaint has been escalated to the Head of Compliance, who will investigate the complaint and keep the insured informed throughout the process.

Endurance Worldwide Insurance Limited (Sompo) will investigate the complaint and provide one of the following within 8 weeks of receipt of the complaint:

- A final response letter explaining the outcome of the Insurer's investigation, the reason for the insurer's decision and information on steps to take, should the insured remain dissatisfied; or
- A holding letter confirming when the insurer anticipates concluding the investigation.

### **Referring to the Financial Ombudsman Service:**

Should you remain dissatisfied with the outcome of our investigation or the Insurer is unable to conclude its investigation within 8 weeks, you may be able to refer your complaint to the Financial Ombudsman Service (\*if eligible), provided you do so within 6 months of the date of the Final Response.

The Financial Ombudsman Service contact details:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Email: [complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)

Telephone: 0800 023 4567 or 0300 123 9123

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Financial Ombudsman Service may not be able to consider a complaint if you have not provided L&Q and the insurer with the opportunity to resolve it first.

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Call - +44 (0)20 7204 8400

Email - [info@priceforbes.com](mailto:info@priceforbes.com)

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